

## Academic Appeals for Higher Education Programmes



**Dyddiad Cyhoeddi:**  
**Issue Date: January 2018**

### Adolygu a Chymeradwyo / Review and Approval

<b>Cyfrifoldeb:</b> <b>Responsibility:</b>	Carys Davies
<b>Corff Cymeradwyo:</b> <b>Approval body:</b>	CSG
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### Cwmpas / Scope

*Sicrhewch fod y polisi/strategaeth yn cynnwys datganiad cwmpas sydd yn nodi at bwy neu beth mae'r polisi yn berthnasol iddynt. Er enghraifft: pob gweithiwr, myfyriwr, system gyfrifiadurol, taliad cerdyn credyd.*

*Please ensure that the policy/strategy includes a scope statement that specifies to who or what the policy applies. For example: all employees, all learners, all computer systems, all credit card payments.*

*I'w bennu gan y Rheolwr Gweinyddol a Gwasanaethau Cwsmeriaid /  
/ To be assigned by the Admin & Customer Service Manager*

<b>Cyfeirnod:</b> <b>Reference:</b>	<i>Ceir ei bennu wedi cymeradwyo'r ddogfen</i> <i>This will be assigned to the document on approval</i>
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## Academic Appeals Policy for Higher Education Programmes

### Scope

This policy applies to all students on higher education programmes at Coleg Cambria, whether the programme is full time, part time or part of a Higher Apprenticeship. This policy also applies to students who have recently completed their studies at the College but are still within the timeframe to appeal an academic decision.

Students who are following a further education programme need to refer to the separate Academic Appeals Policy for FE and WBL.

**Important Note** Students following Aberystwyth University, Wrexham Glyndwr University and Liverpool John Moore University programmes must follow the Academic Appeals Policy of that University. These have been signposted below.

### Awarding Partner Academic Appeals Policies

#### *Aberystwyth University*

Students following an Aberystwyth University programme will need to follow the Academic Appeals process for Aberystwyth University.

<https://www.aber.ac.uk/en/aqro/handbook/appeals/>

#### *Glyndwr University*

Students following a Glyndwr programme will need to follow the Academic Appeals process for Glyndwr University. Full details of the procedures for Academic Appeals can found on the VLE (Moodle) <https://moodle.glyndwr.ac.uk/course/view.php?id=28&section=2>

Any queries related to Academic Appeals should be directed to the University's Regulations, Assessment and Awards Unit.

#### *Liverpool John Moore University*

Students following a LJMU programme will need to follow the Academic Appeals process for LJMU:

<https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints>

### *Pearson Higher Nationals*

The Coleg Cambria Academic Appeals procedure for HE will be used for all Pearson students. Students have a final right of appeal to Pearson, but only if the procedures in this policy have not been followed. Further details are given in the policy “Enquiries and appeals on Pearson vocational qualifications” found here:

[https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/Enquiries\\_and\\_Appeals\\_on\\_Pearson\\_Vocational\\_Qualifications.pdf](https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/Enquiries_and_Appeals_on_Pearson_Vocational_Qualifications.pdf)

### *Swansea University*

For students following a Swansea University programme we will deal with academic appeals within the College using this policy in the first instance. However, if an acceptable conclusion cannot be achieved, students will have the opportunity to request Swansea University to review the College’s decision via the University’s Final Review Procedures:

<http://www.swansea.ac.uk/academic-services/academic-guide/conduct-and-complaints/final-review-procedure/>

## **Principles**

In line with QAA Code of Practice Chapter B9 “Academic Appeals and Student Complaints” the process for students to appeal an academic decision will :

- be conducted in a fair and confidential manner
- be easily accessible to those that may need to use it
- not disadvantage the student as a consequence of making an appeal
- ensure that appeals are brought to completion as soon as is reasonably practicable
- safeguard academic standards
- allow the college to enhance its procedures and practice through reflection on the process and the outcomes
- facilitate constructive engagement between the College and student
- offer opportunities for early and/or informal resolution
- ensure the process and outcomes are formally recorded
- support staff and students involved in the appeal process

Where students identify individual needs, reasonable adjustments will be made to the procedure.

If it is deemed that another procedure is more suitable for dealing with the issues raised, then the case will be considered under the most appropriate procedure e.g. the Complaints Procedure, and the student will be informed accordingly.

