



Academic Appeal Policy

POLICY DETAILS	
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Author:	Quality Coordinator
Owner (if different from above):	Principal
Compliance Measures:	1.Updated policy name to Academic Appeals 2.Added Scope section. 3.Added Purpose section. 4.Updated 2.3.1. 5.Updated 2.9.6. 6.Added 4.2. 7.Fixed links. 8.Added References section 9. Replaced Higher Education Manager with Programme Lead
Related Policies / Procedures	Extenuating Circumstances Academic Malpractice Policy Complaints Policy Assessment Board Terms of Reference Assessment Policy
Effective Date:	01/09/2025

1. Purpose

- 1.1 This policy outlines the College's approach to academic appeals, ensuring students have access to a fair, consistent and transparent process to request a review of Assessment Board decisions relating to assessment outcomes, academic progression or awards.
- 1.2 It reflects the College's commitment to:
 - Upholding the OfS Conditions of Registration
 - Applying sector-recognised good practice as set out in the Office of the Independent Adjudicator's (OIA) Good Practice Framework, including the principles of accessibility, clarity, proportionality, timeliness, fairness, confidentiality and improving the student experience.
- 1.3 The Policy aims to:
 - 1.3.1 enable students to appeal against an Assessment Board decision
 - 1.3.2 standardise and record any appeal to ensure openness and fairness

1.3.3 facilitate a student's ultimate right of appeal to the Awarding Organisation and the Office of the Independent Adjudicator, where appropriate

1.3.4 protect the interests of all students and the integrity of the qualification

1.4 To support these aims, the College will:

- inform students of the Appeals Policy and procedure
- record, track and validate any appeal
- forward the appeal to the Awarding Organisation when a student considers that a decision continues to disadvantage them after the internal appeals process has been exhausted
- keep appeals records for inspection by the Awarding Organisation for a minimum of 18 months
- have a staged appeal procedure
- take appropriate action to protect the interests of other students and the integrity of the qualification when the outcome of an appeal questions the validity of other results
- monitor appeals to inform quality improvement

1.5 A log of all academic appeals should be maintained with details of resolutions. All academic appeals will be reported to the Assessment Board. A record of academic appeals will be reported to the Governing Body annually by the Principal.

2. Scope

2.1 This policy applies to students on courses delivered by the College, including those offered through franchised arrangements.

2.2 It relates specifically to appeals against Assessment Board decisions about:

- Assessment outcomes
- Progression decisions
- Final awards

2.3 Appeals must meet one or more of the grounds listed in section 2.3. This policy does not apply to:

- Disagreement with academic judgement
- General complaints (see Complaints Policy)
- Requests for extenuating circumstances (see Extenuating Circumstances Policy)

2.4 Students may request a review by the awarding organisation or the Office of the Independent Adjudicator (OIA) if all internal steps have been followed and they remain dissatisfied.

2.5 This policy does not apply to appeals against decisions made under the Academic Misconduct and AI Use Policy. Any challenge to a misconduct decision must follow the procedure outlined in that policy.

3. Roles and Responsibilities

Role	Responsibility
Assessment Board	Reviews and confirms amended outcomes via Chair's Action. Ensures decisions are corrected accurately and in line with awarding requirements.
Appeal Review Panel	Consists of a Chair (member of Academic Board with no prior involvement) and two other staff members not previously involved in the case. The Panel reviews Stage 3 appeals fairly and in line with regulatory requirements, determines outcomes and ensures procedural compliance.
Panel Members (x2)	Independent staff members (not involved in Stages 1 or 2); support the Chair in reviewing Stage 3 appeals and determining outcomes.
Stage 2 Reviewer	Independently evaluates formal appeals submitted within the deadline; examines evidence and determines whether to uphold, reject, or request further information. Communicates the outcome via the Student Welfare Team
Programme Lead	Supports informal resolution at Stage 1; liaises with the Chair of the Assessment Board where necessary to resolve administrative or procedural errors.
Student Welfare Team and Support Team	Receives, logs, and tracks all appeals; confirms receipt; forwards documentation to reviewers; communicates outcomes to students; issues Completion of Procedures letters; supports students throughout the process; maintains records for reporting and quality monitoring
Students	Submit appeals with valid grounds and evidence within deadlines; attend meetings if required and provide accurate information.

