



UK COLLEGE
OF BUSINESS AND COMPUTING

Academic Appeals Policy and Procedure

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Introduction

UKCBC is committed to monitoring and evaluating all its teaching and assessment operations to enhance students' opportunity to attain the highest grades where possible. Feedback and comments on these operations are always welcome and students are encouraged to provide feedback to class lecturers and programme leaders directly and through regular module evaluations. Additionally, feedback can be presented to management via the Student Experience and Campus Committees.

The Student Appeals Procedure is the mechanism by which students enrolled with the College can have their concern related to Academic issues and assessments evaluated and investigated.

In all cases, student appeal requests will be considered with the highest level of consideration and with full confidentiality of the student where ever possible. **Students are not allowed to appeal against academic judgements.** He/She can only make an appeal on decisions related to point out any omissions/errors with specific references

Links to QAA Quality Code and OIA Good Practice Framework

This document is designed to ensure confidence in the College's dealings with appeals and to actively improve its operation of academic judgements thereby enabling students to progress through their learning and development in a timely fashion. In doing so it takes reference from the Quality Code expectation **B9**

Higher education providers have procedures for handling academic appeals and student complaints about the quality of learning opportunities; these procedures are fair, accessible and timely, and enable enhancement

Additionally, this policy resonates with the "Good Practice Framework" published by the Office of the Independent Adjudicator. Following the guidance of the Good Practice Framework, UKCBC is committed to concluding all formal appeals (stage A and B) within **three months** (90 calendar days) of receipt of an appeal.

Links to other policies

The remainder of this policy will relate to appeals of decisions that have a material effect on the opportunity to attain the best possible qualification by the student. UKCBC recommends that this policy is understood in the context of the wider maintenance of quality and standards, and particularly in relation to the following policies and documents:

- Complaints Policy;
- Assessment and Quality Assurance Policy;
- Academic Misconduct Policy;
- Admissions Policy;
- Student Charter;
- Attendance Monitoring Policy

Scope and Definition of Appeals

An appeal is defined, and in line with the UK Quality Code, as “***a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards***”. This may include a request to change marks, progress decisions, or final award classifications. It also relates to the opportunity the student has to complete and attain their qualification of choice.

Appeals cannot be made against academic judgements. An appeal may be made to reconsider the resultant decisions made following:

- Assessments-: procedural irregularities, bias or undisclosed mitigating circumstances
- Academic Misconduct investigations – severity of penalty
- Attendance Monitoring – severity of penalty • Fitness-to-study review – severity of penalty

An appeal can be presented to the college verbally or in writing. There are 3 stages of the Appeals procedure:

- Informal: Early resolution with particular college staff,
- Formal – stage A: written submission to be reviewed by **the Director of Studies**
- Formal – stage B: written submission to be reviewed by **the Director of Quality, Enhancement & Development**

UKCBC takes the management of appeals very seriously and will mitigate against bias, perceived bias or conflicts of interest in all cases. Therefore, appeals will be evaluated and investigated by a Chair that has had no previous involvement with the case being appealed. Where this is not possible due to operational constraints, and with the student’s agreement, other staff members will be co-opted for the purpose of the investigation.

In all cases appeals will be considered in a fair, consistent and timely manner. No student will be disadvantaged by making an appeal in good faith, in line with the Student Charter and Student Code of Conduct.

Current and suspended students may request an appeal **within 20 working days** of notification of the academic decision to which the appeal relates.

Process of Appeals Investigation

All students are encouraged to raise an appeal through the informal early resolution route in the first instance if at all possible. However, if this is not possible students must utilise the formal process commencing at Stage A. If the outcome of a lower level resolution or investigation remains unsatisfactory to the student, they may raise the appeal to the next level within the process.

