

Academic Appeals

Student and Academic Services

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1. Appeals against the decision of an examining board

1.1 Processes governing the consideration of appeals.

The University's Academic Board has established procedures for the consideration of applications from students for the review of decisions of examining boards.

1.1.1 Process for students at partner institutions

The following applies if you are a student on a programme of study leading to an award of the University conducted in a partner institution.

- You may only make an appeal to the University after you have completed all the appropriate procedures which apply to your institution.
- There must be an agreement in place between the partner and the University approving the use of the University's appeals process.
- In all cases the original outcome shall be final and not varied until and unless a successful appeal results in an alternative decision. For example, where you are excluded due to academic failure, you will not be reinstated until the appeal process is complete and the outcome of the appeal results in an amendment of the original decision.

1.2 Independent Review

There are no other appeals procedures within the University beyond those detailed in this policy. If you believe that the University has not dealt with your case properly or that the outcome is unreasonable you may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA). If your complaint is eligible under OIA rules it can be considered once all internal University procedures have concluded.

1.3 Changes to examining board decisions.

The relevant examining board chair or executive officer must approve all changes made to decisions because of an appeal. Any change will be recorded as an addendum to the minutes of the relevant examining board.

1.4 Reporting

The Student Casework Team produce regular reports for Academic board on appeals, their outcomes, and on any matters related to this procedure. All reports are produced in a form which maintains confidentiality.

2. Appeals from students registered with the University

2.1 Grounds for appeal

The only grounds for appeal are:

- There has been material and significant administrative error or other material irregularity such that the assessment process, and consideration of any mitigating circumstances were not conducted in accordance with the approved regulations.

All appeals will be considered on their merit; however, the following are not deemed legitimate grounds for appeal. Any appeals founded exclusively on one or more of these grounds will be rejected automatically:

- appeals against the academic judgement of internal or external examiners.
- appeals based upon the informal assessment of a student's work by members of academic staff.
- the presentation of mitigating circumstances to explain how studies were adversely affected – you should ensure that these are dealt with under the relevant mitigation procedure unless evidence is provided that a claim has been submitted but has not been considered in accordance with the regulations covering the relevant process(s).
- dissatisfaction with teaching or service-related provision, including supervision – these should be dealt with under the University's Complaints Procedure.
- marginal failure to attain a higher classification of award.
- lack of awareness by you of the relevant procedure or regulations.

Academic Board has authorised arrangements for the receipt and consideration of appeals against a decision of an examining board.

2.2 Application submission requirements

The application should:

- normally be submitted electronically using the form provided on the Student and Academic Services (SAS) website. Third party applications must include a signed third-party consent.

- be received no later than ten working days after the formal notification of the examining board's decision. SAS may use discretion to consider and allow a late request where you can demonstrate good reason for delay.
- state clearly the grounds on which the application is based, identify the issue(s) about which remedy is sought and where appropriate identify the new decision sought.
- include all relevant documentary evidence on which the application relies; SAS may use discretion to allow late submission of evidence where you can demonstrate good reason for delay.

2.3 Stage One

If an application meets the conditions listed above the relevant professional service team will undertake such enquiries as necessary to establish the facts surrounding the decision and the evidence on which it was made considering the relevant regulations. Considering these enquiries, the service shall either:

- determine that there is no basis on which the application can proceed using the grounds set out in *section 2.1* of this policy; or
- agree the action to be taken in relation to your academic profile considering the appeal, or
- reject the appeal.

You should normally be notified of the outcome at stage one of your appeal application by email within 42 calendar days from the receipt of the submission of the appeal and/or supporting evidence, if relevant (whichever is later). Where a case is likely to take longer, you will be notified of this. You will also be notified of your right to request a review of the decision.

2.4 Stage Two

If you believe that your appeal has not been dealt with properly and fairly you have the right to request a review of the handling of your appeal by the University's Academic Appeal Panel.

Requests for review, with reasons given, should be submitted in writing by email to the Student Casework Team within 14 calendar days of receipt of the email informing you of the outcome at stage one of this procedure. The Student Casework Team may use discretion to consider and allow a late request where you can demonstrate good reason for delay.

2.5 The Appeals Panel

The Academic Appeal Panel membership is usually made up as follows:

- Vice-Chancellor's nominee (Chair).
- one senior member of academic staff from each college, with considerable experience of examining board business.
- nominee of the Director of Student and Academic Services.

The officer to the Academic Appeal Panel shall be a nominee of the Director of Student and Academic Services.

No member of the Academic Appeal Panel shall consider an appeal in which they have a direct interest or prior involvement. The quorum shall be two-thirds of the members eligible to attend including the Chair.

The Appeal Panel will review the documents relating to the case to determine whether the case has been managed properly and the decision is reasonable in the light of the available evidence.

The Academic Appeal Panel may:

- confirm the action that has been taken at stage one of this procedure has been appropriate.
- agree a different course of action to be taken in relation to your academic profile considering the appeal.

You will be advised in writing of the Academic Appeal Panel's decision, normally within 42 calendar days of the Request for Review having been received. You will be given reasons for the decision. The decision of the Appeal Panel will be final in the University, and you will be issued with a Completion of Procedures Letter.

3. Appeals from students at collaborative partner institutions

3.1 Grounds for appeal

Where collaborative partner institutions have agreement with the University to manage their own academic appeal procedures, the only ground on which you may appeal to the University is that the approved procedures were not followed correctly by the collaborative partner institution.

3.2 Application submission requirements

To appeal to the University of the West of England, you should write to the Student Casework Team including the following information.

- your name and student number,
- your institution name,
- the programme you are enrolled on,
- the decision of your institution's review group,
- the facts on which the ground(s) for the appeal are based, and the remedy sought.

Your submission must be received by the Student Casework Team no later than ten working days after you have received the outcome from your institutions procedure(s).

3.3 Process of investigation

The Student Casework Team will undertake enquiries to determine whether the appeal meets the conditions set out in *section 2.1* of this policy and you will be notified in writing of the outcome.

If the appeal meets the conditions the Student Casework Team will:

- refer the appeal to the University's Academic Appeals Panel or
- refer the appeal back to the collaborative partner institution, in which case they will identify where the partner institution has not followed the approved procedures and shall specify the grounds on which the partner institution shall reconsider the original application for review from the student.
- determine that there is no basis on which the appeal can proceed.

If the application for review is referred to the Academic Appeals Panel, the only decisions open to the Panel are:

- that the matter should be referred to the collaborative partner institution for reconsideration in the light of grounds which the Academic Appeals Panel shall specify;
or
- that the appeal should be rejected.

If the collaborative partner institution is required to reconsider an appeal, it shall do so using the approved procedures and within ten working days of the date of the instruction to do so. The collaborative partner institution will be required to advise the Student Casework Team of its final decision. There shall be no further appeal against the decision and the Student Casework Team will issue with a Completion of Procedures Letter.

4. Further guidance and support

- Student Casework Team: academicappeals@uwe.ac.uk
- Student Support Advisers: www.uwe.ac.uk/about/contact-us/how-to-contact-us
- Students' Union Advice centre: advice@uwe.ac.uk

Ownership and Oversight

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Version history

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