

Academic Appeals Procedure

1. Purpose

The following details the procedure to follow when a student disagrees with assessment outcomes or progression and wishes to appeal against the Assessor/Tutor's decision. This Procedure applies to all programmes/courses.

2. Responsibility

Overall responsibility lies with the Dean of Higher Education and Curriculum Innovation and the Quality Improvement Director.

Responsibilities of Heads of Schools, Course Leaders, Course Tutors, Assessors and Internal Verifiers are defined within the procedure.

3. Scope

This procedure applies to appeals on academic matters only. If a student is dissatisfied with regard to any other matter they should utilise the relevant College policy, for example, the College's Complaints Procedure.

An academic appeal differs from a complaint and therefore appeals and complaints are considered under different procedures. A complaint is defined as a formal expression of dissatisfaction made by a student about either:

- The provision of their programme of study or related academic service/facility.
- Any other service provided by the College.

Therefore the Academic Appeals Procedure should not be used to bring complaints.

An appeal is a formal request for a decision regarding student progression, assessment or awards to be reviewed and may only be based on one or more of the following grounds:

- Your performance was affected by factors outside your control, for example, sickness or accident (known as "extenuating circumstances") which you do not consider to have been sufficiently, or fairly, taken into account.
- There has been an administrative error, examinations were not conducted according to regulations, or there has been some other material irregularity in conduct of assessment which has affected the student's results and/or classification.
- Other grounds where unfair treatment or discrimination is alleged which is outside the exercise of academic judgement and which for good reason had not been brought to the attention of the boards of examiners.

Please note that an appeal cannot be made against an academic judgment of College staff.

An appeal against a grade cannot be made following the outcome of the final Examination Board, unless the appeal is based upon extenuating circumstances or an administrative error.

An independent member of College staff will be made available to support and advise students through the Formal Appeals Procedure. Students can obtain contact details on request from the Quality Department (quality.mailbox@solihull.ac.uk).

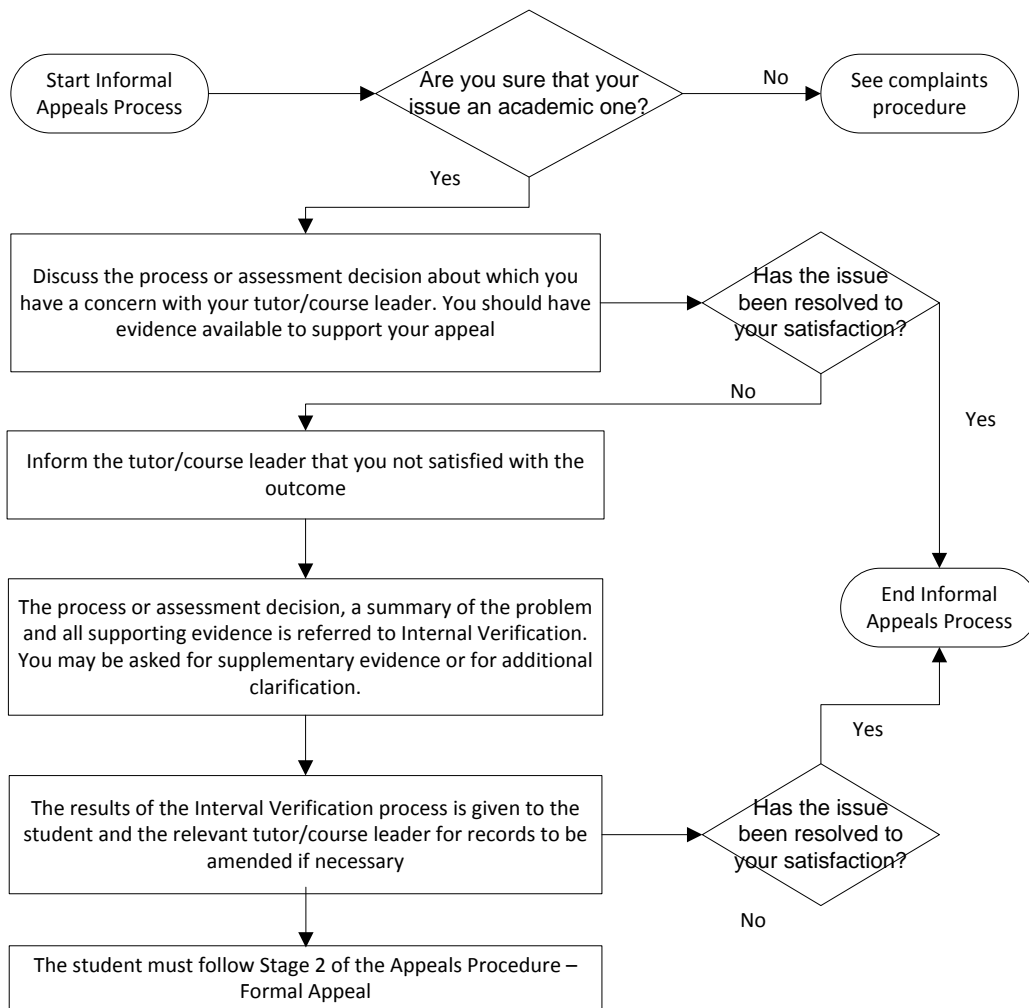
An appeal can be made about a decision to permit entry on a course. See the HE Admissions Policy with regards to this type of appeal.