Informal: Early Resolution

- An appeal is shared with the lecturer directly involved as early as possible (“**Day Zero**”)
- A member of staff reviews the concern **within 5 working days** of the appeal being made. Further discussion with the student may be held within this period
- A decision relating to actions to address the appeal is agreed between the student and the lecturer **within 10 working days** of Day Zero.
- An outline of appeal and resolution provided to the Director of Quality, Enhancement and Development for annual monitoring (without student details) **within 20 working days** of Day Zero. This is recorded in the Appeals Log)

Formal – Stage A

- An Appeal request is submitted to the **Director of Studies** using UKCBC Appeals Form A – “Day Zero”
- Student receives a written acknowledgement of receipt **within 3 working days** of Day Zero
- Appeal is reviewed by the **Director of Studies** (Stage A Chair), (or Nominee), **within 10 working days** of receipt of the UKCBC Appeals Form A.
- The Stage A Chair will convene a panel of at least 3 members – Chair plus 2 additional colleagues to assist in the investigation
- The Investigation panel will invite the student and other parties to make presentation as part of the investigation process.
- Student will be kept informed of the progress of the investigation **every 10 working days.**
 - Where possible the investigation will be concluded **within 20 working days** of Day Zero
- At the conclusion of the investigation the Stage A Chair will inform the student of the outcome and any action in writing. Additionally, the student will be informed that if not completely satisfied, they may raise the issue utilising the Stage B process.
- The student may request a **Completion of Procedures** letter if they wish to progress the appeal directly with Office of the Independent Adjudicator (OIA). The letter will note that the internal procedures have not been fully exhausted.
- Details of the appeal, investigation and action will be recorded in the Appeals Log for annual monitoring.

Formal – Stage B

- Appeal requests are submitted to the Director of Quality, Enhancement and Development using UKCBC Appeal Form B – “Day Zero”.
- Student receives a written acknowledgement of receipt **within 3 working days** of Day Zero
- Appeal is reviewed by the Director of Quality, Enhancement and Development (Stage B Chair), (or Nominee), **within 10 working days** of receipt of the UKCBC Appeal Form B
- The Stage B Chair will convene a panel of at least 3 members – Chair plus 2 additional colleagues to assist in the investigation. All members of the panel must have no previous involvement in the appeal no ensure impartiality.
- The Investigation panel will invite the student and other parties to make presentation as part of the investigation process.
- Student will be kept informed of the progress of the investigation every **10 working days**.
 - Where possible the investigation will be concluded **within 40 working days** of Day Zero
- Details of the appeal, investigation and action will be recorded in the Appeals Log for annual monitoring.

General Points regarding the Appeals Process

Where a group of students are making a formal appeal request, UKCBC will discuss how options to best resolve the appeal and also proceed with the process. At times it may be more convenient to liaise with a single student on behalf of the group

If a student is unsure about the appeals process, it may help to discuss the issue with someone confidentially and independently. The Student Representatives may be familiar with an individual’s experience and suggest ways to deal with the appeal or support individuals through the process. Furthermore, a student may receive support and assistance by being represented by a (Lead) Student Rep during the process and at investigation meetings.

Appeal against the College to (i) Pearson (ii) New City College or (iii) Bath Spa University (As applicable in the context of the student).

Student enrolled under NCC/BSU Partnerships are advised that they can make an appeal to NCC/BSU , if they are not satisfied with the outcomes of both Stage 1 & Stage 2 of UKCBC Appeals Policy. Such appeals are received and processed as per the Appeals Procedures of NCC / Pearson/BSU as the case may be.

- Students studying HND with UKCBC (registered directly with UKCBC): will write to Pearson at <https://qualifications.pearson.com/en/contact-us/students.html>

- Students studying HND through the NCC Partnership will write to HE@redbridge-college.ac.uk. The New City College will make a final decision on the outcomes of the appeal made to UKCBC.
- Students registered on top up degree programmes of Bath Spa University will write to complaintsofficer@bathspa.ac.uk

If at the conclusion of the UKCBC Student Appeals process, the student remains unsatisfied with the outcomes or the process, they have the right to direct the appeal to the Office of the Independent Adjudicator (OIA). Details can be found at <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/guidance-for-students.aspx>

Issue of COP Letter

In case a student is still not satisfied with the outcomes of the Appeals Process by UKCBC / Pearson/NCC/BSU (as applicable), he/she may approach Office of the Independent Adjudicator.(OIA).

Students who have completed the appeals procedure of Stage 1 & 2, complaints procedures of at NCC/BSU /Pearson as applicable can approach the OIA for further intervention. A Certificate of Completion of Procedures (COP) will be issued by UKCBC only on completion of all the stages and processes as explained in this paragraph.

