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## Information for Students, Teachers and Examiners

### Annex 13: Academic Appeals

N.B. Where the text states 'School' this should be understood to refer to 'School' or 'Department' at the sub-divisional level, as appropriate. While the Division may delegate to the School some of the responsibilities and actions it holds under this Annex, it remains accountable for the operation of these procedures.

For students of Validated Institutions, where the text states 'Division' this should be read as 'Validated Institution', except for in 10.5.1 and 10.5.2. Where the text states 'University's student data system' this should read 'Validated Institution's data system'

#### 1. Introduction and scope

- 1.1. The Quality Assurance Agency defines an academic appeal as a request for a review of a decision of an academic body charged with making decisions on student progression, assessment and awards<sup>1</sup>.
- 1.2. This Annex applies to students who wish to appeal against the recommendation (i.e., the decision) of a Board of Examiners for either an undergraduate or postgraduate taught course of study.
- 1.3. This procedure will also apply to appeals made by students against the decisions of Academic Misconduct Committees or their Chairs.
- 1.4. This procedure will also apply to appeals made by students against the recommendations laid out in the Standing Orders Governing Research Appeals.<sup>2</sup>
- 1.5. This procedure will also apply to appeals made by students against the decisions to terminate registration as a result of Academic Diligence<sup>3</sup>.
- 1.6. Any student who wishes to appeal against the recommendation or decision of a different University decision-making body than Boards of Examiners or Academic Misconduct Committees should refer to the appropriate Annex or procedure.
- 1.7. Students who submit an appeal can expect to do so without risk of disadvantage or of unfair treatment. The University recognises that pursuing an appeal may be stressful and aims to conclude the process as quickly and efficiently as possible. Student well-being will be properly considered throughout the process and reasonable adjustments will be made where necessary in order to ensure equality and accessibility for all students submitting an appeal. This will ensure that the process can be navigated equally by all. The most effective route to resolution of an appeal is one in which all parties engage in a spirit of co-operation.
- 1.8. All staff involved in the consideration of appeals are required to undertake

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<sup>1</sup> See [Chapter B9: Academic Appeals and Student Complaints, UK Quality Code for Higher Education](#)

<sup>2</sup> See [The Standing Orders Governing Research Appeals](#)

<sup>3</sup> See [Procedures for Academic Diligence](#)

Equality, Diversity and Inclusivity training and attend training provided by the Quality Assurance and Compliance Office.

- 1.9. Guidance on how to make an appeal is provided in section 2. Advice and support for students is available from their Students' Union and students who are considering submitting an appeal are strongly encouraged to contact the Students' Union at the earliest opportunity to discuss their appeal submission. Advice on the procedure itself can also be sought from the Quality Assurance and Compliance Office.
- 1.10. The University also has a complaints procedure<sup>4</sup>. On occasion, students will submit both an appeal and a complaint at the same time and when this happens it may be necessary to suspend one process until the other is completed. With the agreement of the student, however, it may be decided to consider these matters together. In this situation a decision will be made by the Head of Quality Assurance and Compliance in consultation the Head of Student Conduct and Complaints about where overall responsibility of the matter lies, and who will issue the final outcome, and the student will be informed.
- 1.11. Appeals that are identified as frivolous or vexatious will be dismissed. Examples of frivolous or vexatious appeals include those that are obsessive, harassing or repetitive, insist on pursuing unrealistic or unreasonable outcomes, pursuing an appeal in an unreasonable manner, are designed to cause disruption or annoyance, or lack any serious purpose or value. The Quality Assurance and Compliance Manager will decide whether an appeal is frivolous or vexatious.
  - Students may appeal this decision to the Head of Quality Assurance and Compliance Office within **five working days** of being notified of it.
  - Students must set out the reasons in writing, why they believe that their appeal is not frivolous and vexatious and submit their appeal to [appeals@kent.ac.uk](mailto:appeals@kent.ac.uk).
  - The Head of Quality Assurance and Compliance Office will review the decision in light of the appeal and decide whether the appeal is accepted.
  - In cases where the appeal is accepted it will be processed as per section 7 below.
  - Where a student chooses not to submit an appeal or the Head of Quality Assurance and Compliance dismisses the appeal, the student will be issued the Completion of Procedures letter<sup>5</sup>.
- 1.12. Students have the right to withdraw their appeal at any time.
- 1.13. Students may not appeal against the academic judgement of the examiners. Academic judgement is defined as an opinion that can only be given by an academic expert, for example, a judgement about marks awarded for assessment, progression, degree classification or the achievement of course outcomes.

