

RESULTS

ACADEMIC APPEALS POLICY

POLICY DETAILS	
Policy Category	Academic
Version Number	V6
Approving Authority	Academic Board
Approval Date	September 2026
Date Reviewed	August 2026
Date of next review	September 2027
Author	Quality Coordinator
Owner (if different from above)	Principal
Version Changes	1. Regulatory references checked and updated. 2. Corrected OIA Good Practice Framework citation to third edition, December 2022. 3. Updated Pearson reviews and appeals policy citation to 4 September 2025 version. 4. 2026/27 enhancement: added conflict of interest and impartiality requirements for all stages. 5. Added student support and accompaniment provisions. 6. Added no detriment clause and student status pending an appeal outcome. 7. Added required content of outcome letters and the remedies available. 8. Added acknowledgement deadlines and a Stage 1 timescale. 9. Added a monitoring, evaluation and review section. 10. Added Definitions section; References renumbered to follow the new sections. 11. Equality and data protection sections removed as covered by College-wide policies; Definitions moved to section 3 and the later sections renumbered. 12. New clause 2.6: partner university appeal regulations take precedence for franchised provision. 13. New clause 5.6: time spent at Stage 1 does not consume the Stage 2 deadline. 14. Clause 5.4 corrected: academic judgement is exercised by assessors, not the Assessment Board. 15. Duplicate Panel Members row removed from Roles and Responsibilities; Student Welfare and Support Team named consistently. 16. Appendix One and Appendix Two rebuilt as completable forms: entry fields, eligibility questions aligned to the grounds at 5.3 and the deadlines at 5.8.2 and 5.9.2, an evidence schedule and a signature block.
Related Policies / Procedures	Extenuating Circumstances Policy Academic Misconduct and AI Use Policy Student Complaints Policy Assessment Board Terms of Reference Assessment Policy
Effective Date	September 2026

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 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 5.3. This policy does not apply to:
 - Disagreement with academic judgement
 - General complaints (see Student 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.
- 2.6 Where a programme leads to an award of a partner university, that university's academic appeals regulations take precedence over this policy. The College applies this policy so far

as it is consistent with them and refers appeals to the partner at the earliest appropriate point.

3. Definitions

- 3.1 Academic Judgement: a judgement about a matter where only the opinion of an academic expert is sufficient, such as the mark or grade awarded for a piece of work. An appeal cannot be made against academic judgement.
- 3.2 Awarding Organisation: the body that awards the qualification, being Pearson for BTEC Higher National programmes or the partner university for franchised degree programmes.
- 3.3 Completion of Procedures Letter: the letter confirming that the College's internal procedures are complete, which a student needs in order to take a case to the Office of the Independent Adjudicator for Higher Education.

4. 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.
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 and Support 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 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.
Quality Manager	Monitors appeal records, outcomes and timeliness; identifies themes and reports them for quality improvement; oversees the annual review of this policy.
Academic Board	Receives anonymised reports on appeal volumes, grounds, outcomes, timeliness and themes; approves this policy.

5. Procedure

- 5.1 This procedure applies to appeals against an Assessment Board decision only.
- 5.2 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.
- 5.3 Appeals can only be made on the following grounds:
 - 5.3.1 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.

- 5.3.2 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.
- 5.3.3 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.
- 5.4 Appeals will not be accepted on the grounds of disagreement with the academic judgement. Academic judgement is exercised by assessors and confirmed by the Assessment Board, and is not open to appeal.
- 5.5 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

- 5.6 Time spent seeking early resolution at Stage 1 does not count towards the 15 working day deadline in paragraph 5.8.2. Where Stage 1 is not concluded before that deadline, a student may submit a Stage 2 appeal to protect their position.
- 5.7 STAGE 1: Early resolution
 - 5.7.1 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.
 - 5.7.2 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 and Support Team.
 - 5.7.3 If the matter is not resolved a student may proceed to Stage 2 Formal Appeal.
- 5.8 STAGE 2: Formal Appeal
 - 5.8.1 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 and Support Team by e-mail studentwelfare@resultsco.org.uk. The Student Welfare and Support Team will confirm receipt.
 - 5.8.2 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.
 - 5.8.3 The Student Welfare and Support Team will forward the appeal documentation to a nominated appeal reviewer.
 - 5.8.4 If the appeal is submitted out of time or does not meet the criteria for appeal specified in paragraph 5.3, 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.
 - 5.8.5 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 and Support 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.