4. Procedure

- 4.1 This procedure applies to appeals against an Assessment Board decision only. Students wishing to claim Extenuating Circumstances should use the Extenuating Circumstances Policy.
- 4.2 An academic appeal is a request for review of an Assessment Board decision in relation to assessment results, academic progression and/or award. If a complaint identifies impact on assessment results, academic progression and/or award, the complaint must be treated as an academic appeal. Appeals against decisions affected by unresolved academic misconduct cases will not be processed until the misconduct investigation and any associated appeal are fully concluded.
- 4.3 Appeals can only be made on the following grounds:
- 4.3.1 The assessment was not conducted in accordance with the current regulations for the programme, or there has been a significant administrative error or procedural irregularity that may have affected the outcome of the assessment.
 - 4.3.2 Extenuating circumstances, which can be evidenced to have had an adverse effect on a student's academic performance, were unknown to the Assessment Board and could not have been made known by the student before the submission deadline or were known to the Assessment Board and where the Assessment Board has made an unreasonable decision.
 - 4.3.3 For a student with a disability or additional need, the initial needs assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not implemented.

4.4 Appeals will not be accepted on the grounds of disagreement with the academic judgement. These judgements are exclusive to the Assessment Board.

4.5 The academic appeal process has three possible stages:

STAGE 1: Early Resolution

STAGE 2: Formal Appeal

STAGE 3: Formal Review by an Appeal Review Panel

4.6 Students who wish to appeal against a decision of an Assessment Board must follow this procedure.

4.7 STAGE 1: Early resolution

4.7.1 Where it appears to have been an administrative error, students are strongly advised to seek informal resolution prior to submitting an appeal. In such cases a student should contact the Student Welfare and Support Team or the Programme Lead to discuss the matter and (if necessary) provide appropriate evidence.

4.7.2 The Student Welfare and Support Team or the Programme Lead will liaise with the Chair of the Assessment Board to ratify any changes to their assessment outcome via the Chair's Action procedure. Confirmation of these changes will be notified to the student by the Student Welfare Team.

4.7.3 If the matter is not resolved a student may proceed to Stage 2 Formal Appeal.

4.8 STAGE 2: Formal Appeal

4.8.1 A student who wishes to exercise their right to appeal against a decision of an Assessment Board must do so by completing the Academic Appeal Form (appendix one) and sending it to the Student Welfare Team by e-mail studentwelfare@resultsco.org.uk The Student Welfare Team will confirm receipt.

4.8.2 Appeals must be received within 15 working days from the date on which the student received formal notification of a decision of an Assessment Board. The College, under exceptional circumstances, may waive timescales if a student's circumstances might impede an on-time submission.

4.8.3 The Student Welfare Team will forward the appeal documentation to a nominated appeal reviewer.

4.8.4 If the appeal is submitted out of time or does not meet the criteria for appeal specified in paragraph 4.8, the Student Welfare and Support Team will inform the student that no action will be taken. The Student will also be informed of their right to request a Completion of Procedures Letter ([Handling complaints and academic appeals](#)) if they wish to pursue the matter further with the Office of the Independent Adjudicator for Higher Education.

4.8.5 If the appeal is submitted within time and meets the criteria for appeal the Reviewer will identify and examine all evidence and will aim to respond, through the Student Welfare Team, within 10 working days of receipt of the appeal. The possible outcomes are:

- a. uphold the appeal, inform the student of the outcome and confirm that the relevant Assessment Board will be required to review or revise its decision through a Chair's action process.
- b. not uphold the appeal, providing clear and complete rationale for not doing so.

- c. confirm to the student a deadline for response where further information or evidence are required.

