



Academic Appeals Policy & Procedures

CONTENTS

| | |
|--|----|
| 1. Introduction | 3 |
| 2. Scope..... | 3 |
| 3. General Principles..... | 4 |
| 4. Grounds for Making an Academic Appeal | 5 |
| 5. Stage 1: Informal Academic Appeal Resolution..... | 6 |
| 6. Stage 2: Formal Academic Appeal Procedure..... | 6 |
| 6.1 How to Make a Formal Academic Appeal | 6 |
| 6.2 Appointment of an Investigating Officer..... | 7 |
| 6.3 The Investigation | 7 |
| 6.4 The Investigation Report & Outcome | 8 |
| 7. Stage 3: Academic Appeal Review Procedure | 9 |
| 7.1 Right to Review..... | 9 |
| 7.2 Grounds for Review | 9 |
| 7.3 Review Process | 10 |
| 7.4 Review Outcomes..... | 10 |
| 8. Revising a Board of Examiners' Decision..... | 11 |
| 9. Completion of Procedures Letters | 11 |
| 10. Referral to the Office of the Independent Adjudicator (OIA)..... | 12 |
| Appendix 1: Stage 1 Informal Academic Appeal Resolution Form..... | 13 |
| Appendix 2: Stage 2 Academic Appeal Form | 16 |
| Appendix 3: Stage 3 Academic Appeal Review Request Form | 20 |
| Core Documentation Record Page..... | 23 |

1. INTRODUCTION

- 1.1 The UCO is committed to ensuring that students have the right to request a review of a decision made by a Board of Examiners (the committee charged with making decisions on student progress, assessment, and awards). This is known as making an academic appeal.
- 1.2 This policy sets out the procedures to be followed should a student wish to make an academic appeal.

2. SCOPE

- 2.1 This policy is applicable to all students who are registered on a course of study that is delivered by and leads to a UCO award, including those who are current registrants, have interrupted their studies, who are temporarily withdrawn (for example through suspension of studies or
- 2.2 This policy may also apply to recent students of the UCO,
- 2.3 This policy also applies to those students registered on a course delivered by the following Associate Partners of the UCO that leads to a UCO award:
 - a) The Osteopathic Centre for Animals.
 - b) The Sports Medicine Ultrasound Group.
- 2.4 This policy does not apply to students registered on a course that leads to a UCO award delivered by an Associate Partner of the UCO that implements its own Academic Appeals Policy (or equivalent) as approved by the UCO. Such students should be referred to the partner's equivalent Academic Appeals Policy.
- 2.5 Only assessment grades, awards and progression decisions that have been ratified by a Board of Examiners are eligible for academic appeal. Where a student wishes to query or discuss an assessment grade prior to a Board of Examiners (i.e. a provisional grade), they may do so by making an appointment with the relevant marker or Unit Leader who will review their assessment and explain how it was marked with the student. In exceptional cases, the unit leader may identify an operational error in relation to the assessment during the review and may take action to address this at an early stage. If the student remains dissatisfied with this response, they may make an academic appeal after the Board of Examiners has ratified the provisional grade, providing that there are legitimate grounds for appeal (see [Section 4](#)).
- 2.6 This policy is aligned to the QAA Quality Code advice and guidance for Concerns, Complaints and Appeals¹, and aligns to the Good Practice Framework for handling complaints and academic appeal published by the Office of the Independent Adjudicator for Higher Education².

¹ <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>

² <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/>

3. GENERAL PRINCIPLES

- 3.1 The UCO will endeavour to consider all academic appeals promptly and to conclude academic appeals procedures within at least 90 calendar days of the application being made. The UCO will, however, attempt to expedite any academic appeal where the process may need to be undertaken more quickly, for example where:
- a) There is evidence that the case has a detrimental impact on the student's mental health or where the student displays significant distress.
 - b) External time limits apply, for example in meeting regulatory requirements for the completion of professional courses or where the outcome may impact on a progression decision.
- 3.2 All academic appeals should be raised and conducted in a manner that is respectful to the individuals concerned. Rude or offensive behaviour or language used during any part of the appeals process may be referred to the disciplinary procedures for further action.
- 3.3 All academic appeals made will be treated seriously, fairly, as expeditiously as possible and in a consistent fashion.
- 3.4 Academic appeals will be treated in a rigorous and sensitive manner and with minimum distress to all parties concerned.
- 3.5 Confidentiality will be respected throughout, and the UCO will endeavour to make sure that details of an academic appeal are known to the fewest staff needed to undertake a thorough investigation.
- 3.6 A student will not be penalised for making an academic appeal; the UCO will not reduce a grade or classification of an award as a result of an academic appeal, except in cases where an assessment has been nullified
- 3.7 The UCO will only consider an academic appeal if the matter directly relates to a decision made by the Board of Examiners only, and only if there are legitimate grounds for making an appeal which are set out in [Section 4](#).
- 3.8 Academic appeals can only be considered if they are submitted within the timeframe set out in [Section 4](#).
- 3.9 Academic appeals by third parties, or appeals which are made anonymously, will not normally be considered although a student may appoint a representative to act on their behalf.
- 3.10 If more than one student is affected by the same set of circumstances, a group of students may submit a collective academic appeal through a single spokesperson with the written agreement of all members of the group.
- 3.11 Students who wish to make an academic appeal will be provided with support by the UCO Students' Union and the UCO's Student Support Services, who can provide impartial guidance and advice to students who wish to make an academic appeal, including advice on whether their situation constitutes a valid academic appeal.
- 3.12 As far as possible, within the effective operation of this policy and procedure, confidentiality of both individuals and proceedings will be maintained.

