

LTC14D034

Title: *QAA Quality Code – B9 ‘Academic Appeals and Student Complaints’ Mapping Document*
Author: Jon Sharp (Head LTS)
Date: 09/10/14
Circulation: LTC all
Agenda: LTC14A001
Version: Final
Status: Open

Issue

In accordance with the Implementation Plan for the QAA Quality Code, the Implementation Group have now completed the mapping process for Chapter B9. The document below details the University documentation that evidences the Expectations contained within Chapter B9 and indicates where further work remains to be completed.

The Group is confident that the University is fully compliant with the requirements of Chapter B9 as expressed through the ‘Expectations’ delineated in the body of Chapter B9.

At the June 2014 LTC it was reported that Working Group were awaiting the release of the OIA Guidance on Good Practice before reporting to LTC the finalised mapping document. However, the release of the Good Practice guide is now not expected before December 2014. Any changes to our procedures that are implied by the recommendations in the OIA Guidance will be brought to LTC for consideration shortly thereafter.

Recommendation

The mapping document is an item for report

Resource Implications

There are no resource implications

Risk Implications

There are no material risks to the University associated with the approval of this document

Equality and Diversity

There are no Equality and Diversity implications within the enclosed document

Timing of decisions

Approval by LTC at its October meeting would allow the Chapter B9 Implementation Group to continue with their implementation work

Further Information

Contact Dr Jon Sharp Head LTS (Quality) [jon.sharp@uea.ac.uk] with any enquiries about the content of the paper

	Chapter B9 Student Academic Appeals and Complaints - Mapping Document				
	The Expectation:				
	Higher education providers have procedures for handling academic appeals and student complaints about the quality of learning opportunities; these procedures are fair, accessible and timely, and enable enhancement.				
	Chapter Champion for Implementation: Jon Sharp				
			Flowcharts (LTS): http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsComplaintsStage1ProcessFlowchart2012onwards http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsProcessFlowcharts , http		
			PGR Handbooks which link to the Calendar Appeals & complaints procedures : SCI https://www.uea.ac.uk/documents/4002330/0/SCI+Student+Handbook+final.pdf/522c89eb-a365-49f8-99c3-df03e7198f69		
			HUM https://www.uea.ac.uk/documents/3355211/6080017/HUM+GS+Handbook+2013-14.pdf/172850de-47f6-4717-8faa-51680b5daa32		
			SSF https://www.uea.ac.uk/documents/3802123/4104083/SSF+PGR+Handbook.pdf/9a637497-5616-4cb4-86fa-45f53c8b6345		
			FMH There is no handbook for the Faculty. There is a Graduate School website https://www.uea.ac.uk/medicine-health-sciences/graduate-school/ but no references to appeals and complaints.		
			ClinPsyD has its own handbook: https://www.uea.ac.uk/medicine/research-degrees/handbooks-and-placement-forms		
	4 Clear and accurate advice and guidance is made available for students making an appeal or complaint, and for staff involved in handling or supporting appeals and complaints.	Jon Sharp	Guidance notes and procedures located on LTS/ PGR websites		
			Details of annual training events	obtain training event details from CSED	30/09/2013
			Guidance (LTS): http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsComplaintsGuidance2012onwards		
			Procedure (LTS): http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsComplaintsProcedureSep2012onwards		
			General Guidance for LTS Staff supporting the work of FACPs: Z\LTS Folders\Academic Appeals and Complaints\1. Procedure and Forms\New procedure		
			PGR Handbooks which link to the Calendar Appeals & complaints procedures : SCI https://www.uea.ac.uk/documents/4002330/0/SCI+Student+Handbook+final.pdf/522c89eb-a365-49f8-99c3-df03e7198f69		
			HUM https://www.uea.ac.uk/documents/3355211/6080017/HUM+GS+Handbook+2013-14.pdf/172850de-47f6-4717-8faa-51680b5daa32		
			SSF https://www.uea.ac.uk/documents/3802123/4104083/SSF+PGR+Handbook.pdf/9a637497-5616-4cb4-86fa-45f53c8b6345		
			FMH There is no handbook for the Faculty. There is a Graduate School website https://www.uea.ac.uk/medicine-health-sciences/graduate-school/ but no references to appeals and complaints.		
			ClinPsyD has its own handbook: https://www.uea.ac.uk/medicine/research-degrees/handbooks-and-placement-forms		

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5	Academic appeals and complaints procedures are conducted in a timely and fair manner.	Jon Sharp	Data on completion rates, numbers going to OIA and outcome from OIA for last 5 years on rolling basis	collate data and save to shared drive	data held by Liz Monohan	30/10/2013
			Approach to expense for student travel to panels	LTC to consider paper from JS and ADTP NB Now awaiting OIA Guidance on Best Practice before making any new decisions	JS/ AL	30/10/2013
			Position re: legal representation	LTC to consider paper from JS and ADTP NB Now awaiting OIA Guidance on Best Practice before making any new decisions	JS/ AL	30/10/2013
			Position re: student opportunity to present case in person	LTC to consider paper from JS and ADTP NB Now awaiting OIA Guidance on Best Practice before making any new decisions	JS/ AL	30/10/2013
			Z:\1. Management Group\Appeals_Complaints_Disciplinaries\Appeals and Complaints\Databases			
			Data on completion rates (A&C): Z:\Shared Access Folders\QAA\Part B Assuring and Enhancing Academic Quality\Chapter B9 Academic Appeals and Student Complaints\B9 Evidence			
			Numbers going to OIA and outcome from OIA: Z:\Shared Access Folders\QAA\Part B Assuring and Enhancing Academic Quality\Chapter B9 Academic Appeals and Student Complaints\B9 Evidence			
			Numbers going to OIA and outcome from OIA: Z:\Shared Access Folders\QAA\Part B Assuring and Enhancing Academic Quality\Chapter B9 Academic Appeals and Student Complaints\B9 Evidence			
6	Higher education providers ensure that appropriate action is taken following an appeal or complaint	Jon Sharp	Flowcharts and guidance notes located on LTS and PGR websites	Check that guidance covers all the action steps following a decision	JS and MS	30/09/2013
		Mel Steele	Introduce a confirmation step if not already present		JS	
			Flowcharts (LTS): http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsComplaintsStage1ProcessFlowchart2012onwards http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsProcessFlowcharts.htm			
			Guidance (LTS): http://www.uea.ac.uk/learningandteaching/documents/appeals_complaints/AcademicAppealsComplaintsGuidance2012onwards			
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			HUM https://www.uea.ac.uk/documents/3355211/6080017/HUM+GS+Handbook+2013-14.pdf/172850de-47f6-4717-8faa-51680b5daa32			
			SSF https://www.uea.ac.uk/documents/3802123/4104083/SSF+PGR+Handbook.pdf/9a637497-5616-4cb4-86fa-45f53c8b6345			

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			CinPsyD has its own handbook: https://www.uea.ac.uk/medicine/research-degrees/handbooks-and-placement-forms		
	Higher education providers monitor and evaluate the effectiveness of their appeals and complaints procedures, and reflect on the outcomes of those procedures for enhancement purposes.	Jon Sharp	Annual report to LTC	collate reports to LTC and place in shared drive	JS 30/10/2013
			2010 - 2011: https://www.uea.ac.uk/committeeoffice/ueacombds/ltc/ltc1112/261011/lcmins290611		
			2011-2012: https://www.uea.ac.uk/committeeoffice/ueacombds/ltc/ltc1112/250712/lcmins270612		