



Academic Appeals Policy and Procedure

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1. Aims

- 1.1. An academic appeal is a request for a review of an Assessment and Progression Board decision in relation to assessment or progression for any given student. This policy outlines fair, accessible and timely procedures to enable registered students to appeal against decisions of the Assessment and Progression Board.
- 1.2. The procedures described in this policy apply to students of HND Programmes awarded by Pearson.

2. Policy

- 2.1. The College keeps students informed of their rights to request Academic Appeals, both through internal and external means, as well as the timeframe within which to do so.
- 2.2. All parties shall be treated with dignity and respect in the application of these Regulations. Students will not be disadvantaged as a result of bringing an academic appeal.
- 2.3. All appeals are considered by someone who is impartial, who was not involved with processes leading to the appeal claim. This impartiality is assured throughout the process.
- 2.4. As far as possible, within the effective operation of the process, confidentiality of the student and the proceedings will be maintained by staff members involved.
- 2.5. For students who have completed the course and received an award certificate, this implies the closure of any action/appeal within the College's procedure.
- 2.6. Academic appeals are not valid where they relate solely and directly to claims concerning academic judgement.
- 2.7. At all stages of the appeal process a student should ensure that they avoid disclosing unnecessary personal information (e.g. medical conditions etc.) unless s/he feels it is relevant to the issues raised. A student must also avoid disclosing personal data of any other person in the appeal unless they have been given written permission by the person/s to do so.
- 2.8. During the appeal process, a student may seek assistance from his/her assigned Personal Tutor or any member from student representative body.
- 2.9. Group appeals against decisions are acceptable, provided that all students within the group are affected by the same set of circumstances.
- 2.10. The Registrar will report to the Academic Board after the end of each academic year on the activity and outcomes of academic appeals made during that year.

3. Grounds for Appeal

- 3.1. An appeal can only be brought on one or more of the following grounds:
 - 3.1.1. there was existed mitigating circumstances affecting the student's performance of which the assessors were not aware when their decision was taken, and which could not reasonably have been presented to the assessors



If resting on this ground, the candidate's request must be supported by medical certificates or other documentary evidence acceptable to the Appeal Panel;

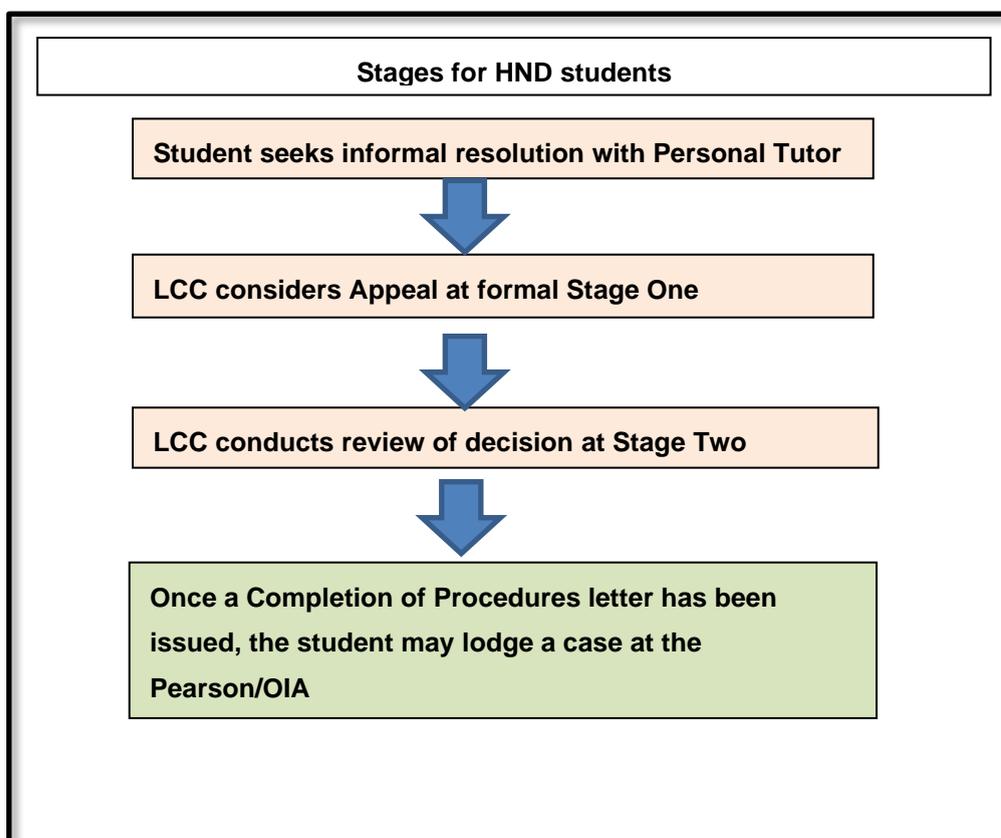
3.1.2. there was an administrative error or procedural irregularity or other inadequacy in the conduct of the assessors or processing of marks or grades of such a nature as to cause doubt as to whether the result might have been different had there not been such an error.

3.2. Any medical or documentary evidence should be submitted in English. If this is not possible, the student should provide an authorised translation of the relevant documents.

4. Procedure

4.1. The Appeals process consists of multiple stages, which allow students to escalate their Appeal to higher authorities if they are dissatisfied with the initial result.

4.2. The process is outlined in the figure below, indicating where responsibility for completing the stage lies.



4.2. Informal Resolution

4.2.1. LCC provides students with the opportunity to seek clarification of assessment decisions following the publication of results.