- 3.13 Where a student wishes to inform the UCO of circumstances that have affected their performance within an assessment, they should use the [UCO's Special Circumstances Policy and Procedure](#). Special Circumstances should normally be submitted prior to the date of an examination or coursework deadline and may be considered by a Board of Examiners as part of their decision-making processes.
- 3.14 Where a student wishes to make a complaint about a matter that does not relate directly to a Board of Examiners decision, they should use the [Student Complaints Policy and Procedures](#).
- 3.15 Where any information or evidence submitted as part of an academic appeal is found to be fraudulent, the academic appeal will be dismissed, and the matter will be referred to the [Student Code of Conduct and Disciplinary Procedures](#) as a non-academic disciplinary offence.
- 3.16 In cases where an appeal affects a progression decision, the student will have the right to provisionally progress to the next stage of the programme whilst the internal stages are completed. However, restrictions may be placed on a student's academic and clinical activities for safety reasons, where they are studying on professional programmes. Students will have the right to take a suspension of studies whilst an appeal is ongoing.

4. GROUNDS FOR MAKING AN ACADEMIC APPEAL

- 4.1 A student may make an academic appeal only if:
- The academic appeal relates directly to an award made at the end of the final stage of course that has been ratified by a Board of Examiners.
 - The academic appeal relates directly to a progression decision that has been ratified by a Board of Examiners, which may include requirement of the student to either withdraw from a course, repeat one or more units of a course, or undertake referrals (retakes) of one or more assessments.
 - The academic appeal relates directly to the outcome of an assessment or examination that has been ratified by a Board of Examiners.
- 4.2 A student may only make an academic appeal on the following grounds:
- There was a procedural irregularity in the assessment process, for example in cases where a student was not allocated approved extra time in an examination, that marking has not been conducted in accordance with the Academic Quality Framework, or where the feedback provided gives clear grounds for concern that the published marking criteria has not been applied correctly, which cannot be resolved through the [Stage 1](#) procedure.
 - There has been bias or a perception of bias in the assessment process or Board of Examiners decision-making process.
 - There were mitigating circumstances where, for good reason, the Board of Examiners was not made aware of a significant factor relating to the assessment of a student when it made its original decision.

- 4.3 All academic appeals must be submitted within 15 working days from the date on which the student received formal notification of a Board of Examiners decision; academic appeals made after this date will not be considered.
- 4.4 A student may not make an academic appeal if:
- They are questioning the exercise of academic judgment, that is, the decision made by academic staff on the quality of the work itself or the criteria being applied to mark the work (rather than the administrative marking process).
 - They disagree with the conclusions reached by the individual or the Board of Examiners which considered their mitigating (extenuating) circumstances.
- 4.5 Students may seek procedural and welfare advice from the [Student Support Team](#) about making an academic appeal or whether their complaint should more appropriately be managed through the [Student Complaints Policy and Procedure](#).

5. STAGE 1: INFORMAL ACADEMIC APPEAL RESOLUTION

- 5.1 Where a student receives a Board of Examiners decision that they are concerned about, they are advised to seek clarification and discuss their concerns with the relevant Unit Leader (or the Course Leader) in the first instance.
- 5.2 The Unit Leader will review the student's marked work, explain how it was marked and / or moderated, check that the assessment mark has been recorded correctly on the student database, and that correct assessment, progression and award criteria and regulations were applied to explain the Board of Examiners' decision.
- 5.3 The Unit Leader will complete an Informal Academic Appeal Resolution Report ([Appendix 1](#)) of the meeting had with the student, a copy of which will be provided to the student and the Registrar who will add this to the student's record and record the matter anonymously as an Informal Academic Appeal Resolution case for monitoring and reporting purposes.
- 5.4 In many cases Informal Resolution will provide the student with clarity and assurance that the Board of Examiners' decision was appropriate. Where this does not provide the student with assurance or clarity, and they believe they have grounds to make a formal academic appeal, they may do so by following the formal academic appeal procedure (Stage 2) set out in [Section 6](#).