It is normally expected that appeals will be submitted by the student, but the student may wish to appoint a representative to submit the appeal on their behalf. The student would normally be expected to provide written consent, by letter or via their College e-mail account, to authorise someone to act on his/her behalf.

## **Grounds for Appeal**

Academic appeals can be made about a decision of the examination board relating to assessments, examinations and/or student progression. These may therefore relate to:

- (i) Exceptional extenuating circumstances which may have had an adverse effect on the student's academic performance and were not (for good reason) made known to the examination board. *Please note that computer or other equipment failure will not be deemed as exceptional extenuating circumstances.*
- (ii) Procedural irregularities in the conduct of the assessments, or in written instructions provided, or in advice given, which could have had an adverse effect on the student's performance.
- (iii) Evidence of prejudice, or of bias, or of inadequate assessment on the part of one or more of the examiners.

This policy cannot be used to make an appeal about academic judgement ie the decision made by academic staff or the examination board on the quality of the work itself or the criteria being applied to assess the work.

An appeal cannot be made until the outcomes of the the relevant examination board have been confirmed.

An appeal will only be considered if the student can provide good reasons why the grounds for appeal had not previously been made known to the College and/or were not made known to the relevant examination board. Exceptional extenuating circumstances (whether relating to College issues, personal or medical problems or any other issue) which were not submitted to the Programme Leader by the due date may only be considered as grounds for appeal in the most exceptional circumstances (for instance where the student was unable to disclose the circumstances in advance because of a medical condition).

## **Appeal Process**

In summary the Coleg Cambria Academic Appeals process consists of three stages.

### *Stage One: Clarification of Examination Board Decision*

At the first stage, all module marks, degree classifications and extenuating circumstances submitted are considered and approved by the examination board. (Please refer separately to the relevant Extenuating Circumstances Policy).

Following the release of examination board results the student may check the marks have been calculated and or recorded correctly, seek clarification of an assessment or examination board decision, and discuss any concerns with the programme leader. Depending on the nature of the enquiry the programme leader may need to consult with the University partner. A note will be made of this meeting and where appropriate and proportionate the student will be notified in writing of the outcome.

### *Stage Two: Academic Appeal*

Where a student is dissatisfied with the decision reached by the examination board, they may, within 10 working days of their results being published, appeal the decision. Detailed guidance on the academic appeal process is found below.

### *Stage Three: Final Review*

Where the student remains dissatisfied with the outcome of their appeal they may request a final review. Detailed guidance on the final review process is found below.

## **Academic Appeal**

1. From the date of formal notification of examination results students will have 10 working days in which to submit an appeal. Late appeals will not normally be considered unless independent, corroborative evidence is submitted clearly explaining why the student was prevented from submitting the appeal by the deadline.
2. All appeals must be made in writing using the Higher Education Academic Appeals Form.
3. The appeal must be accompanied by corroborative evidence that has not already been submitted for consideration, and which clearly demonstrates how it has affected the student's performance.
4. The completed appeal form must be submitted to the Higher Education Manager. A written acknowledgement of receipt will be sent within 5 working days.
5. Upon receipt of an appeal the Higher Education Manager (or their nominee) shall ask the relevant programme area and/or chair of the examination board to verify the facts to which the appeal refers.
6. Where appropriate and proportionate to the nature of the appeal the HE Manager will meet with the student, investigate the matter and notify the student in writing of the outcome of his/her investigation.
7. Where the nature of the appeal is more complex the appeal will be referred to the Academic Appeals Panel. The student will be notified of the date, their right to attend and the composition of the panel with at least 5 working days notice.
8. The Academic Appeal Panel members will be independent and not directly associated with the student's studies. It will consist of :
  - a. an Assistant Principal not directly associated with the student's studies (as Chair)
  - b. HE Manager(or nominee)
  - c. Student Services Manager (or deputy)
  - d. A Deputy Director

In exceptional cases, where an expedient decision is required, the panel may conduct its discussion electronically.

9. The Academic Appeal Panel will take either of the following decisions :
  - a. uphold the appeal and determine the action to be taken
  - b. reject the appeal; no further action to be taken
10. The student shall have the right to appear before the Panel and may be accompanied by a person of his/her choice.
11. The Higher Education Manager will inform the student of the decision of the panel, in writing, within five working days of the meeting.
12. Each academic appeal should be resolved within 6 working weeks. If it appears that a response will be delayed, the student will be informed of the reason for this.

