

ACADEMIC APPEALS POLICY AND PROCEDURE SPC

1. Introduction

1.1 Success Point College (SPC) is committed to providing high-quality learning, teaching, and assessment that meet the required academic standards of its partner awarding bodies.

- All assessments are carried out according to the principles of openness, validity, reliability, accessibility and transparency.

1.2 The Academic Appeals Policy allows a student or staff member to raise a query concerning a recommendation or decision against:

- The mark or grade for an individual item of coursework
- The result of an individual module
- Completion of a stage of a programme and progression to the next
- Entitlement to an award
- The class or grade of an award

2. General principles for a request for the review of an assessment decision

2.1 Whilst students may raise queries about the results of an assessment, SPC will not consider queries which consist solely of a challenge to the academic judgement of Examiners in assessing the merits of a student's work.

2.2 A Module or Programme Board of Examiners acts under the authority delegated to it by the Academic Board and the decision of the Board of Examiners on a referred appeal is final other than exceptional circumstances where the Academic Board may decide to exercise its powers in accordance with the provisions of section B5, UPR AS14.

2.3 With limited exceptions, all investigations materials considered by the Dean of School (or nominee) or the Vice-Chancellor under this policy will be provided to the student.

3. Permitted grounds for a request for the review of an assessment decision

3.1 Subject to the general principles set out in section 2 above, the grounds on which students are permitted to lodge a request for the review of an assessment decision are where evidence exists that:

- The assessment procedures were not followed properly.
- There has been an administrative error that would affect the outcome of the assessment decision.
- The examinations or other assessments were not conducted in accordance with the approved programme regulations.
- University and /or programme-specific regulations on progression and awards were not complied with.

- Relevant information, including information that has already been provided by the student were overlooked.
- There is new evidence that would affect the outcome of the decision that the student was unable, for good reason, to provide earlier in the process.
- there is a reasonable perception of bias during the process.

3.2 Students should note that:

- the University will respond only to those matters that fall within the permitted grounds for the request set out above.
- with the exception of Appeals from Exceptional Circumstances claims, the powers of the Dean of School (or nominee) and the Chief Academic Officer /Vice-Chancellor are limited to the referral of a case back to a Module or Programme Board of Examiners for reconsideration, where they are satisfied this is a justifiable course of action.

3.3 Students considering an appeal are advised to consult the information and guidance available via Student Support at Success Point College.

4. Informal procedures

4.1 Within the limits of the permitted grounds set out in section 3, a student may initially wish to raise queries concerning the following matters (see sections 4.2.- 4.6) using the informal procedures set out in the relevant section.

4.2 Mark or grade of an individual item of coursework

- The student or member of staff should raise the query with the lecturer(s) concerned immediately after receiving notification of the mark or grade. The lecturer will give an answer as quickly as possible, although it should be noted that some queries may take longer to address depending on their nature.
- Where, having received a response from the lecturer(s), the student still believes there is an error which has not been rectified and wishes to pursue the matter further, they must raise the issue, in writing, with the Dean of School of SPC (or nominee) within five (5) working days of the response.
- The Dean of School of SPC (or nominee) will investigate the query and notify the student of the findings of that investigation. Where an error is found, any necessary corrections will be made following instruction from the Dean of School of SPC (or nominee) to the appropriate member of academic or administrative staff.

4.3 Overall result of an individual module

The student should raise the query with the designated module leader within five (5) working days of publication of the result. If the student is unsure which member of staff to contact, they should seek advice from their Programme Leader (or equivalent). The student will receive an answer as quickly as possible. Some queries may take longer than others to address depending on their nature.

4.4 Stage progression, entitlement to an award or the class or grade of an award

The student should raise the matter at the earliest possible time with their Programme Leader or the Dean of School (or nominee) of SPC.

4.5 A student's personal position

The student should raise the matter at the earliest possible time with their Programme Leader or the Dean of School (or nominee) of SPC.

4.6 Suspected administrative error or procedural irregularity

The student should raise the matter at the earliest possible time with their Programme Leader or the Dean of School (or nominee) of SPC.

5 Formal procedures for the review of a decision by a Board of Examiners

5.1 All requests for a formal review of a decision of a Board of Examiners under the provision of the regulations in this section (5) must be made in writing to SPC.

