



QUALITY ASSURANCE DOCUMENT QA 24 – ACADEMIC APPEALS PROCESS

PRINCIPLES AND GROUNDS FOR ACADEMIC APPEAL

1. An academic appeal is a process by which a student requests a review of a decision by the academic body charged with making decisions on student progress, assessment and awards.
2. Arden University will only consider appeals on the following grounds:
 - 2.1 An assessment mark contains an arithmetical or other error of fact;
 - 2.2 Defects or irregularities that were not known to the Subject Board of Examiners or Awards Board occurred in the assessment process, or the assessment, in whatever format, was not conducted in accordance with current regulation, or some other irregularity has occurred; and such defects or irregularities are shown to have adversely affected student performance;
 - 2.3 There are exceptional personal circumstances that were not known to the Subject Board of Examiners or Awards Board, where the student can show good reason why circumstances could not be made known prior to the meeting of the relevant Board.
3. Disagreement with the academic judgement of the examiners, or disagreement with the decision of the Awards Board in reaching a decision on a student's progression or the final level of award based on the marks, grades and other information relating to a student's performance, cannot in itself constitute grounds for a request for reconsideration by a student.
4. The acceptance of an award does not limit the student's right to pursue an appeal within the provisions of these regulations.



5. This is a two-stage process consisting of a formal stage and a review stage.

FORMAL APPEAL PROCESS

6. Students that wish to submit a formal appeal should complete the *Academic Appeal Form* within 20 working days of dispatch of the Subject Board or Awards Board decision. Appeals submitted after the deadline will be deemed to be out of time and will not be considered unless clear and substantial evidence is provided to demonstrate why the student was prevented from submitting the appeal by the deadline. The completed *Academic Appeal Form* must clearly state the grounds for appeal and must be accompanied by relevant documentary evidence. The appeal should be submitted by email to appeals@arden.ac.uk
7. The Head of Quality or nominee will acknowledge receipt of the appeal normally within five working days. Where appropriate, the Head of Quality or nominee may consult with the Chair of the relevant Subject Board of Examiners or Awards Board, or the relevant department head to obtain evidence of facts relating to the appeal.
8. The appeal will then be passed to the relevant Head of School, who is responsible for considering the appeal. The Head of School will consider the appeal and provide a response within 20 working days.
9. In exceptional cases, if it is not possible to meet these timescales, the student will be notified in writing of the reason for the delay and a revised timeframe for a response will be provided.
10. The student will be notified in writing of the outcome of the appeal, including any decision to refer the matter to the relevant Subject Board of Examiners or Awards Board, within 30 days of receipt of the appeal. Full reasons for the decision on the appeal must be provided in the outcome letter.
11. Where applicable, following a successful appeal the Head of Quality or nominee will take all necessary steps to ensure the student's record is amended to reflect the decision of the Subject Board of Examiners or Awards Board.

STAGE 2: REQUEST FOR REVIEW

12. If a student is not satisfied with the outcome of the Formal Appeal, they may request a review of the outcome within 10 working days of the written appeal decision. Requests for review received after this deadline will not normally be considered.
13. A request for review may only be considered on the following grounds:
 - There is evidence of procedural irregularity at the Formal Appeal stage
 - There is new material information available which, for valid reasons, was not provided earlier in the process.
14. A Stage Two Appeal Review form should be completed and submitted to appeals@arden.ac.uk within ten working days of dispatch of the Formal Appeal outcome letter.
15. Students should include full details on the grounds on which the review is being requested and indicate within their correspondence why the outcome of the Formal Appeal was not satisfactory.
16. The Head of Quality or nominee will acknowledge receipt of the request within five working days.
17. The Head of Quality or nominee will undertake an initial evaluation to check that the request has been submitted within the appropriate timescales, meets the criteria and is in the required format with includes supporting evidence where applicable.
18. The Head of Quality or nominee will nominate a reviewer to consider the concerns raised. This will be a senior academic staff member who was not involved in the consideration of the original academic appeal. Reviewers will be supported by the Head of Quality or nominee.
19. The reviewer may request additional information or evidence from the student, in which case the student will be notified in writing and given at least five working days to respond.
20. The outcomes available are as follows:
 - That the appeal be upheld in whole or in part and a resolution offered;
 - That the appeal be rejected



21. The student will be notified in writing of the outcome of the review within 20 working days of receipt of the original review request. The decision of the Stage 2 Review outcome is final and a Completion of Procedures letter will be issued including details of the students right to appeal to the Office of the Independent Adjudicator for Higher Education (OIA) (see section 24).
22. In the event of an appeal being upheld whole or in part, recommendations should be made in respect of remedial action required. A report on the matter and any actions arising will be referred to the next meeting of the Quality and Standards Committee.

INDEPENDENT ADJUDICATION

23. Students who have been issued with a Completion of Procedures letter may seek review by the Office for the Independent Adjudicator for Higher Education (OIA) if they remain dissatisfied with the University's final decision, providing the complaint is eligible under the OIA's rules of the complaints scheme as detailed on their website <http://www.oiahe.org.uk/>. Complaints must be made within 12 months of the date of the Completion of Procedures letter.