6. STAGE 2: FORMAL ACADEMIC APPEAL PROCEDURE

- 6.1 HOW TO MAKE A FORMAL ACADEMIC APPEAL
- 6.1.1 A student who wishes to make a formal academic appeal must do so by completing the Academic Appeal Form ([Appendix 2](#)), attaching any relevant evidence, and submitting this to the Registrar within 15 working days from the date on which the student received formal notification of a Board of Examiners decision in the form of their final results notification.
- 6.1.2 The student should submit any accompanying evidence in support of their academic appeal at the same time as their Academic Appeal Form ([Appendix 2](#)). Where this is

not possible, the student should identify any evidence is to follow and when this will be provided. Delays in the submission of evidence may delay consideration of an appeal

- 6.1.3 Students should be aware that appeals that are not accompanied by evidence that is relevant to the grounds for appeal set out in [Section 4](#) will not usually be considered. Relevant evidence might include letters from a medical or other relevant professional that demonstrate a student had a health condition they were unable to disclose grounds at the time that assessment occurred under the special circumstances procedure, evidence of unexpected events that occurred close to an assessment date, or evidence of error in applying agreed adjustments to an assessment.
- 6.1.4 On receipt of the student's Academic Appeal Form ([Appendix 2](#)), the Registrar will evaluate their case to confirm whether the student has:
- Used the correct policy and procedure to raise their concerns.
 - Has legitimate grounds for an academic appeal.
 - Has completed the informal resolution stage ([Section 5](#)).
 - Submitted the case within the required timeframe.
 - Submitted the case within the required format.
 - Provided appropriate evidence in support of their appeal
- 6.1.5 Following the evaluation of the appeal, the Registrar will write to the student to confirm either that:
- Their case does amount to an academic appeal and is proceeding to formal investigation, and set out the next stages, which will include a meeting with the appointed Investigating Officer who will be identified to the student, potential outcomes to Stage 2 of the formal procedure as well as and sources of advice and support. or;
 - Their case does not amount to an academic appeal but may be referred to a different process (e.g. the [Student Complaints Policy and Procedure](#)),
 - Their case is being dismissed because it does not meet the legitimate grounds for an academic appeal, in which case the Registrar will issue the student with a Completion of Procedures letter as set out in [Section 9](#).
- 6.2 APPOINTMENT OF AN INVESTIGATING OFFICER
- 6.2.1 Where 6.1.4.(a) applies, the Registrar will consult with the Deputy Vice-Chancellor (Education) to appoint an Investigating Officer who will be a member of staff who has had no previous involvement in the case and with no close relationship or complaint history with the student.
- 6.2.2 The Registrar, on behalf of the Deputy Vice-Chancellor (Education) will issue the Investigating Officer with the UCO's "**Guidance for Investigations**" (available on request from quality@uco.ac.uk) and instruct them to undertake an investigation of the case in accordance with this guidance.
- 6.3 THE INVESTIGATION
- 6.3.1 The Investigating Officer contacts the student to discuss their case, informing the student that they may bring a fellow UCO student with them to any investigation

meeting for support and, for particularly complex cases, that the Investigating Officer may be accompanied by another staff member who will act as a note-taker. A meeting with the student may not be required in all cases if the investigating officer does not think this is needed, but this will be decided in agreement with the student.

- 6.3.2 The Investigating Officer may arrange to meet with the student more than once to clarify facts or events as the investigation proceeds.
- 6.3.3 The Investigating Officer may arrange to meet with other students and staff directly relevant to the case at their discretion. In all cases individuals will be advised that they may bring a fellow UCO student or colleague with them for support and that the Investigating Officer will be accompanied by another staff member who will act as a note-taker.
- 6.3.4 A written record of each investigation meeting will be taken and provided to individuals to confirm as an accurate representation of the meeting. The written record of investigation meetings will normally inform the outcome to the investigation. Audio or video recordings of meetings may be taken for the purpose of informing the written report only and will not normally be deleted once the written record has been confirmed by all parties.
- 6.3.5 As part of their investigation the Investigation Officer may also gather other evidence which will likewise inform the Investigating Officer's report and inform the outcome to the investigation.
- 6.3.6 The investigating officer may need to obtain additional opinion to inform an investigation. Such opinions should be sought from individuals who have had no prior involvement with the student and the names of those individuals providing advice should be provided in the report.
- 6.3.7 The investigation will be undertaken promptly but thoroughly, with the aim that stage two should normally be completed within 35 working days of the release of the end of year results to the student.

6.4 THE INVESTIGATION REPORT & OUTCOME

- 6.4.1 The Investigating Officer will produce an Investigation Report based on their findings and using the civil standard of proof (the balance of probabilities) conclude whether the appeal should be upheld.
- 6.4.2 The Investigating Officer will submit their report to the Deputy Vice-Chancellor (Education) who, in liaison with the Registrar, will review the recommendations made and issue an outcome letter to the student.
- 6.4.3 The Registrar will provide the student with a copy of the Investigation Report setting out the basis for this decision, so that the student can take an informed decision on whether to seek a review under [Stage 3](#) of this procedure.

