

Higher Education General Appeals Policy

APPROVED BY PM and HE Academic Board Sept 2022

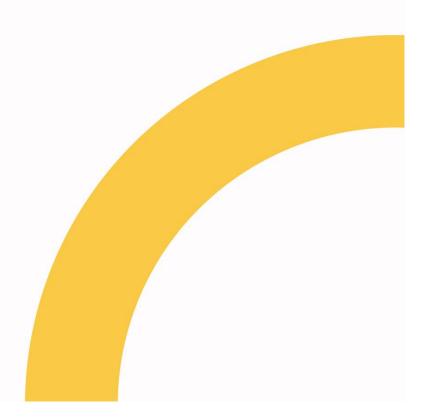
Applies to:	
Harrogate College	
Keighley College	
Leeds City College	
Leeds Conservatoire	
White Rose Academies Trust	
University Centre	Х

CHANGE CONTROL

Version:	3	
Approved by:	PM and HE Academic Board	
Date approved:	August 2021	
Name of author:	HE Registry	
Name of responsible committee:	Higher Education	
Related policies: (list)	General Appeals Proc Student Guide to Appe	
	Date:	August 2022
	Assessment type	
Equality impact assessment completed	□ Full	
	□ Part	
	□ x Not required	
Policy will be communicated via:	Website, handbook	
Next review date:	August 2024	

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1. POLICY STATEMENT

This policy applies to general appeals (excluding academic appeals) made in relation to processes and procedures associated with Higher Education awards, at the University Centre Leeds and seeks to uphold the principles of fairness, consistency, equity and equal opportunities.

Its purpose is to ensure that general appeals are dealt with fairly, efficiently, in a timely manner and in accordance with the precepts set out in the UK revised Quality Code for Higher Education: Concerns, Complaints and Appeals, and the Office of the Independent Adjudicator (OIA) Good Practice Framework for Handling Complaints and Academic Appeals.

2. POLICY AIMS/OBJECTIVES

Distinction Between Appeals and Complaints

This policy, and its accompanying process, applies to all, except academic appeals, and could include those relating to the following:

- Admissions decisions:
- Bursary payment decisions;
- Programme approval decisions;
- Approval of External Examiners;

Other matters of complaint involving a student and the college will be referred to as complaints and will be considered under the University Centre Leeds <u>Complaints Process</u>

This policy (and the academic regulations that underpin it) refers to individual students.

3. DETAILS OF THE SUBJECT MATTER

Policy	Higher Education General Appeals Policy	Quality Code
		Ref
Grounds For	This policy relates to any matters against which	Concerns,
Appeal	decisions are made that fall outside of the definition of Academic Appeals.	Complaints and Appeals
	Within the context of University Centre Leeds Higher Education provision Academic Appeals are defined as:	Core Practice
	 A request that is made to review a decision that has been made in relation to the progress of the appellant on his/her programme of study, 	Guiding Principles 1, 2, 3

Policy	Higher Education General Appeals Policy	Quality Code
		Ref
	including the award of any qualification as a result of that progress.	
	Any other matters relating to the programme and student lifecycle will be covered by this policy and its accompanying process. Typical matters covered by this policy would be:	
	 Admissions decisions; Bursary payment decisions; Programme approval decisions; Approval of External Examiners; 	
Impartiality	No person shall be permitted to take part in the decision-making process regarding an appeal where they have an interest through being a member of the same academic department in which the appellant is registered, or through being involved in any	Concerns, Complaints and Appeals
	associated decision-making processes.	Core Practice
	Any person who may be involved in the making of a decision regarding an appeal shall be required to declare an interest where they have any other material connection with the appellant and shall thereby be disqualified from being involved in the making of the decision.	Guiding Principles 6
Appeals Process	The process to be followed in the case of a general appeal is fully outlined in the General Appeals Process document. Information relating to this	Concerns, Complaints and Appeals
	process is included in the relevant student guides which are available via the VLE.	Core Practice
		Guiding Principles 1, 2, 3
Independent Review	Students on Open University validated courses can appeal to the Open University further information can be found here OU Handbook for Validated Awards, see Appendix 1.	
	If a student disagrees with the outcome of an appeal and has exhausted this system then are entitled to access the Office of the Independent Adjudicator (OIA)	
	www.oiahe.org.uk	

Policy	Higher Education General Appeals Policy	Quality Code
		Ref
Staff	All staff associated with the handling of academic appeals will be given appropriate training and	
Development	development and meet the requirements of the	
and Training	awarding body and where appropriate, the Quality Assurance Agency Quality Code and the OIA Good Practice Framework for Handling Complaints and Academic Appeals.	
Equality and	This policy will be implemented in accordance with	Concerns,
Diversity	the Luminate Policy on Valuing Diversity and with consideration of public information guidelines set out	Complaints and Appeals
Statement	by awarding bodies and where appropriate, the QAA Quality Code and the OIA Good Practice Framework for Handling Complaints and Academic Appeals.	Core Practice
		Guiding Principles 6
Review and	A report of all General Appeals will be included in the	Concerns,
Evaluation	Annual Review.	Complaints and Appeals
	The General Appeal process will be reviewed on an annual basis to ensure that it is current, fit for	
	purpose and accessible to students.	Common Practice
Associated		
Documentation	General Appeals Process Student Guide to Appeals and Complaints	

4. REVIEW

Change Summary		
Version	Date	Summary of Changes
1		Policy created

2		
3	Sept 22	Updated in line with the OU Audit