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<sup>4</sup> See [Complaints Procedure for Students](#)

<sup>5</sup> A Completion of Procedures Letter is a letter which a provider sends to a student when they have reached the end of the provider's internal processes, whenever there is no further avenue for the student internally (See [Guidance Note for Completion of Procedures Letters](#))

- 1.14. All information and evidence submitted as part of an appeal will be treated as sensitive personal data under GDPR legislation ('special category data') and processed as such. Materials will be kept securely, with access restricted to those staff in the University who have a legitimate reason for accessing it in order to process the appeal.

## 2. How to Make an Appeal

- 2.1. Before submitting an appeal and entering into Stage One of the formal process, students should attempt **early informal resolution** directly with their Division. Informal early resolution is beneficial as it can provide a more rapid resolution and avoid the need to enter the formal process. The procedure for seeking early informal resolution is set out in section 3.
- 2.2. The formal procedure for submitting an appeal is a two-stage process:  
**Stage One** is the initial formal submission of an appeal by a student to the Quality Assurance and Compliance Office;  
**Stage Two** is a request by a student for the review of the Stage One outcome.  
These Stages are explained in more detail in sections 7 and 9.

## 3. Early Informal Resolution

- 3.1. In the first instance, students are strongly advised to resolve any issues informally. It is beneficial to resolve concerns and queries as early as possible and prior to entering the formal appeal process.
- 3.2. In order to benefit from early informal resolution, students should first raise their concern directly with their Division. Schools within each Division are expected to clearly publish the contact point for students who wish to seek early informal resolution.
- 3.3. Examples of issues that may be raised directly with the Division as part of the early informal resolution process include:
- Seeking clarification that marks and results have been recorded accurately;
  - Seeking feedback on the way in which marks and results have been arrived at;
  - Seeking an explanation of how the impact of extenuating circumstances have been acted upon by the Board of Examiners;
  - Providing additional evidence to support extenuating circumstances that has been requested by a Board of Examiners;
  - Providing new evidence to support extenuating circumstances that were not previously made known to the Board of Examiners;
- Note that this list is not exhaustive.

- 3.4. Students have **fifteen working days** from the receipt of the decision from the Board of Examiners in which to enter the **formal** appeals process at Stage One. This fifteen working day period begins from the date when the full transcript of results following a Board of Examiners meeting is first made available to a student on the University's student data system (see 6.1 for more information).
- 3.5. However, students seeking early informal resolution should contact the Division within **five working days** of receipt of the decision from the Board of Examiners in order to ensure the informal part of the process can be completed within the overall time period allowed for the submission of a formal appeal.
- 3.6. There is flexibility to extend the five working day deadline for students seeking early informal resolution if there is good reason to do so. The following are examples of what would be considered good reason:
  - Where a student has an Inclusive Learning Plan (ILP) that recommends adjustments in order to accommodate difficulties around meeting deadlines; and/or
  - In order to provide a student with a rapid outcome and unnecessarily entering the formal stages of the appeal process.
- 3.7. The Division must provide a written response to students within **five working days** of receipt of their concern. This will ensure that, where early informal resolution has not proven successful, students are still able to proceed to the formal stages of the appeals process if they wish.
- 3.8. Where the original decision is amended as a result of early informal resolution, the Division will arrange for the student's record to be amended accordingly and ensure that the relevant quality assurance procedures are followed. As per section 12, Divisions should keep a record of all early informal resolution requests for reporting purposes.