7. STAGE 3: ACADEMIC APPEAL REVIEW PROCEDURE

7.1 RIGHT TO REVIEW

- 7.1.1 Where a student is dissatisfied with the outcome of [Stage 2](#) of these procedures, they have the right to request a review this decision by completing the Academic Appeal Review Request Form ([Appendix 3](#)) and submitting this to the Registrar with any relevant supporting evidence within 10 working days of receiving written notification of the [Stage 2](#) decision.
- 7.1.2 A request for an academic appeal review received after 10 working days of receiving written notification of the academic appeal decision will not be considered.
- 7.1.3 An academic appeal must have been considered at [Stage 2](#) before it can be escalated to the review stage (Stage 3).
- 7.1.4 The Registrar will evaluate the student's Academic Appeal Review Request Form ([Appendix 3](#)) to determine that the student has:
- Legitimate grounds for a review.
 - Submitted the request for a review within the required timeframe.
 - Submitted the request for a review within the required format.
- 7.1.5 Following a review of the student's Academic Appeal Review Request Form ([Appendix 3](#)), the Registrar will write to the student to acknowledge receipt of their review request and:
- Inform them that their request has been rejected if it is determined that the student does not have legitimate grounds for a review, or they have not submitted the request within the required timeframe or format, in which case the Registrar will explain why their request has been rejected and issue them with a Completion of Procedures letter as set out in [Section 9](#).
 - Inform them that their request has been successful and will proceed to Stage 3, in which case the Registrar will confirm the purpose and scope of the review with the student and explain the possible outcomes to the review stage to manage the student's expectations.

7.2 GROUNDS FOR REVIEW

- 7.2.1 Students may only make a request for an academic appeal review based on the following grounds:
- That the **academic appeal procedures were not followed properly**, in which case the student should reference the section or paragraph of these procedures which they believe have not been properly followed.
 - That the **Stage 2 decision reached was unreasonable considering the circumstances**, in which case the student should demonstrate how the decision-making was unreasonable, for example if the investigating officer excluded a highly relevant piece of information or included something totally irrelevant.

- c) That the **student has new and relevant material evidence or information has emerged that they were unable, for valid reasons, to provide earlier in the process**, in which case the student should provide the evidence or information and evidence that supports why they were unable to provide it earlier in the process. Any new and relevant material evidence or evidence must be directly related to the initial academic appeal; a student may not introduce new grounds for appeal or any supplementary evidence beyond that directly related to the initial basis of their appeal.
- d) That there **was bias or reasonable perception of bias during the procedure**, where the student can demonstrate that a member of staff involved in stage 2 of the process was personally biased against them, for example, there is correspondence or remarks to the student that indicates bias against the student as an individual.

7.3 REVIEW PROCESS

- 7.3.1 Where the student's request to review the Stage 2 academic appeal decision is successful, it will be considered under the Stage 3 review procedure which is final.
- 7.3.2 The review of the Stage 2 academic appeal decision will not normally consider the academic appeal afresh nor involve a further investigation. The review will, instead, be undertaken by a designated member of staff, appointed by the Registrar in consultation with the Deputy Vice-Chancellor (Education), who has had no previous involvement in the case and who has no close relationship or complaint history with the student.
- 7.3.3 The Registrar will confirm the purpose and scope of the review with the designated member of staff and provide them with the following documentation to review:
 - a) The Academic Appeal Form ([Appendix 2](#))
 - b) The Academic Appeal Review Request Form ([Appendix 3](#)) and any additional evidence submitted by the student in support of their review request.
- 7.3.4 The designated member of staff will undertake a review of the above documentation within the scope of the review request and determine an outcome as set out in [Section 7.4](#).
- 7.3.5 The designated member of staff will produce a written record of their review including an explanation of their determined outcome.
- 7.3.6 The designated member of staff will normally provide their written record to the within 20 working days of receiving the review request from the student.

7.4 REVIEW OUTCOMES

- 7.4.1 Following their review of the case, the designated member of staff is empowered to make one of the following decisions:
 - a) That the academic appeal review request is upheld, in which case they will be empowered to take one of the following courses of action:
 - i. Overturn the Stage 2 outcome and require the Board of Examiners to revise their decision and, where appropriate, issue an apology to the student as appropriate.

- ii. Refer the case back to Stage 2 for reconsideration and, where appropriate, issue an apology to the student as appropriate.
 - b) That the academic appeal review request is not upheld, in which case the Stage 2 outcome remains unchanged and is final.
- 7.4.2 The decision of the designated member of staff who has undertaken the review is final.
- 7.4.3 The Registrar will inform the student of the outcome of the academic appeal review in writing, including an explanation for the outcome, and inform them of any next steps to be taken as appropriate within these procedures.
- 7.4.4 Where the review outcome refers the case back to Stage 2 for reconsideration, a different investigator will be convened to reconsider the case, which shall, where practicable, be concluded as soon as possible, and within at least 90 calendar days.
- 7.5 Where the review outcome requires a Board of Examiners to revise their decision, the Registrar will follow the process set out in [Section 8](#).
- 7.5.1 The Registrar will issue the student with a Completion of Procedures letter as set out in [Section 9](#).

