



Higher Education Student Academic Appeals Policy, Regulations and Procedures 2017-18

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Student Academic Appeals Policy

1. Purpose

This policy is designed to:

- Ensure that the student has a clear understanding of how to make an appeal
- Ensure procedural parity between all applicants making an appeal
- Protect the interests of the applicant making an appeal
- Provide scope and a definition of types of appeals
- Enable College staff to manage appeals effectively

2. Scope

2.1 This framework applies to all Higher Education (HE) students who are studying a **Higher National BTEC** course at the College. The related procedures are relevant to these HE students and to the College staff administering them. Refer to:

<http://qualifications.pearson.com/en/support/support-topics/results-certification/post-results-services.html#tab=Appeals>

Edexcel Appeals Office
One90 High Holborn
London
WC1V 7BH

2.2 If the course is delivered by the College but is in partnership with a university, then academic appeals need to be directed to the partner university. **In the first instance, speak with the Course Leader to try and resolve the matter informally.**

2.3 For the **University of Bolton**, please refer to their Academic Appeals Policy and Procedures: <http://www.bolton.ac.uk/studentinformation-policyzone/Student-Information-Policy-Zone-2017-18.aspx>

2.4 For the **University of West London**, please refer to their Academic Appeals Policy and Procedures: <http://www.uwl.ac.uk/students/current-students/student-handbook>

Also: <http://www.uwl.ac.uk/students/current-students/policies-procedures-and-regulations>

2.5 Appeals should be completed by the applicants themselves. Letters, e-mails, phone calls and other correspondence from others will not be considered unless the College has received written and signed authorisation from the applicant that the third party intends to act on their behalf.

2.6 All correspondence should include the applicant's full details including; name, address, contact details and student number.

2.7 Below is a list (not exhaustive) of examples where the college need to make sure that public information is accurate, accessible, and clear.

1. Web site and web page information
2. Key information Sets data (KIS); Wider information Sets data (WIS)
3. Any information held on EBS or any other database held by the college
4. HE site for students
5. Enrolment forms
6. Application forms

7. Admissions letters of acceptance or rejections to prospective students
8. Up to date list of applications including acceptance and rejections and dates of interviews (held by course leaders and copies to Admissions)
9. UCAS course information
10. HE Brochure and leaflets
11. CIS's
12. Complaints application
13. Appeals application
14. HE Policies and Procedures
15. Course information contained in Course handbooks AND Module handbooks

3. Roles and responsibilities

3.1 Applicants are expected to familiarise themselves with this section of the policy before using the procedure.

3.2 The following staff roles have responsibilities within the appeals procedure:

- Course Leader – to deal with informal verbal appeal, in the first instance;
- HE Coordinator – to investigate the written appeal in conjunction with relevant Head of Area, and Director of HE;
- HE Coordinator, Head of Area, Course Leader to assess the validity of the written appeal and take appropriate action;
- Director of HE to make decision on outcome of the appeal;
- HE Coordinator to inform, in writing, the outcome of the appeal to the applicant, requesting a response from the applicant;
- HE Coordinator to log appeal;
- HE Coordinator to inform Pearson BTEC of the outcome;
- The HE Coordinator will send all documentation to Pearson BTEC;
- HE Coordinator to produce annual report on student appeals, to be presented to HE Committee and SMT.

3.3 Applicants will not be disadvantaged in anyway because they have used these procedures.

4. Higher Education Procedures and Regulations for the Review of Decisions of Assessment Boards (Academic Appeals)

4.1 Scope and definition

4.2 This procedure may be used by students who wish to appeal against a final decision of an Assessment Board which affects a student's academic status or progress in the College. This includes the following:

1. The mark awarded for any unit of assessment;
2. The overall outcome of a programme of study;
3. Failure at any stage of a programme of study;
4. A decision that the student interrupts her or his studies on the grounds of unsatisfactory progress due to personal issues, or failure to meet academic or professional requirements;
5. A decision that the student be withdrawn from the course on the grounds of unsatisfactory progress or failure to meet academic or professional requirements, or arising from unsatisfactory work and attendance.