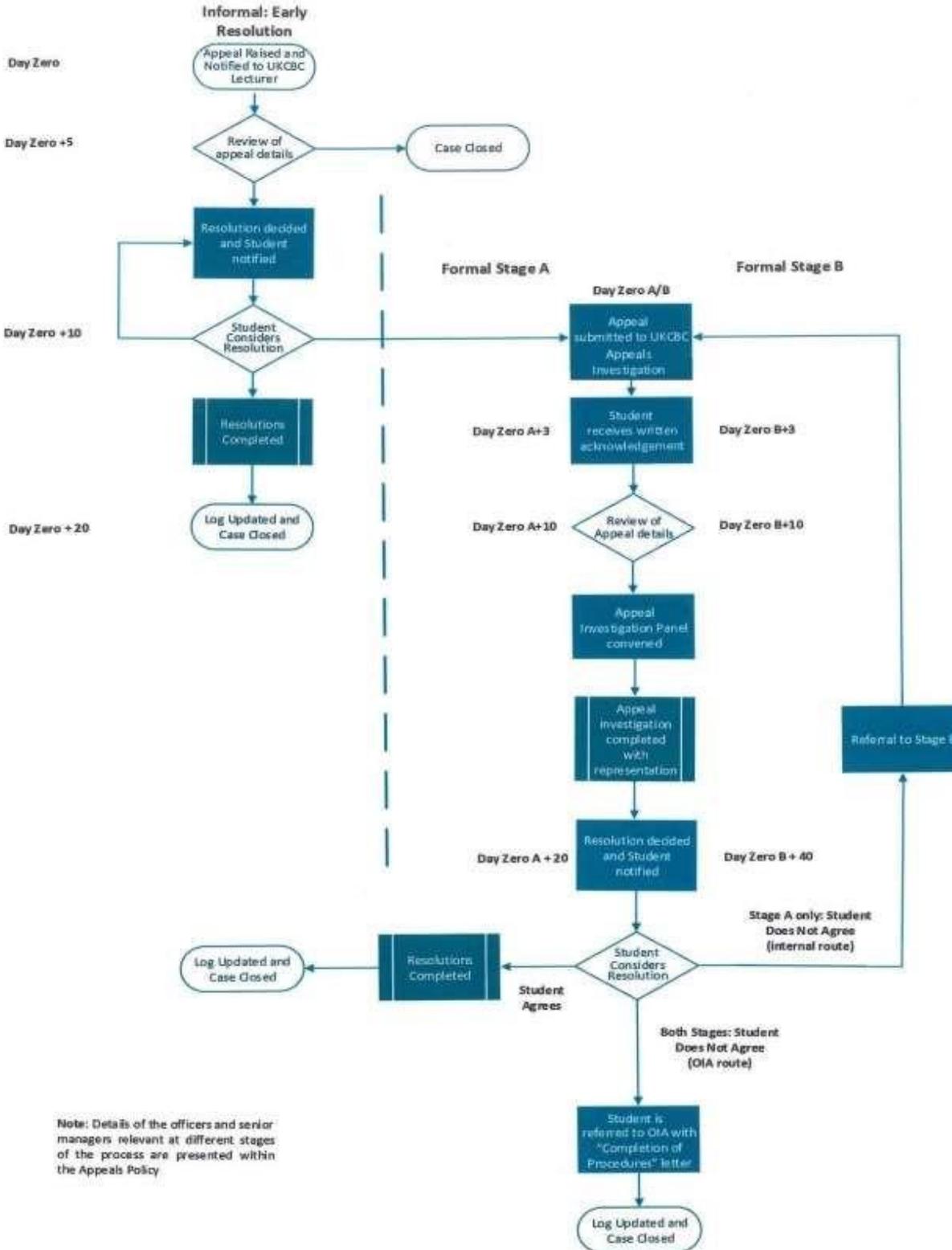
At the conclusion of the investigation, the Stage B and a decision from the University/Pearson/NCC, the **Director of Studies** UKCBC will inform the student of the outcome and any action in writing. This letter will be known as the **Completion of Procedures** (CoP) Letter. Additionally, the student will be informed that if not completely satisfied, they may raise the issue with the OIA.