8. REVISING A BOARD OF EXAMINERS' DECISION

- 8.1 Neither the Stage 2 investigator nor the designated member of staff appointed to review the academic appeal at Stage 3 have authority to revise an academic decision of a Board of Examiners.
- 8.2 Where a Stage 2 or Stage 3 decision requires a Board of Examiners to revise its decision regarding a grade, the Registrar will convene an Extraordinary Board of Examiners meeting, which must include the relevant External Examiners to formally reconsider and revise its decision. A meeting of the Board of Examiners will not usually be necessarily in cases where a student will be offered another opportunity to retake an assessment.
- 8.3 A Board of Examiners is not permitted to revise a decision that is to the detriment of a student, i.e., to reduce a grade or classification of an award as a result of an academic appeal
- 8.4 The revised decision of a Board of Examiners resulting from this process shall be final.

9. COMPLETION OF PROCEDURES LETTERS

- 9.1 A "Completion of Procedures" letter will be issued to a student by the Registrar when:
- a) The student's academic appeal has been rejected at Stage 2 because it has not met the grounds for appeal; or
 - b) The student does not request a review of a Stage 2 academic appeal decision at all or within the required timeframe: or
 - c) Stage 3 of these procedures has been concluded.
 - d) The student requests a Completion of Procedures letter.

- 9.2 In all cases the Completion of Procedures letter will be issued to the student within 28 days.
- 9.3 Where a Completion of Procedures Letter is issued it should contain the following in clear language as appropriate:
- a) The Stage 2 or Stage 3 outcome decision.
 - b) The reason(s) for the Stage 2 or Stage 3 outcome decision.
 - c) A statement that the student has not completed the UCO's internal processes if the letter is issued prior to proceeding to Stage 3.
 - d) A statement that the student has exhausted the UCO's procedures relating to this case.
 - e) The student's right to submit a complaint to the Office of the Independent Adjudicator within 12 months of the date of the Completion of Procedures Letter.
 - f) That the student may seek support from the [Student Support Team](#).

10. REFERRAL TO THE OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

- 10.1 Where the student has exhausted the UCO's procedures relating to their case following a Stage 3 outcome decision, the student will be issued a "Completion of Procedures Letter" as set out in [Section 9](#) and will have the right to refer the case to the Office of the Independent Adjudicator (OIA) (<https://www.oiahe.org.uk/>) within 12 months.

APPENDIX 1: STAGE 1 INFORMAL ACADEMIC APPEAL RESOLUTION FORM

This form should be completed **by the Unit Leader (or Course Leader)** who has discussed a student's concern regarding a decision of the Board of Examiners.

Discussions should take place expeditiously – a student must submit an academic appeal within 15 days of their notification of their Board of Examiners' decision (final results) letter.

Students may be accompanied by a friend to the discussion.

Please refer students to the [Student Support Team](#) for procedural and welfare support.

| SECTION 1: PERSONAL DETAILS | |
|---|--|
| Student Name: | |
| UCO Email Address: | |
| Address: | |
| Phone Number: | |
| Course Title: | |
| Year of Study: | |
| SECTION 2: MEETING DETAILS | |
| Date of Resolution Meeting: | |
| <p>Please clearly state the Board of Examiners' decision the student has discussed with you:</p> <p>Please include in this section details of the:</p> <ol style="list-style-type: none"> The Date of the Board of Examiners to which the student's concern relates. The progression, unit, assessment, examination, or award outcome decision to which the student's concern relates. | |
| <p>Summarise the student's concerns:</p> | |
| <p>Summarise the nature and outcome(s) of your discussion with the student, (e.g. reviewing their marked work, checking that results have been recorded correctly with the Registry Team, and that Special Circumstances were received and considered, etc.).</p> | |
| | |

| | | | |
|---|------------------|-----------------------------|--|
| Is the student satisfied with the outcome of the discussion / action taken? | Yes / No | | |
| <p>If yes, please sign and date this form with the student.</p> <ul style="list-style-type: none"> • <i>Keep a record of this form for your records.</i> • <i>Provide a copy of this form to the student.</i> • <i>Provide a copy of this form to the Registrar.</i> <p>If no, please complete Section 3 of this form.</p> | | | |
| Staff Name & Role: | | Date: | |
| Student Name: | | Date: | |
| Received by Registrar: | | Date: | |
| | | | |
| <p>SECTION 3: Potential Stage 2 Formal Academic Appeal Case</p> <p><i>Please identify whether there are potential grounds for progressing this matter to Stage 2 (Formal Academic Appeal Procedure) of the Academic Appeals Policy & Procedures by checking (X) against the appropriate statement:</i></p> | | | |
| <p>Please note why the student is not satisfied following the Stage 1 discussion?</p> | | | |
| | | | |
| <p>Does the student have Grounds for making a Formal Academic Appeal? <i>Check (X) against the appropriate statement.</i> <i>Note whether the student also has evidence to support their academic appeal.</i></p> | | | |
| Grounds for Formal Academic Appeal (You may select more than one) | Check (X) | Supporting Evidence? | |
| There was a procedural irregularity in the assessment process. | | | |
| There has been bias or a perception of bias in the assessment process or Board of Examiners decision-making process. | | | |
| There were mitigating circumstances where, for good reason, the Board of Examiners was not made aware of a significant factor relating to the assessment of a student when it made its original decision. | | | |
| <p>To progress an academic appeal to the formal resolution stage the following must also be confirmed (please check (X)):</p> | | | |
| The concern relates directly to an award, progression decision, assessment or examination that has been ratified by a Board of Examiners. | | | |

| | |
|---|--|
| The date of the student's results letter informing them of the Board of Examiners' decision relating to their concern was issued to them less than 15 working days ago. | |
|---|--|