If the circumstances above apply, you should follow the procedure outlined below:

4. Process

4.1 Stage 1 – Informal Appeals Process

An informal appeal against a grade must be made 5 working days after receiving a grade. Please follow the process outlined below:



If you are dissatisfied with the outcome of the Informal Appeals Procedure outlined above, you should progress to Stage 2 – the Formal Appeals Procedure. Note that University

programmes have their own Formal Appeals Procedures and the Programme Handbook will contain further details about these.

The Programme Handbook and Course Moodle will include the Formal Appeals Procedure and will give more details of how to make a formal appeal. The Course Leader or Head of School can offer further advice as can the HE Enhancement and Access Programme Manager.

4.2 Stage 2 – Formal Appeals Procedure

1. Complete a College Formal Appeal Form (attached) and attach relevant evidence documents within 5 working days of the informal appeal decision notification.
2. Email the Appeals Form to your Head of School.
3. The Head of School and Assistant Principal for the area will set a date for the Appeals Panel* to meet within 10 working days of receiving the Appeal Form.
4. The Head of School will notify you when the Appeals Panel will meet and who will hear the appeal.
5. The Appeals Panel will give the opportunity to everyone involved in the assessment to present his or her account of the matter under appeal. This account can be given either verbally or in writing, whichever is preferred.
6. The Appeals Panel will notify you, the Assessor and the Internal Verifier (if appropriate) of its decision in writing within 5 working days. The decision of the Appeals Panel is binding within College.
7. Records of the appeal decision will be filed by the Course Leader and made available to the External Examiner.
8. The appeals decision will be filed centrally and an annual report will be presented to the Higher Education Quality and Standards Board and the Senior Leadership Team.

**Note - The Appeals Panel will consist of three people, none of whom should have been involved with original assessment in any way, and will normally be chaired by the Assistant Principal for the qualification. One member of the panel will be an independent manager outside of the Curriculum Area. The Dean of Higher Education and Curriculum Innovation must be informed of the panel and of the outcome of the appeal for HE appeals, and the Quality Improvement Director must be informed of the panel and of the outcome of the appeal for FE appeals.*

Possible outcomes from the Appeals Panel:

- The appeal is upheld
- The appeal is declined with reasons and advice on what to do next
- That the original assessment decision is confirmed
- That the original work should be re-assessed by the original assessor

- That the original work should be re-assessed by a different assessor appointed by the panel

4.3 Stage 3 – External Provider

If you are unhappy with the Appeals Panel decision you have the right to appeal to the Qualification Awarding Body. Details on who to contact and relevant procedures can be obtained from the Quality Department (quality.mailbox@solihull.ac.uk).

Formal Appeal Form

Student Name:	
Qualification Title:	
Examination Board/Awarding Body:	
Assessor's Name:	
Internal Verifier's Name:	
Course Leader's Name:	
Date:	
Reason for Appeal: (attach supporting evidence, assessment etc. as applicable)	

Student Signature	
Student email address	
Assessor's Signature	
Internal Verifier's Signature	

If you require help with completing this form or support during the Appeals Process, please contact the Quality Department (quality.mailbox@solihull.ac.uk)

Please ensure that completed forms are returned to Liz Butler, Quality Assurance or emailed to quality.mailbox@solihull.ac.uk