#### **4. Academic Appeals Process – Formal Stages**

- 4.1. Where a student is not satisfied with the outcome of their early informal resolution attempt, they may proceed to make a formal academic appeal against the recommendation of the Board of Examiners. On occasion, a student (or students) may opt submit a formal appeal without first attempting early informal resolution. However, they are strongly encouraged to attempt early informal resolution in the first instance as this can be beneficial in providing a speedy outcome.
- 4.2. The following sections lay out the grounds for making a formal appeal, deadlines and the process that should be followed.

#### **5. Grounds for Making a Formal Academic Appeal**

- 5.1. Students may not appeal against the academic judgement of the examiners. Academic judgement is defined as an opinion that can only be given by an academic expert, for example, a judgement about marks awarded for

assessment, progression, degree classification or the achievement of course outcomes.

5.2. Appeals from students against the recommendation of a Board of Examiners will be considered on the following grounds only:

- **Ground 1: Administrative, Clerical or Procedural Error:** where there are reasonable grounds, supported by objective evidence, to believe that there has been an administrative, procedural or clerical error of such a nature as to have affected the recommendation of the Board; and/or
- **Ground 2: Illness or Other Extenuating Circumstances:** where there is evidence of illness or other extenuating circumstances that have impacted negatively on academic performance and which the student was, for good reason, unable to submit by the published deadlines; and/or
- **Ground 3: Prejudice or Bias:** where there is evidence of prejudice or bias or the reasonable perception of prejudice or bias against the student.

## 6. Deadlines for Appeals

6.1. Students have a maximum period of normally **fifteen working days** in which to enter the formal appeals process at Stage One. This fifteen working day period begins from the date when the full transcript of results following a Board of Examiners meeting is first made available to a student on the University's student data system.

- As per section 3, it is strongly advised that students should attempt early informal resolution in the first five days following the publication of results on the student data system before entering the formal stages of appeal. Where a student seeks informal early resolution and remains dissatisfied with the outcome, they should submit a formal appeal within five working days of the written outcome from the Division following the completion of the early informal resolution process, as laid out in point 3.7 above.
- Where, for good reason, a student does not seek early informal resolution, they must submit their appeal and enter Stage One of the formal process within fifteen working days from the date when the full transcript of results following a Board of Examiners meeting is first made available to a student on the University's student data system.

6.2. There is flexibility to extend the fifteen working day deadline for submission of a formal appeal if there is good reason to do so. The following are examples of what would be considered good reason:

- Where a student has an Inclusive Learning Plan (ILP) that recommends adjustments in order to accommodate difficulties around meeting deadlines; and/or
- A delay in receipt of the outcome from the Division of an informal early resolution enquiry.

6.3. The submission of an appeal is not a guarantee of a successful outcome. The



recommendation against which a student has made the appeal remains in force until such time as the appeal is completed. However, if the outcome that a student is seeking is to be permitted to undertake assessment during the August re-sit period, they are strongly advised to revise for the assessments to ensure that they are prepared in the event of a successful outcome.

## 7. Stage One of the Formal Appeals Process Appeal: Submission of a Formal Appeal

7.1. Formal academic appeals should be submitted to the Quality Assurance and Compliance Office within **fifteen working days** from the receipt of the decision from the Board of Examiners. This fifteen working day period begins from the date when the full transcript of results following a Board of Examiners meeting is first made available to a student on the University's student data system.

7.2. Appeals will be considered only if submitted in accordance with these technical conditions:

- by means of the online appeal form<sup>6</sup> explaining in full the grounds for the appeal and the outcome sought<sup>7</sup>;
- meets one or more of the grounds for appeal set out in section 5 above;
- with all necessary documentary evidence substantiating the grounds of the appeal;
- within the applicable deadline (see point 6.3 for exceptions)
- On receipt of an appeal:
  - The Appeals Case Manager will determine whether it meets the technical conditions outlined in section 7.2 above. If it does not, the appeal will be rejected and the student will be so informed. If it does, the appeal will go forward for consideration in line with the procedures set out in this document.
  - Where the appeal does not meet the first three technical conditions, the student will be given the opportunity to amend and resubmit their appeal to Stage One of the Formal Appeals Process, normally on one occasion within two working days or the deadlines stipulated in 6.1 above, whichever is the longer
  - Where the student fails to resubmit their appeal, fails to resubmit within the given deadlines and/or their appeal still does not meet the technical conditions, the student will be automatically issued a

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<sup>6</sup> [Online Appeal Form](#).