4.8.6 Once an appeal has been upheld, no further appeal on the same matter will be permitted.

4.9 STAGE 3: Formal Review by an Appeal Review Panel

- 4.9.1 Where a student is not satisfied with the outcome of the investigation of stage 2, they may request that an Appeal Review Panel reviews the case only on the basis of new and significant information or evidence.
- 4.9.2 A student must inform the Student Welfare Team within 10 working days of receipt of the Stage 2 outcome (the date the outcome was communicated to them by email to an email address declared on the student record or the email address from which they submitted the appeal).
- 4.9.3 Requests for a stage 3 review must be made using the Appeal Review Form and once submitted with the relevant new additional evidence, the Student Welfare Team will confirm receipt and will establish an Academic Review Panel.
- 4.9.4 The Chair of the Review Panel is responsible for investigating the background to any new information provided prior to the meeting. The Chair may request additional evidence prior to the meeting. The Student Welfare Team will inform the appellant of the date, time and location of the Appeal Review Panel meeting giving the student 5 working days' notice where possible.
- 4.9.5 Students have the right to appear in person at the meeting and may be accompanied by a friend in support, not as a representative. In such cases the name and affiliation of the person who will accompany them must be provided in advance of the meeting.
- 4.9.6 The Appeal Review Panel will be chaired by a member of the Academic Board who has had no prior involvement in any stage of the appeal under consideration. The Chair will be joined by two other staff members, none of whom will have participated in Stage 1 or Stage 2 of the same appeal.
- 4.9.7 A review will lead to one of the following outcomes:
 - a. uphold the appeal, inform the student of the outcome of the review and confirm that the relevant Assessment Board will be required to review or revise its decision through a Chair's action process.
 - b. not uphold the stage 3 appeal, providing clear and complete rationale for not doing so, informing student that that the review has upheld the previous appeal outcome and that no revision of Assessment Board decision will be initiated. A Completion of Procedures letter should also be provided.
 - c. inform the student that the review upheld the procedure and outcome of the previous investigation (stage 2) but other factors have since been identified as leading to a requirement for revision of the Assessment Board decision.
- 4.9.8 The student should be informed of the outcome within 15 working days of the Appeal Review Panel, and a Completion of Procedures letter will be issued where required.
- 4.9.9 Where a student is dissatisfied with the outcome of their stage 3 appeal, they may be able to appeal at the Awarding Organisation, or make a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Following the OIA process does not prevent students from pursuing an appeal with the Awarding Organisation and they may choose whichever route(s) they feel is the most appropriate.

4.9.10 To support a review or appeal, the Awarding Organisation will ask to see evidence that the internal procedure has been fully used. Their reviews and appeals procedure will review whether:

- The centre's procedures are consistent with their requirements.
- The centre's procedures were applied properly and fairly in arriving at judgements.
- Quality assurance activities were consistent with regulatory requirements.

4.9.11 Further Information

4.9.11.1 Pearson [Internal assessment in vocational qualifications review and appeals policy](#)

4.9.11.2 Any complaints may be submitted on an OIA Complaint Form, available at <http://www.oiahe.org.uk>. Students should also send a copy of the Completion of Procedures letter to the OIA. Students are advised that the OIA should be considered as the service of last resort and cannot normally examine complaints where:

- a. The appeal has not been progressed through all stages of the College's internal procedures
- b. The appeal refers to matters more than three years old.
- c. More than 12 months have passed since the student received the Completion of Procedures letter.
- d. Matters have been, or are being, considered in court.

The OIA's rules and guidelines are available on its website: www.oiahe.org.uk

5. References

Office of the Independent Adjudicator for Higher Education (OIA). (2025). *Good Practice Framework - Handling Complaints and Academic Appeals*. Available at: <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/handling-complaints-and-academic-appeals>

Pearson. (2023). Internal assessment in vocational qualifications: Reviews and Appeals Policy. Available at: <https://qualifications.pearson.com/content/dam/pdf/Support/policies-for-centres-learners-and-employees/enquiries-appeals-pearson-vocational-qualifications.pdf>

Appendix One – Academic Appeal Form – Stage 2



Academic Appeal Form – Stage 2

Please read the Academic Appeals Policy before completing this form.

If you need help completing the form, you should contact the Students Welfare Team at studentwelfare@resultsco.org.uk

All sections of this form must be completed in full and supporting evidence must be provided. Please sign and date the form. Your appeal will be delayed if you do not complete this form in full.