5. Grounds for submitting a written Academic Appeal

5.1 Students may submit an Academic Appeal on the following grounds:

1. That circumstances affected the student's performance of which, for good reason, the Assessment Board may not have been made aware when the decision was taken and which might have had a material effect on the decision (Note: **if students wish to appeal on such grounds, they must give adequate reasons with supporting documentation why this information was not made available prior to the decision being made**);
2. That there was a material administrative error or procedural irregularity in the assessment process;
3. That there is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the examiners/assessors.

5.2 An appeal which questions the academic or professional judgement of those with the responsibility for assessing a student's academic performance or professional competence may not necessarily be accepted; however, if there are circumstances beyond the control of the student, that they want taking into account, then a student can appeal.

6. Submitting a written Academic Appeal

6.1 Students should submit Academic Appeals on the forms provided by the College and within **7 working days of receiving assessment results**. Academic Appeals that are submitted after 7 days will not normally be considered. However, if there are circumstances beyond the control of the student, that they want taking into account, then a student can appeal.

6.2 Students should submit documentary evidence in support of their Academic Appeal. This should normally be submitted with their Academic Appeal submission. However, where this is not possible due to circumstances outside of the student's control, (i.e. waiting for evidence from an external agency/organisation), the Academic Appeal should be submitted together with a clear statement that evidence has been requested by the student.

6.3 Appeals should be submitted electronically or handed in to the HE Coordinator. The HE Coordinator's contact details are: Lesley.Groom@boltoncc.ac.uk or 01204 482300. Where official documents form part of the evidence, the originals should normally be submitted in hard-copy. Students are advised to take copies of all documentation prior to submission.

6.4 The HE Coordinator (or a nominee) will normally acknowledge receipt of the Academic Appeal **within five working days**.

7. Consideration of a written Academic Appeal

7.1 On receipt of the Academic Appeal, the HE Coordinator (or a nominee) will consider whether the appeal is made on one or more of the grounds specified in section 5 above. The student will normally be notified **within ten working days of the appeal being received and the outcome of the appeal application**. If the appeal is considered 'not eligible' the student will receive this outcome with reasons given. The HE Coordinator (or nominee) will contact Pearson BTEC of the outcome. All relevant documentation and data will be sent to Pearson BTEC. The student will be informed that further correspondence regarding the appeal should be directed to Pearson BTEC:

<http://qualifications.pearson.com/en/support/support-topics/results-certification/post-results-services.html#tab-Appeals>

7.2 If the Academic Appeal is considered by the HE Coordinator (or nominee) to have been made on one or more of the grounds set out in section 5 above, then the HE Coordinator (or nominee) will contact Pearson BTEC of the outcome. All relevant documentation and data

will be sent to Pearson BTEC. The student will be informed that further correspondence regarding the appeal should be directed to Pearson BTEC:

<http://qualifications.pearson.com/en/support/support-topics/results-certification/post-results-services.html#tab-Appeals>

7.3 Pearson BTEC will inform the College of any further outcomes, including any adjustments to be made to the student's mark profile on the college database.

8. Student Representation

8.1 Students are not always invited to attend Appeal meetings; however, if a student wishes to meet with the HE Coordinator to discuss the appeal, and they want to bring someone with them to help with the discussion, then please contact the HE Coordinator as soon after the appeal application has been submitted. A friend, a member of the Student Union, a fellow student, or a support worker is welcome to attend the meeting.

The procedure is as follows:

STAGE 1

Informal Academic Appeal

1. The student should first consult with the tutor in an attempt to resolve the problem informally.
2. If the situation is not resolved informally the student is entitled to submit a written appeal.