<sup>7</sup> If a student is not able to access the online appeal form they should contact the Quality Assurance and Compliance Office for advice. An alternative version can be provided.

Completion of Procedures letter<sup>8</sup> that will allow the student to take their case to the Office of the Independent Adjudicator (OIA)<sup>9</sup>.

- 7.3. Where an appeal includes new supporting evidence (i.e. evidence that was not made available to the Board of Examiners), original hard copy documentation may be requested before the appeal will be considered. Students will be informed immediately if this is the case. If the original documentation is not in English, the student is required to also submit a translation into English that has been provided either by an accredited organisation or verified in writing by a member of University staff fluent in the original language.
- 7.4. Students should normally submit their appeals themselves. There may be occasions, however, when a student wishes or needs to be represented by a third party, for example a member of staff, a member of the Students' Union, a student adviser or a relative. Where the student is to be represented by a third party, the student in question must give formal written permission for this representation and for the University to discuss personal information with the third party representative. Where written permission is not provided, the University will decline to accept a third party appeal submission.
- 7.5. Appeals are not legal proceedings and a student may not be represented by a legal representative, even if the legal representative is a member of staff or a student of the University or a member of staff of the Students' Union or a relative.
- 7.6. Where an appeal affects more than one student, the students concerned may make a single appeal submission as a 'group' appeal. In the event of a group appeal, each student concerned must sign the appeal submission to confirm his or her participation in the appeal. The students concerned may wish to nominate one of the group to act as the group representative during the appeal. If this is the case, it should be clearly stated in the group appeal submission.
- 7.7. There may be circumstances under which a student may wish to submit an appeal anonymously. In such cases, the student concerned is advised to discuss this in advance with an Appeals Case Manager in the Quality Assurance and Compliance Office or their Students' Union advisor, as there could be difficulties investigating this type of appeal with the limited information likely to be provided. Students are reminded that all appeals will be dealt with confidentially and without risk of disadvantage so are encouraged to pursue a named appeal.

## 8. Consideration of Stage One Formal Appeals

- 8.1. The appeal will be assigned to an Appeals Case Manager in the Quality Assurance and Compliance Office.
- 8.2. In the event that an appeal submission creates a conflict of interest that would

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<sup>8</sup> A Completion of Procedures Letter is a letter which a provider sends to a student when they have reached the end of the provider's internal processes, whenever there is no further avenue for the student internally (See [Guidance Note for Completion of Procedures Letters](#))

<sup>9</sup> The OIA is an independent body set up to review student complaints about higher education providers in England and Wales (See [OIA main page](#)).



prevent the Appeals Case Manager from dealing with the case and any subsequent reviews (see section 10), the case will be assigned to other members of staff outside of the Office who have the required training, experience and authority to process the appeal, for example, a member of the Student Conduct and Complaints Office.

- 8.3. If the appeal is received after the **fifteen working day** deadline, the student should provide good reason as to why the appeal is late. The reason stated, along with any supporting evidence, will be considered by two Appeals Case Managers who will determine whether or not the case as stated is valid. If the two Appeals Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision on the validity of the good reason will normally be made within **five working days** of receiving the submission. If the reason is not deemed valid, the appeal will not be considered and the student will be automatically issued with a Completion of Procedures letter<sup>10</sup> that will allow the student to take their case to the Office of the Independent Adjudicator (OIA)<sup>11</sup>. If there are valid good reasons the appeal will be accepted.
- 8.4. Once assigned an appeal, the Appeals Case Manager will compile information from relevant parties including the Division to create the case file, which contains the evidence base for the appeal. This is normally done within **10 working days** of receiving the appeal. The case file contains the appeal lodged by the student, the supporting evidence for their appeal, the information relating to the recommendation made by the Board of Examiners that is the subject of the appeal, and any other relevant information gathered by the Appeals Case Manager.
- 8.5. When the Appeals Case Manager has compiled the case file, they will consult with another Appeals Case Manager to review the evidence and come to one of two decisions. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. The decision is either:
- that the appeal should be upheld in full or partially;
  - or
  - that the appeal should be dismissed on one or more of the following grounds:
- 8.5.1 that the grounds cited for the appeal are not consistent with the University's technical conditions for appeals against the recommendation of a Board of Examiners;
- 8.5.2 that no evidence, or no relevant evidence, has been submitted to support the appeal;
- 8.5.3 that the appeal is based on evidence that relates to extenuating circumstances that could have been reported to the University at the time