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

5.9 STAGE 3: Formal Review by an Appeal Review Panel

5.9.1 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.

5.9.2 A student must inform the Student Welfare and Support 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).

5.9.3 Requests for a stage 3 review must be made using the Academic Appeal Form – Stage 3 (Appendix Two) and once submitted with the relevant new additional evidence, the Student Welfare and Support Team will confirm receipt and will establish an Appeal Review Panel.

5.9.4 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 and Support 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.

5.9.5 Students have the right to appear in person at the meeting. Paragraph 7.1 applies to being accompanied.

5.9.6 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.

5.9.7 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 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.

5.9.8 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.

5.9.9 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.

5.9.10 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.

5.9.11 Further Information

5.9.11.1 Pearson Internal assessment in vocational qualifications review and appeals policy

5.9.11.2 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 date of 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

- 5.10 Where the College cannot meet a published timescale it will tell the student, explain why and give a revised date.
- 5.11 Stage 1 early resolution is normally concluded within 15 working days of the student first raising the matter. If it cannot be resolved in that period the student is told and advised of their right to proceed to Stage 2.

6. Conflict of Interest and Impartiality

- 6.1 A member of staff who made or contributed to the decision under appeal does not take part in considering that appeal, and no one reviews their own decision at a later stage of this procedure.
- 6.2 Anyone considering an appeal declares to the Student Welfare and Support Team, before the appeal is considered, any previous involvement in the case or other interest that might affect their impartiality. Declarations are kept with the appeal papers.
- 6.3 Where a declaration is made, or a student raises a reasonable concern about impartiality, the Principal decides whether the person should be replaced, and the student is told. Where the concern relates to the Principal, the Chair of the Academic Board decides.

7. Support for Students during an Appeal

- 7.1 A student may be accompanied at any meeting held under this policy by a fellow student, a student representative or a friend, who attends to give support rather than to represent the student. The name and affiliation of that person are given to the Student Welfare and Support Team in advance of the meeting.
- 7.2 A student who cannot attend a meeting for a good reason may ask once for it to be rearranged, or may send written representations for the reviewer or Panel to consider.

8. No Detriment and Student Status during an Appeal

- 8.1 A student is not disadvantaged for making an appeal in good faith, for supporting another student's appeal or for acting as a witness. A concern that a student has been treated less favourably for one of these reasons can be raised under the Student Complaints Policy and will be investigated. A deliberately false or malicious appeal may be dealt with under the Student Code of Conduct and Disciplinary Procedures.
- 8.2 Making an appeal does not affect a student's registration. The student may continue to attend, submit work and use College facilities while the appeal is considered, unless action is being taken under a separate policy such as the Student Code of Conduct and Disciplinary Procedures.
- 8.3 Where an appeal concerns a final award, the College tells the student in writing what will happen to the award while the appeal is open. Certification is normally held where the outcome could change the award or its classification. If the award has already been conferred and the appeal is upheld, the student's record is corrected.

9. Appeal Outcomes and Remedies

- 9.1 An outcome letter at Stage 2 or Stage 3 is sent to the student in writing and sets out:
 - the decision, and whether the appeal is upheld, upheld in part or not upheld
 - the reasons for the decision

- any remedy or further action, who is responsible for it and when it will be carried out
- what the student can do next, including any right to a Stage 3 review and the deadline for requesting it
- where the internal procedure is complete, that a Completion of Procedures Letter will be issued, and the routes then open to the student under paragraphs 5.9.9 to 5.9.11.

9.2 Where an appeal is upheld, the remedy chosen is the one that best places the student in the position they would have been in had the matter not occurred. Remedies may include:

- referral of the case back to the Assessment Board for reconsideration through the Chair's action procedure
- a further attempt at an assessment, or an opportunity to be assessed as if for the first time
- correction of the student's results, progression status, award or record
- a review of the results of other students affected by the same issue

9.3 Remedies are subject to the assessment regulations of the Awarding Organisation or partner university, and the College cannot award a grade, credit or qualification that those regulations do not permit.