Appeals Annual Review

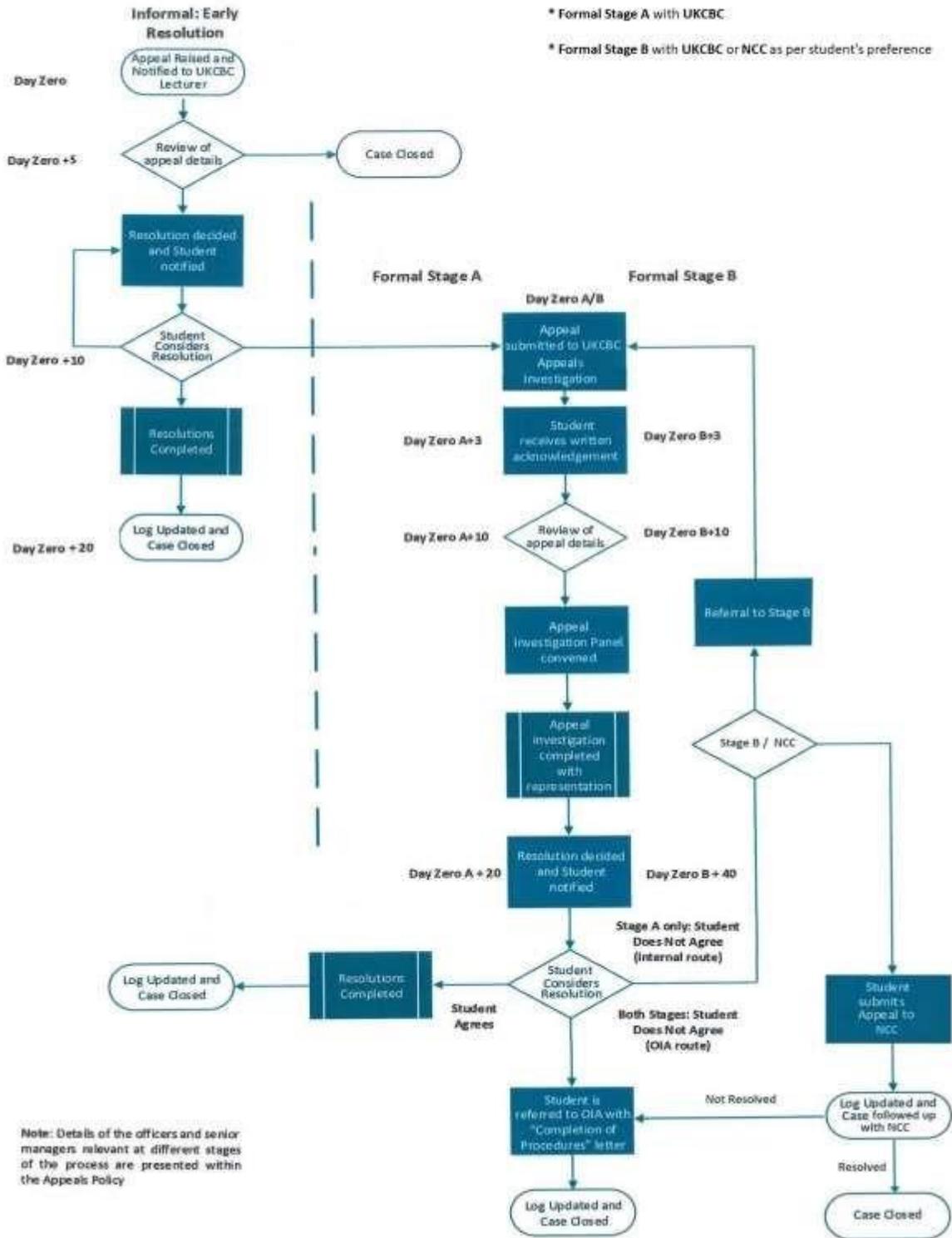
As a part of the Annual Monitoring Review, all appeals are reviewed, considered and investigated to inform improvements for the student experience. This is formally reviewed each semester resulting in an Action Plan presented to the Academic Standards and Quality Committee for discussion and the college operation and student learning experience enhanced accordingly.

The college welcomes student feedback through a number of announced opportunities including: module evaluations, Student Representatives, Quality Circle Activity, and access to Campus and Academic Managers, in addition to direct access to all Senior Managers. As such UKCBC welcomes the opportunity to work with students to enable such enhancements throughout the college operation.

PROCESS OF APPEALS CHART - UKCBC



PROCESS OF APPEALS CHART - NCC



PROCESS OF APPEALS CHART - BSU

