

Higher Education Academic Appeals Policy

APPROVED BY HE ACADEMIC BOARD Sept 2023

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

CHANGE CONTROL

Version:	4	
Approved by:	HE Academic Board	
Date approved:	September 2021	
Name of author:	Higher Education Registry	
Name of responsible committee:	Higher Education Registry	
Related policies: (list)	Academic Appeals Process Foundation Degree Academic Regulations Assessment and Moderation Policy	
Equality impact assessment completed	Date:	September 2023
	Assessment type ☐ Full ☐ Part ☒ Not required	
Policy will be communicated via:	Website Blackboard Programme Handbooks	
Next review date:	December 2026	

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1. POLICY STATEMENT

This policy applies to academic appeals made in relation to University Centre Leeds awards, and seeks to uphold the principles of fairness, consistency, equity and equal opportunities.

Its purpose is to ensure that academic appeals are dealt with fairly, efficiently, in a timely manner and in accordance with the precepts set out in the Quality Assurance Agency 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, only applies to academic appeals which is understood to mean the following:

- 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, including the award of any qualification as a result of that progress.

Other matters of complaint or dispute involving a student and the University Centre Leeds will be referred to as complaints and will be considered under the University Centre Leeds Complaints process.

This policy (and the academic regulations that underpin it) refer to an individual student throughout but can apply to a group of students.

Definition of Academic Judgement

This is considered to be the mark or grade awarded for an individual piece of work – whether coursework, written examination or similar, and whether formative or summative – or the award of an overall grade or classification for an award and shall be regarded as the academic judgement of the examiner or examiners, or the Board of Examiners concerned, and as such shall not be appealable under these or any other regulations or procedures of the University Centre Leeds. A candidate who wishes to question academic judgement shall be entitled to ask the examiner, or Board of Examiners to confirm that the work has been marked in accordance with the academic regulations and procedures in force at the time governing such matters as second marking, and referral to the external examiner. Provided such confirmation is provided in writing, with an explanation of the procedures followed, the matter shall be deemed closed and the mark or other decision upheld.

3. DETAILS OF POLICY

Policy	Higher Education Academic Appeals Policy	Quality Code Ref
Grounds For Appeal	The following are deemed to constitute grounds for academic appeal: • Incapacity – defined as academic achievement or progression being affected by incapacity which has clearly prevented the student from submitting a Mitigating Circumstances Application in time for due consideration by the relevant Mitigating Circumstances Board, or where the student was unable, for valid and evidenced reasons, to	Concerns, Complaints and Appeals Core Practice Guiding Principles 1, 2, 3

	divulge information before the Assessment Board reached its decision. • Maladministration – defined as where a candidate's performance in an assessment was adversely affected by a material administrative error attributable to, or to an agent acting on behalf of, the University Centre Leeds • Breach of Regulations – Defined as where a student's performance was adversely affected because an examination (or other assessment) was not conducted in accordance with the current published Academic Regulations. The following do not constitute grounds for academic appeal: Questioning the academic judgement of a properly convened and constituted Board for example: • by questioning the validity of the assessment decision on one or more pieces of work produced by a student; • by questioning marks or grades awarded; • by questioning the overall decision on a student's progression or on the final assessment decision. A student may request a review of a decision of the Board of Examiners on the following grounds: • New evidence regarding extenuating circumstances, which the student could not have reasonably supplied to the University Centre Leeds prior to the decision of the Board of Examiners, has been provided.	
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 a member of the Board of Examiners which made a decision against which the appeal is made. 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.	Concerns, Complaints and Appeals Core Practice Guiding Principles 6
Appeals Process	The process to be followed in the case of an academic appeal is fully outlined in the Appeals Process document. Information relating to this process is	Concerns, Complaints and Appeals Core Practice

	included in the Student Handbook and a Guide to Academic Appeals is available via the VLE	Guiding Principles 1, 2, 3
Independent Review	If a student disagrees with the outcome of an appeal and has exhausted this system then they are entitled to access the Office of the Independent Adjudicator (OIA) www.oiahe.org.uk	
Staff Development and Training	All staff associated with the handling of academic appeals will be given appropriate training and development and meet the requirements of the 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 Diversity Statement	This policy will be implemented in accordance with the Luminate EDI Policy and with consideration of public information guidelines set out by awarding bodies and where appropriate, the QAA Quality Code and the OIA Good Practice Framework for Handling Complaints and Academic Appeals.	Concerns, Complaints and Appeals Core Practice Guiding Principles 6
Review and Evaluation	A report of all Academic Appeals will be included in the Annual Review. The Academic Appeal process will be reviewed on an annual basis to ensure that it is current, fit for purpose and accessible to students.	Concerns, Complaints and Appeals Common Practice
Associated Documentation	• Academic Appeals Process • Foundation Degree Academic Regulations • Assessment and Moderation Policy	

4. REVIEW

Owner: HE Registry

Last review: September 2023

Next Review: December 2026

Change Summary		
Version	Date	Summary of Changes
1		Policy Introduced
2		
3	Sept 21	Updated in line with OU Audit
4	September 2023	Reached previous review date. Reviewed Sept 2023 no amendments made