If you have checked against one or more of both the grounds and conditions for making a formal academic appeal, please refer the student to Stage 2 of the [Academic Appeals Policy & Procedures](#) and advise them that they may wish to seek procedural advice and support from the [Student Support Team](#).

The student will need to complete [Appendix 2](#) of this Policy to make a Formal Academic Appeal which should be submitted to the Registrar.

Please sign and date this form to conclude the Stage 1 informal academic appeal resolution procedure and:

- *Keep a record of this form for your records.*
- *Provide a copy of this form to the student.*
- *Provide a copy of this form to the Registrar.*

| | | | |
|------------------------|--|-------|--|
| Staff Name & Role: | | Date: | |
| Student Name: | | Date: | |
| Received by Registrar: | | Date: | |

APPENDIX 2: STAGE 2 ACADEMIC APPEAL FORM

This form should be **completed by the student** wishing to make a formal academic appeal under [Stage 2](#) of the [UCO's Academic Appeals Policy & Procedures](#).

Students are reminded that:

- You cannot make an academic appeal if your assessment results were worse than you would have liked or expected; academic judgement cannot be challenged.
- To make a formal academic appeal you must have legitimate grounds which are set out in [Section 4](#) of this policy.
- If you need help to confirm if you meet the grounds to make a formal academic appeal or whether your concerns are better considered under another policy or process, please contact the [Student Support Team](#) or the [Registrar](#).

| | |
|---|-----------------|
| Student Name: | |
| UCO Email Address: | |
| Address: | |
| Phone Number: | |
| Course: | |
| Year of Study: | |
| <p>Please clearly state the Board of Examiners' decision you would like to appeal: <i>Please include in this section details of the relevant progression, unit, assessment, examination, or award outcome that you would like to appeal against.</i> Please attach a copy of your Results Letter / Email related to your academic appeal.</p> | |
| | |
| Stage 1: Informal Resolution | |
| Have you raised your concerns informally with the relevant Unit Leader or other member of staff? | Yes / No |
| If no, please state the reasons why: | |
| | |
| <p>If yes, please attach the Stage 1 Information Academic Appeal Resolution form (Appendix 1) that you should have received a copy of from the Unit Leader you discussed your concerns with.</p> | |
| Grounds for Appeal: | |
| Please identify the grounds upon which you wish to make your academic appeal and identify any evidence you have to support this: | |

| Grounds for Formal Academic Appeal (You may select more than one) | Check (X) | Supporting Evidence? |
|--|--------------|-------------------------|
| a) There was a procedural irregularity in the assessment process. | | |
| b) There has been bias or a perception of bias in the assessment process or Board of Examiners decision-making process. | | |
| c) There were mitigating circumstances where, for good reason, the Board of Examiners was not made aware of a significant factor relating to the assessment of a student when it made its original decision. | | |
| <p>Provide a summary of your Grounds for Appeal:</p> <p>Please summarise the reasons why you think the decision you are appealing against should be different providing an explanation for each of the grounds of appeal (a, b and c) you have selected above, and where possible make reference to specific pieces of evidence that support your reasons.</p> <p>If you are making an appeal on the grounds of mitigating circumstances (c), it is important to not only explain how they affected your performance, but also the reasons why you were not able to make them known to the Board of Examiners beforehand, in line with the UCO's Special Circumstances Policy.</p> | | |
| | | |
| <p>Your Preferred Outcome:</p> <p>Please summarise what you believe would be a fair outcome should your academic appeal be upheld (for example, to be allowed to re-sit a failed assessment or to be allowed to re-take a unit again).</p> | | |
| | | |
| <p>Supporting Evidence:</p> <p>Please list here any documentation you are submitting in support of your appeal. This may include, for example, medical certificates, emails, letters or notes of meetings. Evidence should be provided electronically in the first instance. We may ask you to provide original copies of some evidence. If so, these will be returned to you at the earliest opportunity.</p> <p>If you are submitting evidence in support of your appeal that <u>relates to another person</u>, e.g. a family member, then <u>you must provide their written consent</u>. This includes specifically any evidence related to their race, ethnic origin, political views, religion, trade union membership, genetics, any ID biometric information, health, criminal convictions, offences, related security measures, sex life or sexual orientation. <u>A failure to provide this consent may result in your appeal being delayed, or we may not be able to consider this aspect of your appeal</u>. Any third-party data you supply will be held for one year after the completion of your academic appeal. This allows for the completion of all external processes you might wish to approach on completion of your academic appeal.</p> | | |

Any evidence found to be fraudulent will be referred to the [Student Code of Conduct & Disciplinary Procedures](#).