5.2 Irrespective of whether they have raised a query informally using the procedures set out in section 4 and regardless of whether they have received a response, students wishing to request a formal review must do so using the procedures set out in this section (5). Such requests must be submitted strictly in accordance with the following schedule:

- request for the review of an assessment decision within ten (10) working days after the publication date for the results by Module Boards of Examiners.
- request for the review of a continuation or termination or award decision within ten (10) working days of the date of notification of the recommendation of the Programme Board of Examiners.

5.3 Any student wishing to request a formal review should seek immediate guidance from their Programme Leader or the Dean of School at SPC.

5.4 Requests for a formal review must be made in the form of a written submission using the online form available at [SPC Website](#) which is also available in the Student Handbook.

5.5 Students wishing to lodge a formal request for a review of a decision made by a Module Board of Examiners or a Programme Board of examiners should note that at no stage do the procedures set out in this section (5) provide for external representation, for example by a lawyer.

5.6 The students written submission should:

- summarise the case and grounds for requesting a review.
- indicate the date on which the decision/recommendation was taken by the Module or Programme Board of Examiners.
- include any relevant documentary evidence.

5.7 Upon receipt of the written request for a review, The Dean of School at SPC (or nominee) will consult colleagues to determine whether there are sufficient grounds to justify a review. Having completed their consultations and having reviewed all the evidence, the Dean of School of SPC (or nominee) will within 15 working days of the receipt of the request or as soon as possible thereafter.

- dismiss the request or
- refer the matter to the Module or Programme Board of Examiners

- inform the student of their decision by means of a letter of decision in the following format:

Letter of Decision

The Dean of School of SPC (or nominee) will communicate their decision to the student in writing. Such letters (**Letters of Decision**) will:

- inform the student of the decision.
- give reasons why the decision was taken.
- where the matter has been referred to the Module or Programme Board of Examiners, advise the student that the proceedings of the Module or Programme Board of Examiners are confidential, that its decisions are a matter of academic judgement, cannot be influenced and are final.
- explain any further rights of appeal that the student might have, including the right to appeal to the Vice-Chancellor at the University of Hertfordshire (See section 6.0).

Included in the letter will be a copy of the report or record of any Hearing which may have taken place.

Where appropriate, the Letter of Decision will be accompanied by a Completion of Procedure Letter which may be used in relation to any future dealings with the Office of the Independent Adjudicator in the UK.

Letters of Decision will be sent by recorded delivery and by email to the address provided by the student to the University for correspondence.

- 5.8 The Dean of School of SPC (or nominee) will provide a copy of the Letter of Decision to the Assistant Registrar UH (Student Administration – Collaborative Partnerships Unit at UH) and to the Chair of the Module or Programme Board of Examiners.
- 5.9 Where the Dean of School of SPC (or nominee) has referred the matter to the Module or Programme Board of Examiners, the Chair of the Board of Examiners will notify the student, in writing, of the decision of the Board.
- 5.10 Where Module or Programme Board of Examiners finds evidence of administrative error or procedural irregularity, the Module or Programme Board of Examiners will take appropriate action.

6.0 Representations to the Vice-Chancellor of the University of Hertfordshire

- 6.1 In the event that either:
- the decision of a Module or Programme Board of Examiners remains unchanged after the request has been referred to it by the Dean of School of SPC (or nominee).
 - a student has had their request dismissed by the Dean of School of SPC (or nominee).
 - then a student may, in limited circumstances, make representations to the Vice-Chancellor of the University of Hertfordshire, in their capacity as Chair of Academic Board. These representations can be made **only** on the grounds that exceptional circumstances apply but it must be emphasized that any submission to the Vice-Chancellor should not be regarded as

merely another opportunity to present the same arguments as those submitted to the Dean of School of SPC (or nominee) and should be made only if the student believes that the correct procedure has not been followed and/or that all the relevant circumstances have not been considered and/or there is new evidence not previously considered by the Dean of School of SPC (or nominee) .

Guidance on the procedure for making an appeal to the Vice-Chancellor and further options are fully summarized in UPR AS13 available at: https://www.herts.ac.uk/_data/assets/pdf_file/0019/233533/AS13-apx1-Appeals-Procedure-Partner-Organisations.pdf

7. Annual Monitoring and Reporting

At the end of each academic year the number, nature and outcomes of claims of informal and formal appeals will be analysed with particular attention to claims lodged by students with protected characteristics, and any actions resulting from this will be agreed by the SPC Academic Board and any actions will be implemented at the start of the following academic year and monitored in the same manner.

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| Date of Issue | |
| Version 1 | |
| Signed on behalf of SPC | Dr Dipti Srivastava |
| Date: | 08/11/2024 |