



**Higher Level 4/5 Student Academic Appeals Policy,
Regulations and Procedures
2024-25**

Contents	Page
1. Student Academic Appeals Policy	3
2. Scope	3
3. Roles and responsibilities	4
4. Higher Education Procedures and Regulations for the Review of Decisions of Assessment Boards (Academic Appeals)	4
4.1 Scope and definition	4
5. Grounds for submitting an academic appeal	4
6. Submitting an academic appeal	4
7. Consideration of an academic appeal	5
8. Representation	5
9. Stage procedures	5
10. Appeals procedures Summary Flowchart	6
11. Data Protection Policy	7

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 Level 4/5 students who are studying a course at the College.

2.2 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.

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

2.4 For Higher Apprenticeships, the Internal Quality Assurer would step in after the tutor/assessor. AAT/CACHE etc might have a different timeline for their appeals- the relevant HoAs will have to come back to you on that.

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 Academic Quality Leader – to investigate the written appeal in conjunction with relevant Head of Area, and Director of Curriculum and Quality;
- HE Academic Quality Leader, Head of Area, Course Leader to assess the validity of the written appeal and take appropriate action;
- Assistant Principal of Curriculum and Quality to make decision on outcome of the appeal;
- HE Academic Quality Leader to inform, in writing, the outcome of the appeal to the applicant, requesting a response from the applicant;
- HE Academic Quality Leader to log appeal;
- HE Academic Quality Leader to inform Awarding Organisation (AO) of the outcome;
- The Academic Quality Leader will send all documentation to the AO;
- HE Academic Quality Leader to produce 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 Level 4/5 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 Academic Quality Leader. The Academic Quality Leader's contact details are: jill.hebden@boltoncc.ac.uk or 01204 482017. 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 Academic Quality Leader (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 Academic Quality Leader (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 Academic Quality Leader (or nominee) will contact the AO of the outcome. All relevant documentation and data will be sent to the AO. The student will be informed that further correspondence regarding the appeal should be directed to the AO.

7.2 If the Academic Appeal is considered by the HE Academic Quality Leader (or nominee) to have been made on one or more of the grounds set out in section 5 above, then the HE Academic Quality Leader (or nominee) will contact the AO of the outcome. All relevant documentation and data will be sent to AO. The student will be informed that further correspondence regarding the appeal should be directed to AO.

7.3 The AO 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 Academic Quality Leader to discuss the appeal, and they want to bring someone with them to help with the discussion, then please contact the HE Academic Quality Leader 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 Academic Quality Leader. 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 Academic Quality Leader (or a nominee) will normally acknowledge receipt of the Academic Appeal **within five working days**.
3. On receipt of the Academic Appeal, the HE Academic Quality Leader (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.

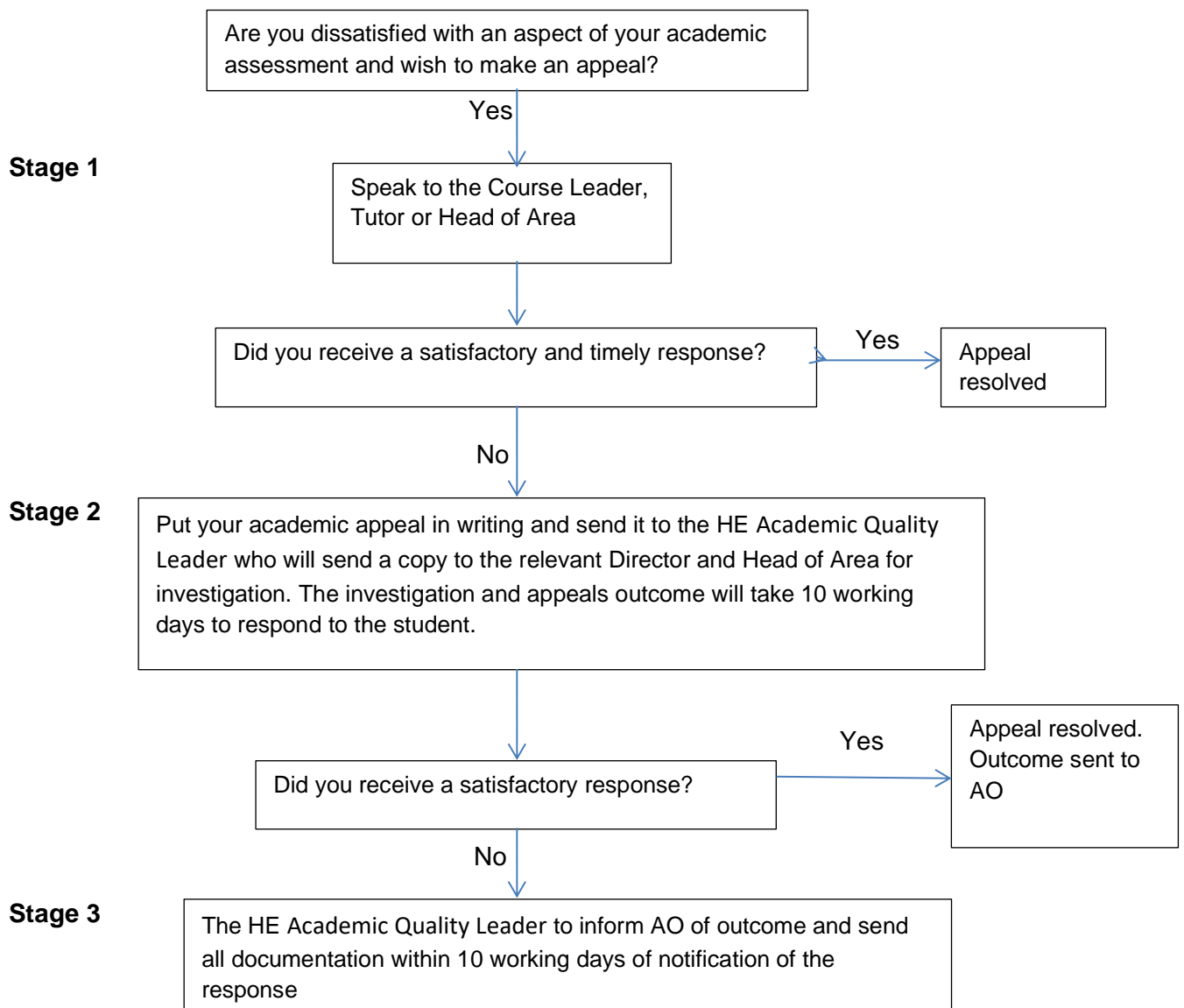
4. If the appeal is considered 'not eligible' the student will receive this outcome with reasons given.
5. The HE Academic Quality Leader (or nominee) will contact the AO of the outcome. All relevant documentation and data will be sent to the AO. The student will be informed that further correspondence regarding the appeal should be directed to the AO.

STAGE 3

Awarding Organisation Appeal outcome

1. The AO 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





Awarding Organisation will undertake the appeal application and contact the student with outcome.

Internal Procedures Completed

Data Protection Policy:

<https://www.boltoncollege.ac.uk/assets/Uploads/Bolton-College-Data-Protection-Policy-2024-26.pdf>