### **Final Review**

1. If the student is not satisfied with the decision of the Appeal Panel s/he can request a final review. ***Important note:*** students following Swansea University programmes will have their final review considered by the University following the University Final Review procedures. For students on a Pearson Higher National programme a final review will be considered by an Assistant Principal (not on the original appeal panel and not directly linked to the student's programme). A request for a final review can be made on one of the following grounds:
  - a. procedural irregularities followed at the appeal stage
  - b. new material evidence that the student was unable, for good reasons, to provide at the appropriate time
  - c. consideration of whether the outcome was reasonable in all the circumstances
2. A request for a final review must be submitted in writing, within 10 working days from the date of the letter that informed the student of the outcome of the appeal decision. Students will receive a written acknowledgement of the review application within 5 working days.
3. The Assistant Principal will consider the application for final review, and may if deemed necessary form a review panel to hear the application. The Assistant Principal will either:
  - a. dismiss the request for review and uphold the original decision
  - b. uphold the request for review, in whole or in part, and recommend appropriate action to be taken based on the circumstances of the case
4. The decision will be notified to the student within 6 working weeks of the receipt of the application for review. If it appears that a response will be delayed, the student will be informed of the reason for this. This decision will be final.

### **Office of the Independent Adjudicator**

Once the final review stage has been completed, students who remain dissatisfied with the outcome can ask the Office of the Independent Adjudicator (OIA) to review their complaint about the outcome of the academic appeal process. The complaint must be submitted to the OIA within 12 months of the date on the Completion of Procedures Letter. Please note that students must be in possession of a Completion of Procedures letter if they wish to complain to the OIA, this can be obtained from the College/ University, upon request, once all stages of the process have been exhausted. Further information can be found on the OIA website [www.oiahe.org.uk](http://www.oiahe.org.uk) or by telephoning or writing to the OIA at the following address:

OIA, Second Floor, Abbey Gate, 57-75 Kings Road, Reading, RG1 3AB. Tel: 0118 959 9813  
Email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)

**Monitoring of Academic Appeals**

The number, level and range of academic appeals will be monitored on an annual basis. The Higher Education Manager will monitor academic appeals and will report annually to the Curriculum Strategy Group (CSG). Any personal details will remain confidential. It shall be the responsibility of CSG to monitor the data and make appropriate recommendations to relevant bodies or personnel.

The Curriculum Strategy Group will review the Higher Education Academic Appeals Procedure and its effectiveness, and make recommendations for changes, where appropriate.



**HIGHER EDUCATION ACADEMIC APPEAL FORM**

This form should be sent to the Higher Education Manager with 10 working days from the date on which the student was formally notified of the result of the examination board.

Please attach relevant documentary evidence.

<b>Student's Name</b>	
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<b>Student ID Number</b>		
<b>Programme of Study</b>		
<b>State the Examination Board's decision against which you are appealing</b>		
<b>On which grounds do you wish to appeal (please tick):</b>		
<b>Exceptional extenuating circumstances</b>		
<b>Procedural irregularities in the assessment process</b>		
<b>Evidence of prejudice, bias, or inadequate assessment on the part of one or more of the examiners.</b>		
<b>If you are reporting exceptional extenuating circumstances, which were not reported before the meeting of the Examination Board, please state the reasons why you did not make your circumstances known at the appropriate time.</b>		
<b>Do you consider yourself to have a Disability?</b> <i>By this we mean "a physical or mental impairment that has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities".</i>		<b>Yes / No</b> <i>*Delete as appropriate</i>
<b>Do you require any reasonable adjustments to be made for any part of the Appeal process?</b>		<b>Yes / No</b> <i>*Delete as appropriate</i>
<b>If yes, please provide details of the reasonable adjustments you require.</b>		



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<b>I declare that I have read the Coleg Cambria Higher Education Academic Appeals Policy and that the information given on this form, and on any accompanying papers, is a true statement of facts.</b>	
<b>Signed:</b>	<b>Date:</b>

*If the form is submitted electronically, from the student's own College e-mail account, this will be considered a 'signed' document in the absence of an original hard copy.*

**Please return this form to:**

Higher Education Manager  
Coleg Cambria  
Deeside  
Kelsterton Road  
Connah's Quay,  
Flintshire  
CH5 4BR

Or email to [HE@cambria.ac.uk](mailto:HE@cambria.ac.uk)

All communications relating to an on-going Appeal must be in writing/email and addressed to the above.