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<sup>10</sup> A Completion of Procedures Letter is a letter which a provider sends to a student when they have reached the end of the provider's internal processes, whenever there is no further avenue for the student internally ([See Guidance Note for Completion of Procedures Letters](#))

<sup>11</sup> The OIA is an independent body set up to review student complaints about higher education providers in England and Wales (See [OIA main page](#)).

- they occurred, but were not, and the student is unable to provide a valid reason for not having provided the evidence at the time;
- 8.5.4 that the appeal is against the academic judgement of the examiner(s);
- 8.5.5 that the recommendation against which the appeal is directed has yet to be made or, if made, has yet to be confirmed.
- 8.6. If the appeal is upheld in full or in part, the responsible Appeals Case Manager will direct the Board of Examiners that made the original recommendation to amend it in the light of the evidence provided and within **five working days** of notification. Where there is a matter of academic judgement, the Appeals Case Manager will provide recommendations about the range of possible actions available under the Credit Framework. The Board of Examiners is required to inform the Appeals Case Manager of the action taken within **five working days**.
- 8.7. The responsible Appeals Case Manager will inform the student of the outcome within **five working days** of the decision being made.
- 8.8. The student will be informed of their right to request a review of the decision to dismiss or partially upheld their appeal. If the student does not submit an appeal within the deadlines set out in 9.2 below, they will be automatically issued a Completion of Procedures letter<sup>12</sup>.
- 9. Stage Two of the Formal Appeals Process: Request for a Review of the Decision to Dismiss an Appeal by the Academic Appeal Review Panel**
- 9.1. **Stage Two** of the formal appeals process consists of a formal review of the student's appeal outcome by an Academic Appeal Review Panel. It provides the student with an opportunity to request a review of the Appeals Case Managers' decision to dismiss the appeal during Stage One of the formal process.
- 9.2. Where an appeal is dismissed by the Appeals Case Managers, the student submitting the appeal may submit a request for a review of this decision by an Academic Appeal Review Panel (AARP) within **five working days** of being notified of it.
- 9.3. Requests should be submitted to the Quality Assurance and Compliance Office using the online form<sup>13</sup>.
- 9.4. If the review request is received within the five working day deadline it will be assigned to an Appeals Case Manager who has not been involved in Stage One of the appeal.
- 9.5. If a request for a review is received after the **five working day** deadline, the student should provide good reason as to why the appeal is late. The reason stated, along with any supporting evidence, will be considered by two Appeals Case Managers who will determine whether or not the case as stated is valid. If the two Appeals Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision on

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<sup>13</sup> [Online Appeal Form](#)

the validity of the good reason will normally be made within **five working days** of receiving the submission. If the reason is not deemed valid, the request will not be considered and the student will be automatically issued with a Completion of Procedures letter<sup>14</sup> that will allow the student to take their case to the Office of the Independent Adjudicator (OIA)<sup>15</sup>. If there are valid good reasons, the appeal will be accepted.

- 9.6. When requesting a review of the dismissal of their appeal, the student is required to show that they have evidence to demonstrate that one or more of the following grounds apply:
- that, in making their decision, the Appeals Case Managers failed to follow the University's conventions and/or procedures as set out in this Annex, or failed to follow them with due care;
  - that there are reasonable grounds to suggest that the Appeals Case Managers have shown bias or prejudice towards the student in the way that the decision was taken;
  - that relevant new evidence has become available that should be considered and there are valid reasons why it was not presented at the time of the appeal. The Academic Appeal Review Panel will decide whether there are valid reasons why the evidence was not submitted earlier and, if so, will consider this evidence alongside the review of the dismissal of the appeal;
  - that the decision of the Appeals Case Managers was unreasonable and/or the outcome was not proportionate in all of the circumstances.