Timeframe for Making an Academic Appeal:

The UCO's Academic Appeals Policy & Procedures requires that an appeal is submitted within 15 working days of the notification of the result or decision you would like to appeal.

Appeals submitted outside of this timeframe are not normally considered, however if you have a good reason for doing so which is supported by evidence, your appeal may be considered.

Are you submitting your appeal within 15 working days of the date of notification of the decision?

Yes / No

If no, please state the reasons why:

Please provide copies of any evidence to support the reasons why you are submitting your appeal out of time.

You should also use this section to provide an explanation where any additional evidence is to be provided outside of the 10-working day timeframe.

Declaration:

Please read the following carefully and before you sign and submit this form:

By signing this form, you confirm that you agree to the following:

- a) That you have read and understood the [UCO's Academic Appeals Policy & Procedure](#).
- b) That you have included all the issues and supporting evidence (including consent relating to any third-party evidence) that you wish to be investigated and considered and understand that the UCO may refuse to take on any additional matters which are introduced later in the process.
- c) That the information contained in this form and evidence included as part of your academic appeal is a true and accurate account and that any fraudulent claims or evidence submitted may be referred to the [UCO's Student Code of Conduct & Disciplinary Procedures](#).
- d) That the information contained in this form and evidence included as part of your academic appeal may be shared with the relevant UCO departments. This includes but is not limited to staff appointed to investigate your case, staff and students appointed as Academic Appeal Panel members, relevant academic staff, the Registrar and relevant Student Support Team staff.
- e) That you have the written consent of any third party to submit and use their data in support of your academic appeal.

Signed:

Date:

Submitting your Academic Appeal:

Once you have completed all sections of this form, please send the completed form and all accompanying evidence to the [Registrar](#). Any evidence should also be scanned, saved in PDF format, and clearly labelled to ensure compatibility. Email is strongly preferred for the

submission of your academic appeal. However, if you feel you need to submit your form and evidence in hardcopy, then please contact the [Registrar](#) to discuss alternative arrangements.

If you do not receive an email confirming receipt of your appeal within 5 working days, please contact the [Registrar](#).

Please note, the UCO will aim to consider your academic appeal promptly, but each case is considered carefully and thoroughly and sometimes this can take several weeks. The decision can only be communicated to you in writing, so it is very important that you check your UCO email address regularly.

Please keep a copy of this form and any supporting documentation for your records.

APPENDIX 3: STAGE 3 ACADEMIC APPEAL REVIEW REQUEST FORM

This form should be **completed by the student** wishing to make a request to review a Stage 2 academic appeal decision under [Stage 3](#) of the [UCO's Academic Appeals Policy & Procedures](#).

Please ensure you submit this form **within 10 working days** of receiving written notification of your Stage 2 academic appeal decision.

Review requests submitted after this timeframe will be deemed to be out of time and will not be considered unless you submit clear documentary evidence that the UCO deems demonstrates that you were prevented from submitting the request by the deadline.

Please note that new evidence will not be considered as part of an academic appeal review.

You are advised to consult the [Student Support Team](#) for procedural advice and welfare support; please note that this form **cannot be completed on your behalf** by the Student Support Team.

| | | |
|--|--|---------------------------------|
| Student Name: | | |
| UCO Email Address: | | |
| Address: | | |
| Phone Number: | | |
| Course: | | |
| Year of Study: | | |
| Date of Notification of Your Stage 2 Academic Appeal Outcome: | (Attach the notification you received) | |
| Are you submitting your appeal within 10 working days of the date of notification of the decision? | Yes / No | |
| If no, please state the reasons why: Please provide copies of any evidence to support the reasons why you are submitting your appeal out of time. You should also use this section to provide an explanation where any additional evidence is to be provided outside of the 10-working day timeframe. | | |
| Grounds for Appeal: Please identify the grounds upon which you wish to make your academic appeal review request and identify any evidence you have to support this: | | |
| Grounds for an Academic Appeal Review Request (You may select more than one) | Check (X) | Supporting Evidence? |
| a) That the academic appeal procedures were not followed properly , in which case the student should | | |

| | | |
|--|--|--|
| reference the section or paragraph of these procedures which they believe have not been properly followed. | | |
| b) That the Stage 2 decision reached was unreasonable considering the circumstances , in which case the student should demonstrate how the decision-making was unreasonable, for example if the AAP excluded a highly relevant piece of information or included something totally irrelevant. | | |
| c) That the student has new and relevant material evidence or information has emerged that they were unable, for valid reasons, to provide earlier in the process , in which case the student should provide the evidence or information and evidence that supports why they were unable to provide it earlier in the process. | | |
| d) That there was bias or reasonable perception of bias during the procedure , which relates to the composition of the AAP and where the student can demonstrate that a member of the AAP was personally biased against them, for example, there is correspondence or remarks from an AAP member to the student that indicates bias against the student as an individual. | | |

Provide a summary of your Grounds for Review:

Using your chosen grounds for requesting a review, please provide an explanation as to why you are not satisfied with the outcome of the Stage 2 formal academic appeal stage, providing an explanation for each of the grounds of appeal (a-d) you have selected above, and where possible make reference to specific pieces of evidence that support your reasons.