Section 1 - Student details

Student Name	
Programme	
Phone number(s)	
Email address(es)	
Address for correspondence	

Section 2 – Eligibility Check

Please answer these questions to check your appeal is eligible for consideration

Have your results been confirmed by the Assessment Board? <i>If you answer 'no' to this question, please wait for your results before appealing.</i>	☐ YES ☐ NO
Are your grounds for appeal either: • Extenuating circumstances, or • Operational problems impacting on academic outcome <i>Please note that appeals will not be considered against the academic judgment of assessors.</i>	☐ YES ☐ NO
Have you provided official, written, supporting evidence of your claim?	☐ YES

Please note that appeals may not be considered without evidence supporting your claim.	☐ NO
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If you have answered 'no' to any of the above questions, it is unlikely that the College will consider your appeal. Please contact the Student Welfare Team if you need further advice.

If you have answered 'yes' to the above questions, it is likely that your appeal is eligible for consideration. Please complete the rest of this form and send it to the Student Welfare Team at studentwelfare@resultsco.org.uk

Section 3 – Assessment Details

Unit Title	Assessment	Submission Date	Was this your first attempt?	Date/ method of notification
<i>Example</i> Unit 2 Marketing Essentials	<i>Report</i>	<i>01/02/2020</i>	<i>no</i>	<i>Canvas</i> <i>03/04/2020</i>

Section 4 – Statement

Please supply a statement giving your case for appeal.
Please list below the documents you have attached to the appeal form as evidence. Appeals will not be accepted without evidence. Evidence should match the period that you were affected.

DECLARATION

By submitting this form, I confirm that:

- I have read the Academic Appeals Policy and understand that my complaint will only be considered within the terms of the Academic Appeals Policy and the College Regulations.
- The information I have provided on this form is true to the best of my knowledge.
- If any information I have provided is found to be false I may be subject to disciplinary proceedings.

Student name	
Date	
Signature	

Appendix two – Academic Appeal Form – Stage 3



Academic Appeal Form – Stage 3

Please read the Academic Appeals Policy before completing this form.

If you need help completing the form, you should contact the Student Welfare Team at studentwelfare@resultsco.org.uk

All sections of this form must be completed in full and supporting evidence must be provided. Please sign and date the form. Your appeal will be delayed if you do not complete this form in full.

Section 1 - Student details

Student Name	
Programme	
Phone number (s)	
Email address(es)	
Address for correspondence	

Section 2 – Eligibility Check

Please answer these questions to check your appeal is eligible for consideration

Have you submitted a Stage 2 appeal and received formal notification that it is not upheld?	☐ YES ☐ NO
Are you providing new evidence or information that is directly related to your Stage 2 appeal?	☐ YES ☐ NO
Are you appealing within 10 working days of receiving your Stage 2 outcome?	☐ YES ☐ NO
If you are not appealing within 10 days of receiving your Stage 2 appeal outcome, is there an exceptional reason for this? <i>Please note that late appeals will not normally be considered unless you are</i>	☐ YES ☐ NO

able to demonstrate circumstances that prevented an on-time submission (supported with relevant evidence).	
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If you have answered 'no' to any of the above questions, it is unlikely that the College will consider your appeal. Please contact the Student Welfare Team if you need further advice.

If you have answered 'yes' to the above questions, it is likely that your appeal is eligible for consideration. Please complete the rest of this form and send it to the Student Welfare Team at studentwelfare@resultsco.org.uk

Section 3 – Assessment Details

Unit Title	Assessment	Submission Date	Was this your first attempt?	Date/ method of notification
<i>Example</i> <i>Unit 2 Marketing Essentials</i>	<i>Report</i>	<i>01/02/2020</i>	<i>no</i>	<i>Canvas</i> <i>03/04/2020</i>

Section 4 – Statement

Please explain what new evidence or information you wish to be considered at Stage 2 and why this information was not submitted with your Stage 1 appeal.
Please list below the documents you have attached to the appeal form. Appeals will not be accepted without evidence. Evidence should match the period that you were affected.

DECLARATION

By submitting this form I confirm that:

- I have read the Academic Appeals Policy and understand that my appeal will only be considered within the terms of the Academic Appeals Policy and the College Regulations.
- The information I have provided on this form is true to the best of my knowledge.

- If any information I have provided is found to be false I may be subject to disciplinary proceedings.

Student name	
Date	
Signature	