



MASTER THE GLOBAL  
SPORTS INDUSTRY



# UCFB/GIS

## Academic Appeals policy

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## **UCFB/GIS Academic Appeals Policy**

### **1. Purpose**

- 1.1. This policy outlines UCFB/GIS's approach to academic appeals and how the academic appeals process works in practice. This policy is intended to underpin a process that is consistent, transparent and fair, and operates in the best interests of UCFB/GIS students.

### **2. Scope**

- 2.1 This policy applies to all students studying at UCFB/GIS, both at Undergraduate or Postgraduate level, and attending at any campus or via distance learning.

### **3. Equality impact**

- 3.1 This policy is neutral in terms of equality-related issues.

### **4. Definitions**

- 4.1 An academic appeal is a request from a student for review of a decision made by an Assessment Board, Progression Board or Award Board because the student believes that an injustice may have occurred.

### **5. Grounds for appeal**

- 5.1 Appellants may not challenge the academic judgement of the examiners, and appeals made on this basis will be rejected. For example, a judgement about degree classification or a judgement requiring a student to repeat or take further assessment will usually be academic judgement, and a student cannot appeal simply because they disagree with the grade or mark given.
- 5.2 The following are considered acceptable grounds for appeal:
- (i) If there has been a material and significant administrative error in the information received and considered by the Assessment/Progression/Award Board and/or the Board of Examiners, or by the Registry in processing an extenuating circumstances claim.

(ii) If some other material irregularity had occurred in the procedures of the Assessment/Progression/Award Board and/or the Board of Examiners, or in relation to processing an Extenuating Circumstances claim.

(iii) If the assessment/s have not been conducted in accordance with the approved regulations for the programme of study.

(iv) If a student has been prevented from attending an exam or submitting coursework by illness or another good reason that related to the student's personal circumstances, but could not reasonably apply for extenuating circumstances by the deadline.

(v) For a student with a disability or additional need, the initial needs assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not implemented

5.3 All formal appeals submitted in relation to the above must be supported by validated and objective evidence.

## **6. Appeals process**

### *Early resolution stage*

6.1 Where a student has grounds for concern, their initial approach should be to consult with a Course Leader or relevant member of the academic team.

6.2 Within five working days of the assessment outcome being formally published a concerned student should ask for a meeting to discuss matters.

6.3 The meeting should take place within ten working days of the student's request.

6.4 At the meeting the UCFB/GIS academic should seek to explain the assessment in detail so that the student can gain a full understanding of the assignment mark and marking criteria.

6.5 The academic should make a written note of matters discussed that can be subsequently shared and agreed with the student.

6.6 It is anticipated that many issues will be resolved at early resolution. However, students who remain dissatisfied with the outcome of early resolution may proceed to the formal appeal stages.

### *Appeals - Stage One*

6.7 A student wishing to proceed to the formal stage must complete the Appeals - Stage One form (attached) and submit it to [complaints@ucfb.com](mailto:complaints@ucfb.com) within one calendar month of the Assessment/Progression/Award Board.

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- 6.8 The Resolutions Manager will register all Stage One appeals received and send an acknowledgement to the appellant within five working days of it being received.
- 6.9 The Resolutions Manager will review the form and assess whether the appeal is being made on one of the grounds listed at 5.2 above. If this is not the case the Resolutions Manager will respond to the student to inform them that, in the view of UCFB/GIS, there are no grounds for appeal.
- 6.10 The Resolutions Manager may also reject the appeal if it is submitted late (without reasonable explanation) or where, in the view of UCFB/GIS, there is insufficient evidence to assess it. They will inform the appellant of the reason for the rejection.
- 6.11 Where the Resolutions Manager assesses that there are grounds for appeal they will ensure the following:
- (i) There is a clear statement of the grounds on which the student wishes to appeal
  - (ii) Relevant information/evidence is presented to support the appeal
  - (iii) There is confirmation that the early resolution stage has been undertaken
  - (iv) There are details of any pending evidence that the student wishes to submit (e.g a doctor's address for medical evidence/legal documents the student has requested/travel tickets/ etc.).

They will then forward the appeal to the relevant validating body.

- 6.12 The Resolutions Manager will inform the appellant of the outcome of Stage One within ten working days of the receipt of the Appeals - Stage One form. Appellants may challenge decisions made by the Resolutions Manager and request that the appeal is progressed to Stage Two, in which case it will be forwarded to the relevant validating body.

#### *Appeals – Stage Two – Referral to validating body*

- 6.13 For students studying on awards of Buckinghamshire New University (Bucks) or the University of East London (UEL), the Resolutions Manager will forward any appeals to be progressed to investigation at the formal Stage Two to the relevant contact in the Bucks or UEL Registry for processing and assessment.

#### *Dissatisfaction with outcome – Referral to validating body*

- 6.14 Where a student is dissatisfied with UCFB/GIS's handling of an academic appeal, they have the right of recourse at any point to the validating body for the award on which they are studying, either Buckinghamshire New University or the University of East London. The Resolutions Manager can

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advise on this process. Further details can also be found on the relevant websites: [www.bucks.ac.uk](http://www.bucks.ac.uk) and [www.uel.ac.uk](http://www.uel.ac.uk)

## **7. Reporting and Monitoring**

- 7.1 Records will be maintained of all appeals that are submitted at Stage One and all that progress to Stage Two, and for referral to validating bodies. An annual report will be prepared for the Education and Student Experience Committee and Academic Board. This will detail any potential areas for enhancement or lessons learned. The annual report will also be shared with the relevant validating body.

## Appeals - Stage One Form

All appeals being formally progressed to the Stage one of the UCFB/GIS Appeals Policy must be submitted to [Complaints@ucfb.com](mailto:Complaints@ucfb.com)

Student Name	
Student Number	
Course of Study	
Module name and number	
Assessment grade being appealed <i>Note: each appeal must be submitted on a different form</i>	
Date of Assessment	
Date of Early Resolution discussion	
Names of participants in Early Resolution discussion	
Outcome of Early Resolution discussion	
Grounds of Appeal <i>Note: no appeal can be submitted on grounds of challenge to the academic judgement</i>	
Details of evidence attached <i>Note: all evidence relevant to the appeal should be submitted alongside this form - to <a href="mailto:complaints@ucfb.ac.uk">complaints@ucfb.ac.uk</a></i>	
Signature (e-signature is sufficient)	
Date	

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