

Academic Appeal Policy and Procedure

Document Summary

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Academic Appeals Policy and Procedure

1. Our Commitment to You

1.1 The City College is committed to providing a fair and consistent approach to all assessments and grading. We recognise that sometimes students may be dissatisfied with a decision related to their academic progression or assessment outcome. This policy outlines the formal procedure for students who wish to appeal an academic decision. This policy is designed to be open, fair, and unbiased.

1.2 This appeals policy is guided by the regulations of our awarding bodies, such as Pearson, and is structured in line with the Office of the Independent Adjudicator's (OIA) Good Practice Framework.

2. Who Can Appeal and What You Can Appeal About

2.1 This policy applies to all current students registered on academic courses. A current student includes those on a leave of absence or who have recently left but are within the specified time limit to appeal. You must submit a formal appeal within 20 working days of receiving your results

2.2 Academic appeals can be lodged on the following grounds:

- Significant Irregularity: There is evidence of a significant irregularity in the assessment process.
- Extenuating Circumstances: New information is available that could have significantly affected the assessment or mark but was not taken into account. This information will only be considered if there is evidence to explain why it could not have been presented at the correct time.
- Bias: There is evidence of a significant bias or a reasonable perception of bias in the assessment process.

3. What This Policy Does NOT Cover

Some issues are handled through other procedures. This policy does not cover:

- Academic Judgment: Disagreement with the academic judgment of staff on the quality of your work or the criteria applied to mark it.
- Extenuating Circumstances Process: Disagreement with how your extenuating circumstances were considered, unless there is clear evidence that the defined procedures were not followed.
- Academic Misconduct: Complaints about academic misconduct penalties affecting results, unless there is clear evidence that the defined procedures were not followed.
- General Complaints: Issues regarding college services or staff behaviour, which should be raised through the separate Complaints Policy.

4. Our Academic Appeals Procedure

Our procedure has three internal stages before a potential external review. All time limits refer to working days (Monday to Friday, inclusive).

4.1 Stage 1: Informal Review

Timeline: Submit the Stage 1 Academic Appeal form within five working days of receiving your assignment grade.

Process: The assessor concerned will provide a written response within five working days of receiving the appeal.

4.2 Stage 2: Internal Verification Review

Timeline: If the issue isn't resolved, submit the Stage 2 form within five working days of receiving the assessor's response.

Process: Submit the form, along with the original assignment and grading sheet, to the appropriate Senior member of the Academic Board or Programme Leader. They will pass it to an Internal Verifier (IV) for a review. The IV will provide a written response within five working days.

4.3 Stage 3: The Appeals Panel (The Final Internal Stage)

Timeline: If the matter remains unresolved, submit the Stage 3 form to the Senior Member within five working days.

Process: All documents will be submitted to an Appeals Panel. The panel, which includes senior staff and a subject specialist, will review the appeal and may hold a hearing. The final decision will be communicated to you within five working days of the hearing.

Student Support: You have the right to be accompanied by a 'Friend' at any hearing. The 'Friend' cannot be a lawyer and is there to provide support.

5. External Review

Once you have exhausted all internal appeal stages, you may be able to seek an external review from an appropriate body.

5.1 Office of the Independent Adjudicator (OIA)

The City College is a member of the OIA for Higher Education. The OIA provides an independent review of student appeals, but only after our internal procedures have been fully exhausted.

Understanding OIA's Role: It is crucial to understand that the **OIA does not make academic decisions**. They will not re-mark your work or challenge the academic judgment of staff. The OIA's review focuses on whether the College's academic procedures were fair, transparent, and correctly applied.

Completion of Procedures (COP) Letter: Once you have completed our internal appeal stages, we will issue you a Completion of Procedures (COP) Letter. This letter confirms

that you have exhausted the College's internal process and are now eligible to apply for an OIA review.

OIA Application: You must submit your application to the OIA within 12 months of the date on your COP letter. For more information, please visit the OIA website: <https://www.oiahe.org.uk/students/>

5.2 External Awarding Bodies

Pearson Programmes: If the internal appeal decision for a Pearson-accredited programme is not upheld, the matter will be referred to Pearson by the Quality Nominee. You will be offered the opportunity to make a formal appeal directly to Pearson as the awarding body.

Acupuncture Programmes (BAAB): The British Acupuncture Accreditation Board (BAAB) acts as an external reviewer to ensure the consistency of our marking and assessment standards for acupuncture programmes. It is important to note that the BAAB does not handle individual student appeals. The College's internal appeal process is the correct route for your appeal.

6. Submitting a Formal Appeal

To submit a formal appeal, you must use the appropriate Appeals Form, which can be downloaded from the College website/SharePoint. Please send the completed form and any supporting documentation to lrosa@citycollege.ac.uk.

7. Further Information and Resources

For additional details on the regulations that inform this procedure, please refer to the following sources:

- Office of the Independent Adjudicator (OIA): <https://www.oiahe.org.uk/students/>
- Pearson: <https://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html>