STAGE 2

Consideration of a written Academic Appeal

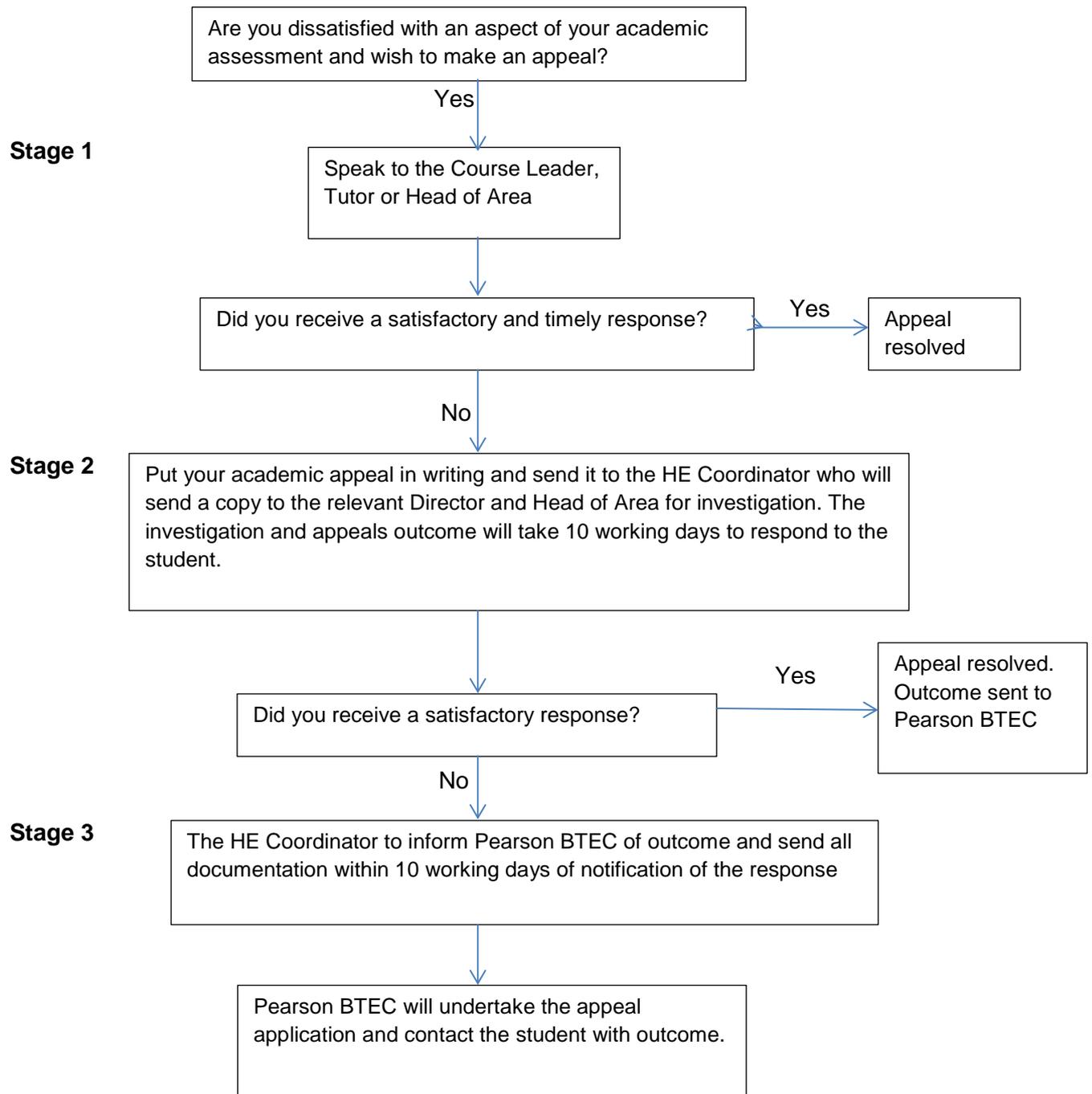
1. A formal written academic appeal should be submitted electronically or handed in to the HE Coordinator. Where official documents form part of the evidence, the originals should normally be submitted in hard-copy. Students are advised to take copies of all documentation prior to submission.
2. The HE Coordinator (or a nominee) will normally acknowledge receipt of the Academic Appeal **within five working days**.
3. On receipt of the Academic Appeal, the HE Coordinator (or a nominee) will consider whether the appeal is made on one or more of the grounds specified in section 5 above. The student will normally be notified **within ten working days of the appeal being received and the outcome of the appeal application**.
4. If the appeal is considered 'not eligible' the student will receive this outcome with reasons given.
5. The HE Coordinator (or nominee) will contact Pearson BTEC of the outcome. All relevant documentation and data will be sent to Pearson BTEC. The student will be informed that further correspondence regarding the appeal should be directed to Pearson BTEC.

STAGE 3

Pearson BTEC Appeal outcome

1. Pearson will carry out its own appeals process and report back to the college and the student with the outcome.

Student Academic Appeals Procedure Summary Flowchart



Internal Procedures Completed

Area	HE Unit
Prepared by	HE Co-ordinator
Approved by	HE Quality Assurance Committee
Last Updated	August 2017
Next Review Date	August 2018