



UCFB*

Academic Appeals Policy

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*UCFB is the trading name of University Campus of Football Business Limited

1. Introduction

- 1.1 This Policy provides information on how UCFB responds to academic appeals relating to decisions made in the delivery of higher education courses leading to University of East London (UEL) awards. This Policy explains UCFB's limited role in the academic appeals process for UEL awards. The scope of UCFB's responsibility is set out in Section 3 (below).
- 1.2 Students will not be disadvantaged because of the submission of an academic appeal in good faith under this Policy and procedure.

2. Definitions

- 2.1 UCFB has adopted the following definition of an academic appeal from [The Good Practice Framework for Handling Complaints and Appeals \(December 2022\)](#), produced by the Office of the Independent Adjudicator for Higher Education:

“A challenge to, or request for reconsideration of a decision by an academic body that makes decisions on student progress, assessment and awards.”

- 2.2 An academic appeal relates to the outcome of an assessment, examination, progression decision or final award classification. Appeals concerning progression or award decisions are considered by UEL as the awarding body, in line with UEL's Appeals Against Assessment Board policy. This is different from the Complaints Policy which provides a means for resolving specific problems or areas of concern students may have that relate to the teaching provision or university services more generally.

3. Scope

- 3.1 The [UEL Appeals Against Assessment Board Policy](#) allows a student to bring an appeal against a decision made by an Assessment, Reassessment, Progression or Award Board. UCFB's role within this process is limited to considering appeals only where a local administrative or clerical error may have occurred at UCFB. Grounds for a local appeal are outlined in Section 4 (below) of this Policy. All other academic appeals must be submitted directly to UEL via: <https://www.uel.ac.uk/about/governance/student-academic-appeals>.
- 3.2 This Policy applies to all students registered or enrolled on undergraduate and taught postgraduate courses, irrespective of study mode, at UCFB toward UEL degrees. It also includes those who have recently left UCFB, although students (both current and former) are only able to raise issues of academic appeal within 10 working days of receipt of the relevant Board Outcome.
- 3.3 The Policy aligns with the [UEL Appeals Against Assessment Board Policy](#) and the [UEL Manual of General Regulations](#).
- 3.4 This Policy does not cover the following categories of appeal which have separate procedures:

- Mitigating Circumstances applications (see the [UCFB Mitigating Circumstances Policy and Procedure](#));
- Complaints (see the [UCFB Complaints Policy](#));
- Appeals against the decisions of academic misconduct outcomes (see the [UCFB Academic Integrity and Academic Misconduct Policy](#)); or
- Appeals against decisions taken under disciplinary proceedings (see the [UCFB Harassment and Sexual Misconduct Policy](#) and [UCFB Student Code of Conduct](#)).

4. Raising an Academic Appeal: UCFB

4.1 Grounds for Academic Appeal:

4.1.1 Where a student believes a local administrative or clerical error has occurred at UCFB, they may submit an appeal via the Local Appeals Form within 10 working days of receipt of the provisional mark and/or grade.

4.1.2 There are limited grounds on which an appeal will be considered, which are any of the following:

- i. There is clear evidence of a significant administrative error on the part of the University (UCFB) or in the conduct of the assessment/examination and that this accounted for your performance.
- ii. The assessments had not been conducted in accordance with the approved regulations for the course of study.
- iii. If some other material irregularity had occurred in the procedures of Mitigating Circumstances.
- iv. 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.

4.1.3 If the issue raised does not relate to a local administrative or clerical error, the student will be directed to submit the appeal directly to UEL (see Section 5).

4.1.4 The Resolutions Team will confirm whether the appeal meets the criteria above and has been submitted within the 10 working day deadline and will notify the student in writing, providing advice on the next steps in the process.

4.1.5 Please note that disagreement with academic judgement does not constitute valid grounds for appeal. Academic judgement refers to decisions that can only be made by qualified academic experts. For example, a judgement about assessment outcome will usually be an academic judgement. Students cannot appeal solely because they believe they should have achieved a higher mark or different academic outcome. Students who may have concerns with their provisional mark or grade are advised to contact their module or course leader in the first instance.

4.2 **Group Appeals:** Where a group of students wish to submit a collective appeal, the group should nominate a spokesperson to act as the channel of communication for the group. However, the appeal form must contain the names and signature of all the other students in the group.