### 10. Academic Appeal Review Panel

- 10.1. Stage Two of the University's academic appeal procedure consists of a formal review of the student's appeal outcome by an Academic Appeal Review Panel.
- 10.2. Students should be aware that entering Stage Two of the formal appeals process might impact upon their ability to proceed to the next stage of their course, graduate with their cohort or participate in the re-sit period. This is because of the additional time that the Stage Two review will add to the overall timescale for completion of the formal appeals process. However, students are encouraged to enter Stage Two if they believe they have grounds (as per point 9.6).
- 10.3. On receipt of an appeal;
- The Appeals Case Manager will determine whether it meets the technical conditions outlined in section 7.2 above. If it does not, the appeal will be rejected and the student will be so informed. If it does, the appeal will go forward for consideration in line with the procedures set out in this document.

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<sup>14</sup> A Completion of Procedures Letter is a letter which a provider sends to a student when they have reached the end of the provider's internal processes, whenever there is no further avenue for the student internally ([See Guidance Note for Completion of Procedures Letters](#))

<sup>15</sup> The OIA is an independent body set up to review student complaints about higher education providers in England and Wales (See [OIA main page](#))

- Where the appeal does not meet the first three technical conditions, the student will be given the opportunity to amend and resubmit their appeal to Stage Two of the Formal Appeals Process, normally on one occasion within two working days or the deadlines stipulated in 9.2 above, whichever is the longer.
- Where the student fails to resubmit their appeal, fails to resubmit within the given deadlines and/or their appeal still does not meet the technical conditions, the appeal will be dismissed and the student will be automatically issued a Completion of Procedures letter<sup>16</sup> that will allow the student to take their case to the Office of the Independent Adjudicator (OIA)<sup>17</sup>.

10.4. The Chair of the Panel will discuss the case with the Appeals Case Manager and determine whether there are reasonable grounds to convene a hearing. The Chair will make this decision by determining whether the student's representation shows that they have demonstrated that one or more of the grounds for review (as laid out in 9.6, above) are evident.. Such consideration should normally take place within **five working days** of receipt of the appeal.

- If the Chair determines, after assessment, that there are no reasonable grounds to convene a hearing, they shall dismiss the case and ask the Appeals Case Manager to inform the student of the outcome and the reason or reasons why the case has been dismissed. The student will be automatically issued with a Completion of Procedures letter that will allow the student to take their case to the Office of the Independent Adjudicator (OIA)<sup>18</sup>.
- Where the Chair determines, after assessment, that there are grounds to convene a hearing, an Academic Appeal Review Panel will meet to discuss the case.

10.5. Academic Appeal Review Panels are convened by the Quality Assurance and Compliance Office. It is expected that those asked to attend a hearing will acquaint themselves with the conventions set out in this Annex and engage with training provided by the Quality Assurance and Compliance Office.

10.6. The Panel hearing will normally be held within **fifteen working days** of the student submitting an appeal against the outcome of Stage One. If the hearing is to be held beyond this timeframe, the student will be kept updated with progress and likely timescales. While hearings will normally take place in person, they may be conducted remotely by virtual means where appropriate.

10.7. The membership of an Academic Appeal Review Panel comprises three

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<sup>16</sup> A Completion of Procedures Letter is a letter which a provider sends to a student when they have reached the end of the provider's internal processes, whenever there is no further avenue for the student internally ([See Guidance Note for Completion of Procedures Letters](#))

<sup>17</sup> The OIA is an independent body set up to review student complaints about higher education providers in England and Wales (See [OIA main page](#))

<sup>18</sup> The OIA is an independent body set up to review student complaints about higher education providers in England and Wales (See [OIA main page](#))

members from a pool of trained panel members as follows:

- Divisional Director of Education and (UG) Student Experience (or nominee) or a Divisional Director of Graduate Studies and (PG) Student Experience (or nominee) from a Division which does not have responsibility for the student's course of study;
- a member of academic staff outside of the student's School/Subject Area (whichever is more appropriate) and may be either from within the student's Division or from another Division;
- a sabbatical officer or a student member nominated by the Students' Union;
- the Appeals Case Manager is in attendance as Secretary to the Panel.