- 4.2.2. Students can discuss their results with their Personal Tutors, who can advise the student on how they might achieve a higher grade in a future assessment. Personal Tutors can also provide guidance, and relevant forms, for students to make an Academic Appeal, should their concerns not be satisfactorily addressed and they to proceed to the formal stage.

4.3. Stage One: Formal Stage

Appeal must be received within 15 working days of Result Publication Date

Decision to be issued to the student within 10 working days

- 4.3.1. A student wishing to make an appeal must do so by completing the Stage One Academic Appeal Form, which is located in the Student Portal and should be submitted via Online Form. Alternatively, the form can be obtained and submitted at reception for the attention of the Registrar at LCC.
- 4.3.2. An appellant who requires reasonable adjustments during the procedure, is encouraged to provide details at the beginning of the formal stage.
- 4.3.3. On receipt of an academic appeal, the Registrar will undertake an initial evaluation to check that the student's academic appeal was submitted under the correct procedures, that it falls within the grounds upon which an appeal may be made, that it was submitted within the deadline and is in the required format. This process may result in:
- 4.3.1.1. the student being referred to a different procedure
 - 4.3.1.2. the appeal being rejected if it is not made for valid reasons, in which case the student shall receive a letter from the Registrar informing them of this outcome.
 - 4.3.1.3. the academic appeal proceeding to formal consideration.
- 4.3.4. The decision will be communicated to the student in writing.
- 4.3.5. If the appeal is considered to be based on valid grounds, then the Registrar shall conduct the appeal review or nominate an appeal reviewer to investigate the claim. This will be a member of staff who has had no previous involvement in the matter.
- 4.3.6. The appeal reviewer has authority to take the following courses of action:
- 4.3.1.4. to investigate the appeal and request any supporting documents required
 - 4.3.1.5. to approve the validity of any appeal received following investigation
 - 4.3.1.6. to form an Appeal Panel, where membership consist of two academic members who are independent of the case. The appeal reviewer must contribute as an administrator for the panel members.
 - 4.3.1.7. to request the members of the Assessment and Progression Board to review or revise its decision or process where, for valid reasons, the grounds for appeal are found to have had material impact on the performance or progression of a student.



- 4.3.7. Neither a reviewer nor any an Appeal Panel has the authority to set aside the decision of the assessors or recommend award.
- 4.3.8. A revised decision of an Assessment and Progression Board resulting from this process shall be final and may not be the subject of further appeal.
- 4.3.9. The outcome of the appeal will be communicated to the student in writing.
- 4.3.10. If the appeal is not upheld, the student will be informed of their right to request a review of Stage One, as well as instructions on how to do so and the time limits.
- 4.3.11. The review of Stage One will be the responsibility of LCC and shall be conducted according to the process described below.

4.4. Stage Two: Review Stage

Must be made within 10 working days of Stage One outcome
Outcome issued to student within 15 working days of Panel

- 4.4.1. A student who wishes to have the Stage One decision reviewed must complete the Stage Two Academic Appeal form and submit it to the Senior Quality Assurance Officer (or nominee) within 10 working days of receiving the Stage One outcome. The form can be obtained through the College reception or fill an online form through Student Portal.
- 4.4.2. A request for a review must be based on the following limited grounds:
 - 4.4.1.1. new material evidence has emerged which the student was unable, owing to exceptional circumstances, to provide earlier in the process;
 - 4.4.1.2. the student believes that the decision is procedurally incorrect;
 - 4.4.1.3. the student believes that there has been procedural unfairness in the appeals process
- 4.4.3. If the request is deemed to be on reasonable grounds, then the Senior Quality Assurance Officer will refer it to an Appeal Panel. However, if the request is rejected, the student shall be issued a Completion of Procedures Letter and will be informed of their right to refer the matter to the Office of the Independent Adjudicator.
- 4.4.4. The Appeal Panel will be comprised of two members of the academic staff who are independent of the case and not participated as a member of the panel in stage one.
- 4.4.5. The student will be invited to provide a written statement and any additional evidence to the Panel and will be invited to attend the Panel meeting in person. They will be entitled to bring a current LCC student/member of staff as a companion.
- 4.4.6. The review will lead to one of the following outcomes:



- 4.4.1.4. to confirm that the chair of the Assessment and Progression Board (or his/her nominated person) will be required to review or revise their decision or process in respect of the student;
- 4.4.1.5. to accept the original decision of the Assessment and Progression Board and to issue a Completion of Procedures letter
- 4.4.1.6. to inform the student that the review upheld the procedure and outcome of the previous investigation, but other factors have since been identified as leading to a requirement for revision of the Assessment and Progression Board's decision.

5. Annual Monitoring

- 5.1. The Assessment and Progression Board is responsible to produce an annual monitoring report to the Academic Board to ensure the effectiveness of appeals process.
- 5.2. This report should consider the commentary on timeliness of the process, appeals outcomes, and consideration of the protected characteristics for the appeals procedures.

6. The Office of the Independent Adjudicator (OIA)

- 6.1. Following the exhaustion of Stage Two, the student shall be issued with a Completion of Procedures (COP) letter, following which the student may, if the matter has not been resolved to their satisfaction, put their case to the Pearson or the Office of the Independent Adjudicator (OIA) by completing the relevant organisation's Complaint Form.
- 6.2. The College is the member of the OIA independent scheme. This scheme provides opportunities to review students' complaint by the OIA under their eligibility rules. More information about making a complaint to OIA can be found here: <https://www.oiahe.org.uk/students/>
- 6.3. In addition, the COP letter will advise the student of where to obtain the Complaint Form and Guidance Note of the relevant organisations.
- 6.4. The OIA must receive the signed form within 12 months of the date of the COP letter, otherwise it will consider the complaint to be out of time.