

ACADEMIC APPEALS POLICY

Scope

Principles and procedure for the consideration of academic appeals by undergraduate and postgraduate students.

Regulation: [The revised UK Quality Code for Higher Education](#)

Aligned to: Quality Expectations and Core Practices of the Revised UK Quality Code for Higher Education (March 2018)

OIA Good Practice Framework

Date approved/re-approved:

Date for review: To be reviewed every 5 years by Quality Development Committee

Approved by: Academic Board

To be read in conjunction with:
Ravensbourne Assessment Regulations

Document Owner: Quality Office

APPEALS POLICY AND PROCEDURE:

1. Ravensbourne has a duty to ensure that it has fair and transparent procedures, which are accessible to all students, for governing academic appeals. The term 'appeal' refers to the process of reviewing the decisions of Assessment Boards on the results of individual students. Where the outcome of a review is that an appeal should be upheld, a change may be made to the assessment board decision concerned. Appeals are permitted only on the specified grounds which are set out in section 4 below.
2. This policy and procedure conforms to the Quality Expectations and Core Practices of the Revised UK Quality Code for Higher Education (March 2018) and with associated institutional policies, and ensures that appeals are treated seriously, without negatively affecting student rights or the impartiality of judgements on academic achievement.
3. Disabled students who require reasonable adjustments in order to make an appeal should contact Student Services. Any adjustments required to facilitate the procedure will be arranged in consultation with the Registrar.

Grounds for Appeal

4. There are two grounds on which a student may appeal and a review of a decision of an assessment board be undertaken:
 - i) where the student can establish with evidence that their performance in assessment was adversely affected by illness or other extenuating circumstances which they were unable, or for valid reasons unwilling, to disclose prior to the Assessment Board reaching a decision. Requests for review will only be granted where claims are supported by documentary evidence and valid reasons are given to explain why disclosure could not have been made at the correct time;
 - ii) where satisfactory evidence can be produced that there was a material administrative error or some other material irregularity in the assessment process, or that it was not conducted in accordance with the Ravensbourne assessment regulations or the current regulations for the course.

Issues excluded from the review

5. Disagreement with the marking tutor(s) on the grounds of academic judgement; specifically, disagreements on grade awarded.

6. The appeals procedure may not be used to pursue any complaint against services provided by Ravensbourne, including delivery of teaching, or a complaint about misconduct by a member of staff or another student. A student who wishes to make such a complaint must follow the Complaints Resolution Procedure.
7. In exceptional circumstances a student may submit both a complaint and a separate appeal and include common issues in each which link the two together. Under these circumstances the appeal should normally be investigated and concluded within the timelines specified by the procedure, before the complaints process commences.

THE PROCEDURE

Stage One:

8. Stage One appeals, submitted on the form provided, must be received by the Quality Team within 15 working days of the publication of results. Submissions must include a full explanation of the reason for appeal and an indication of the desired outcome if the appeal is upheld.
9. If the Head of Quality considers the appeal to be vexatious, frivolous or without substance or merit they shall have the authority to reject it summarily and inform the appellant of the decision in writing within 10 working days.
10. If the Head of Quality considers that the appeal falls into one of the categories in section 5 or 6 above, they will write to the student informing the student of the decision within 10 working days of receipt.
11. If the appeal submission is held to be admissible, it will be scrutinised by the Appeals Officer, together with the supporting documentation, and an investigation undertaken if necessary. A recommendation is then made to the Head of Quality, **either**
 - to **Uphold**: the student will be informed of the decision within 10 working days of receipt. The Head of Quality will then refer the findings to the Chair of the Assessment Board to agree a new decision in place of the decision which was appealed. Chair's Action may be taken or, if necessary, the Assessment Board will be reconvened to reach a new decision. The new Assessment Board decision will be notified to the student with 10 working days of the date of the decision to uphold the appeal.

- to **Reject**: the student is notified within 10 working days that the appeal submission has not demonstrated that there are sufficient grounds to uphold the appeal, and advised of the options available to them.

Stage Two:

12. If a student believes that the Stage One investigation was not carried out with due diligence, they may request a review of the decision by submitting a Stage Two Appeal Form to Quality within 10 working days of the date of notification of the decision at Stage One. Dissatisfaction with the outcome of Stage One alone is not grounds for review.

The grounds on which a request for review may be granted are as follows:

- i) that there is new evidence which may have led to a different Assessment Board decision and which was not considered at Stage One of the appeal;
- ii) that there was a material irregularity in the process of investigating the appeal at Stage One.

13. The Stage One decision and any additional evidence provided will be reviewed by an appeals review panel¹ consisting of the Registrar, a Dean (other than the Dean of the School in which the appellant is a student) and a representative of the Students' Union (either the President or a Vice President). The appellant has the right to attend the meeting of the panel and to be accompanied by a friend. Reasonable expenses will be paid for attendance. If the appellant cannot attend the meeting, having been given at least 5 working days' notice, one alternative date will be offered. Failure to attend a meeting by the appellant will not preclude the panel from agreeing a decision. Appellants who cannot attend a meeting for valid reason must present evidence for their absence and an alternative date will be agreed. The panel will make a decision leading at Stage 2 as follows...

- **Confirmed**: the decision at Stage One decision is confirmed and the student will be advised accordingly that their appeal is not upheld. The student is notified of the decision of the review group within ten working days of receipt of the Stage Two Appeal.
- **Overtured**: the Stage One decision is overturned and the appeal upheld. The decision of the Assessment Board is replaced with a new decision based on agreement with the Chair. The student is notified of the decision of the review group within ten working days of receipt of the Stage Two Appeal.

¹ Deans may nominate a Deputy Dean to cover their absence due to leave over the summer vacation when the majority of appeals are considered.

14. At the conclusion of the appeals procedure, the Quality Office will send a Completion of Procedures letter to the student, which provides official confirmation that the internal appeals procedure has been concluded.

FINAL REDRESS

15. Where the student is not satisfied with the outcome of Ravensbourne's internal appeals procedure, s/he may request a review by the [Office of the Independent Adjudicator \(OIA\)](#). The OIA provides an independent scheme to enable the review of unresolved student complaints, including appeals.

16. The student must submit an appeal to the OIA within twelve months of the date of the Ravensbourne Completion of Procedures letter. The easiest way to make a complaint/appeal to the OIA is to use their [online complaint form](#). A PDF copy of the may also be downloaded.