If you are making an appeal on the grounds of new and relevant material evidence or information (c), it is important to not only explain how they affected your performance, but also the reasons why you were not able to make them known earlier in the process.

Supporting Evidence:

Please list here any documentation you are submitting in support of your review request. This may include, for example, medical certificates, emails, letters or notes of meetings. Evidence should be provided electronically in the first instance. We may ask you to provide original copies of some evidence. If so, these will be returned to you at the earliest opportunity.

If you are submitting evidence in support of your appeal that relates to another person, e.g. a family member, then you must provide their written consent. This includes specifically any evidence related to their race, ethnic origin, political views, religion, trade union membership, genetics, any ID biometric information, health, criminal convictions, offences, related security measures, sex life or sexual orientation. A failure to provide this consent may result in your appeal being delayed, or we may not be able to consider this aspect of your appeal. Any third-party data you supply will be held for one year after the completion of your academic appeal. This allows for the completion of all external processes you might wish to approach on completion of your academic appeal.

Any evidence found to be fraudulent will be referred to the [Student Code of Conduct & Disciplinary Procedures](#).

Declaration:

Please read the following carefully and before you sign and submit this form:

By signing this form, you confirm that you agree to the following:

- a) That you have read and understood the [UCO's Academic Appeals Policy & Procedure](#).
- b) That you have included all the issues and supporting evidence (including consent relating to any third-party evidence) that you wish to be considered and understand that the UCO may refuse to take on any additional matters which are introduced later in the process.
- c) That the information contained in this form and evidence included as part of your academic appeal review request is a true and accurate account and that any fraudulent claims or evidence submitted may be referred to the [UCO's Student Code of Conduct & Disciplinary Procedures](#).
- d) That the information contained in this form and evidence included as part of your academic appeal may be shared with the relevant UCO departments. This includes but is not limited to staff appointed to review your case, relevant academic staff, the Registrar and relevant Student Support Team staff.
- e) That you have the written consent of any third party to submit and use their data in support of your academic appeal review request.

Signed:**Date:****Submitting your Academic Appeal:**

Once you have completed all sections of this form, please send the completed form and all accompanying evidence to the [Registrar](#). Any evidence should also be scanned, saved in PDF format, and clearly labelled to ensure compatibility. Email is strongly preferred for the submission of your academic appeal. However, if you feel you need to submit your form and evidence in hardcopy, then please contact the [Registrar](#) to discuss alternative arrangements.

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Please keep a copy of this form and any supporting documentation for your records.

CORE DOCUMENTATION RECORD PAGE

Academic Appeals Policy & Procedure

| Version number | Dates produced and approved (include committee) | Reason for production/ revision | Author | Location(s) | Proposed next review date and approval required |
|-----------------------|--|--|---------------|--|--|
| V1.0 | June 2011 Academic Council | Amended to align with University of Bedfordshire procedures | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | June 2012 or in line with any University changes |
| V2.0 | Nov 2011 Academic Council | Minor revisions due to changes in University of Bedfordshire regulations. | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Nov 2012 or in line with any University changes |
| V3.0 | Nov 2012 Academic Council | Minor revisions due to changes in University of Bedfordshire regulations. | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Nov 2014 or in line with any University changes |
| V4.0 | Nov 2014 Academic Council | Minor revisions due to changes in University of Bedfordshire regulations and amendments to reflect current staff roles | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Nov 2016 or in line with any University changes |
| V5.0 | Sep 2016 Academic Council | Major amendment to remove the University of Bedfordshire to reflect the School as the awarding institution following the granting of Taught Degree Awarding Powers | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Sep 2018 |
| V6.0 | Jul 2017 PRAG Chair | Administrative Amendment to update institution name change from British School of Osteopathy to University College of Osteopathy & to amend role titles. | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Sep 2018 |
| V7.0 | May 2018 PRAG Chair | Administrative Amendments to reflect title changes (i.e. from Principal to Vice-Chancellor, etc.) | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Sep 2018 |

| | | | | | |
|---|---------------------------------|--|--------------------|--|----------|
| V8.0 | Dec 2019 PRAG Chair | Administrative Amendments to reflect the new committees' structure | Head of Quality | All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet | Sep 2018 |
| V9.0 | Jul 2022 Academic Council | Major Amendments Policy revised in entirety to better reflect OIA Guidance. | Registrar | All master versions will be held in: J:\0 Quality Team - Core Documentation Website | Jul 2025 |
| Equality Impact | | | | | |
| Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities) | | | | | |
| Neutral equality impact (i.e. no significant effect) | | | | | X |
| Negative equality impact (i.e. increasing inequalities) | | | | | |
| If you have any feedback or suggestions for enhancing this policy, please email your comments to: quality@uco.ac.uk | | | | | |