- 4.2.1 One member of the group must be identified as the main contact who will correspond on the group's behalf, attend meetings, and receive communication from UCFB regarding the appeal.
- 4.2.2 Each member of the group must submit their consent in writing and agree to abide by these regulations. They must include their full name, Student ID number and details as to how they were personally affected by the matter of the appeal. UCFB will work on the assumption that any discussion or agreement with the main contact will be with the consent of the rest of the group and that no-one providing written authorisation has been coerced into agreeing to the appeal or outcomes. If this option is taken, the main contact must accept or reject the outcome on behalf of the whole group.
- 4.2.3 An individual student that has entered a group appeal cannot then submit an appeal referring to the same issue raised in the group appeal. Where a group of students submits more than one appeal relating to the same substantive issue, UCFB may, at its discretion, consider those appeals together as a single group appeal.

5 Raising an Academic Appeal: UEL

5.1 Grounds for Appeal:

- 5.1.1 As the awarding body, UEL is responsible for considering all substantive academic appeals for students studying at partner institutions. Appeals must be submitted directly to UEL because marks for UCFB students are ratified at UEL Assessment Boards and by UEL Chairs. UEL retains overarching responsibility for the quality and standards of its awards.
- 5.1.2 Appeals against the decision of an Assessment Board are only permitted on the following grounds
 - There is evidence that the extenuating circumstances were so severe as to have prevented the student from making an informed decision at the time as to whether to attempt an assessment or to apply for extenuation.
 - There is clear evidence of a significant administrative error on the part of the University (UEL).
 - If some other material irregularity had occurred in the procedures of the Assessment Board and/or the Board of Examiners.
- 5.1.3 If a student wishes to appeal against a decision or recommendation of an Assessment Board, they should complete and submit the online academic [appeals form](#). The form should be completed within 10 working days of the publication of relevant assessment results
- 5.1.4 In all cases, except as identified in Section 4 (above), the Academic Appeal process is fully undertaken by UEL.

5.2 UEL Academic Appeals Policy and Procedure are available online via:

- [Student Academic Appeals page](#) , which includes a link to the Academic Appeals Form; and the
- [Appeals Against Assessment Board page](#) .

5.3 Office of the Independent Adjudicator for Higher Education: If the student remains dissatisfied with the outcome after the internal UCFB procedures

have been completed, they may lodge a request for external review directly with the Office of the Independent Adjudicator for Higher Education (OIA).

5.3.1 Any request for OIA review must be submitted to them **within 12 months** of the Completion of Procedures letter being received by the student. The OIA will not usually review complaints which have not been considered by UEL in the first instance.

5.3.2 The Office of the Independent Adjudicator for Higher Education may be contacted via:

- Telephone: 0118 959 9813
- E-mail: enquiries@oiahe.org
- Website: <https://www.oiahe.org.uk/students/>
- Postal address: Office of the Independent Adjudicator – Second Floor; Abbey Gate; 57-75 Kings Road; Reading, RG1 3AB.

6 Impact on Study Continuation During a UEL Appeal

6.1 Depending on when a completed Academic Appeal Form is received by the UEL Complaints & Appeals Team and the time required for a decision to be issued, it may not be possible for a student to continue their studies in the current academic year if too many teaching weeks have been missed. If the re-enrolment deadline has passed, the right to return will be determined by the UEL Chief Student Officer (or nominee). In some cases, students may be required to defer their studies to the next academic year.

7 UCFB Reporting and Monitoring

7.1 An annual report of student Academic Appeals will be prepared for the Education and Student Experience Committee and Academic Board. This will detail any potential areas for enhancement, including relevant action points. The annual report will also be shared with UEL each year. Records of all requests for Academic Appeal will be maintained for the purposes of monitoring and improvement.

8 Policy Updates

8.1 This Policy will be reviewed and updated on a regular basis as directed by the UCFB Institutional Academic Policy Review Schedule and in line with changes required by the awarding partner.

9 Links to Other Institutional Policies and Procedures

9.1 UCFB Policies and Procedures

- [UCFB Mitigating Circumstances Policy and Procedure](#));
- [UCFB Complaints Policy](#));
- [UCFB Academic Integrity and Academic Misconduct Policy](#));
- [UCFB Harassment and Sexual Misconduct Policy](#);
- [UCFB Data Protection Policy](#);
- [UCFB Student Code of Conduct](#)).

9.2 UEL Policies and Procedures

- [Student Academic Appeals page](#) and
- [Appeals Against Assessment Board page](#).