10.8. Members of an Academic Appeal Review Panel should have no current academic or personal connection with the student (or students) considered by the Panel.

10.9. The student has the right to attend the Academic Appeal Review Panel hearing. Where a student attends a meeting of the Review Panel, they may be accompanied by a member of staff or a student of the University or a member of staff of the Students' Union or a relative. Review Panels are not legal proceedings and a student may not be accompanied by a legal representative, even if the legal representative is a member of staff or a student of the University or a member of staff of the Students' Union or a relative.

10.10. Where a student attends a hearing, that attendance will normally be in person. The student may alternatively attend the hearing via video link where the student makes the request in good time before the hearing and where the student cannot reasonably be expected to attend the hearing in person. The student shall make their own arrangements for attendance and at their own expense, whether attendance is in person or via video link.

10.11. A student who does not take up the opportunity to attend the hearing should be aware that the Chair of the Review Panel will have discretion either to proceed with the hearing in the student's absence or to reconvene the Review Panel at a later date.

10.12. An Academic Appeals Review Panel is empowered to come to one of three outcomes:

- that all or part of the student's grounds for a review of the dismissal of their appeal should be upheld and the Stage One Appeal Case Managers directed to reconsider their decision in the light of the evidence provided to the Process Review Appeal Panel and its findings;
- that all or part of the student's grounds for a review of the dismissal of their appeal should be upheld and the Board of Examiners that took the original decision be directed to amend it in the light of the evidence provided to the Academic Appeal Review Panel and its findings;
- that the grounds for a review of the dismissal of a student's appeal are found to be invalid and that the original decision of the Stage One Appeal Case



Managers be upheld.

10.13. Following the meeting of the Academic Appeal Review Panel, the Secretary will inform the student and the Board of Examiners in writing of the findings of the Panel within **five working days**. The student will also be issued with a Completion of Procedures letter<sup>19</sup> and will be able to request a review of the University's decision by the Office of the Independent Adjudicator.

### 11. Falsified Evidence

11.1. Should the Appeals Case Managers have cause to suspect that the documentary evidence provided with the appeal has been falsified, they will refer the case to the Student Conduct and Complaints Office for consideration under the Regulations on Student Discipline in Relation to Non-Academic Matters. The appeal may be paused or the appeal outcome withheld until the matter has been resolved.

### 12. Reporting Processes and Improving the Student Experience

12.1. The Quality Assurance and Compliance Manager will have oversight and will closely monitor all aspects of the procedure to ensure compliance, consistency and fairness.

12.2. On an annual basis, the Quality Assurance and Compliance Office will analyse appeals statistics for report to the Education and Academic Standards Committee, Graduate and Researcher College Board, Senate and Council. Areas of concern will be identified and addressed as required; areas of good practice will be highlighted and disseminated as appropriate.

12.3. It is the responsibility of Divisions to keep data on the number of early informal resolution requests that it receives along with the resulting outcomes. These statistics will be analysed by the Quality Assurance and Compliance Office and incorporated into the annual report (as per point 12.2).

12.4. The Quality Assurance and Compliance Manager will liaise with the Student Union in order to share areas of learning in order to improve the student experience.

### 13. Completion of the Appeals Process

13.1. The completion of the formal appeals process should normally take no longer than **90 calendar days**. At each stage of appeal, if deadlines are exceeded, students will be kept informed.

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<sup>19</sup> A Completion of Procedures Letter is a letter which a provider sends to a student when they have reached the end of the provider's internal processes, whenever there is no further avenue for the student internally ([See Guidance Note for Completion of Procedures Letters](#))