10. Monitoring, Evaluation and Review

- 10.1 The Programme Leader maintains a log of all academic appeals, recording for each appeal the stage reached, the grounds relied on, the outcome, any remedy applied and whether the published timescales were met.
- 10.2 Anonymised appeal data covering volumes, grounds, stages, outcomes, timeliness and emerging themes is reported to the Senior Leadership Team (SLT), and to the Assessment Board where it relates to a particular programme.
- 10.3 This policy is reviewed annually by the Quality Manager and sooner if regulatory or awarding organisation requirements change.

11. References

Office of the Independent Adjudicator for Higher Education (OIA). (2022). 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. (2025). Internal assessment in vocational qualifications: Reviews and Appeals Policy (4 September 2025). 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)

Please read the Academic Appeals Policy before completing this form.
If you need help, contact the Student Welfare and Support Team at studentwelfare@resultsco.org.uk.
Complete every section in full, attach your evidence, and sign and date the form. An incomplete form will delay your appeal.

Section 1 – Student details

Student name	
Student ID number	
Programme and level of study	
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

Question	Your answer
Have your results been confirmed by the Assessment Board? If not, wait for your results before appealing.	☐ Yes ☐ No
Are you submitting this form within 15 working days of formal notification of the Assessment Board decision (paragraph 5.8.2)?	☐ Yes ☐ No
Do your grounds fall under paragraph 5.3: a breach of the assessment regulations or a significant administrative error or procedural irregularity; extenuating circumstances not known to the Assessment Board; or agreed support or assessment arrangements not put in place?	☐ Yes ☐ No
Have you attached official, written evidence to support your claim?	☐ Yes ☐ No

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 and Support 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 and Support Team at studentwelfare@resultsco.org.uk

Section 3 – Assessment details

Unit title	Assessment	Submission date	Was this your first attempt?	Date and method of notification
<i>Example: Unit 2 Marketing Essentials</i>	<i>Report</i>	<i>01/02/2026</i>	<i>No</i>	<i>Canvas, 03/04/2026</i>

Please supply a statement giving your case for appeal.

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Please list below the documents you have attached to the appeal form as evidence. Appeals will not be accepted without evidence.

No.	Document attached	Date or period it covers
1		
2		

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

Appendix Two – Academic Appeal Form (Stage 3)

Please read the Academic Appeals Policy before completing this form.
 A Stage 3 review is only available where you have new and significant information or evidence that was not available at Stage 2.
 If you need help, contact the Student Welfare and Support Team at studentwelfare@resultsco.org.uk.
 Complete every section in full, attach your evidence, and sign and date the form. An incomplete form will delay your appeal.

Section 1 – Student details

Student name	
Student ID number	
Programme and level of study	
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

Question	Your answer
Have you submitted a Stage 2 appeal and received formal notification that it was not upheld?	☐ Yes ☐ No
Are you providing new and significant evidence or information that is directly related to your Stage 2 appeal?	☐ Yes ☐ No
Are you requesting this review within 10 working days of receiving your Stage 2 outcome (paragraph 5.9.2)?	☐ Yes ☐ No
If not, is there an exceptional reason for the delay that you can evidence?	☐ Yes ☐ No

Please note that late appeals will not normally be considered unless you are able to demonstrate circumstances that prevented an on-time submission (supported with relevant evidence).

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 and Support 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 and Support Team at studentwelfare@resultsco.org.uk

Section 3 – Assessment details

Unit title	Assessment	Submission date	Was this your first attempt?	Date and method of notification
<i>Example: Unit 2 Marketing Essentials</i>	<i>Report</i>	<i>01/02/2026</i>	<i>No</i>	<i>Canvas, 03/04/2026</i>

Section 4 – Statement

Please explain what new evidence or information you wish to be considered at Stage 3 and why this information was not submitted with your Stage 2 appeal.

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Please list below the documents you have attached to the appeal form.

No.	Document attached	Date or period it covers
1		
2		

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