

LTC14D120

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Issue

To propose amendments and revisions to all partner institution-specific Academic Appeals and Academic Complaints Procedures for the 2014/15 academic year, to ensure compliance with the Quality Code Chapter B9: Academic Appeals and Student Complaints.

Recommendation:

The Learning and Teaching Committee is invited to approve the following Academic Appeals Procedures for immediate implementation at partner institutions:

- City College Norwich (appendix 1)
- All other partner institutions (Easton&Otley College, Institute of Health and Social Care Studies in Guernsey, INTO UEA, London Academy of Diplomacy and Mountview Academy of Theatre Arts) (Appendix 2)

Discussion

The amendments and revisions to the attached updated Academic Appeals and Academic Complaints Procedures include:

- i) title changes and role changes to ensure that they are up to date for the 2014/15 academic year;
- ii) amendments to ensure compliance with Quality Code Chapter B9: Academic Appeals and Student Complaints;
- iii) updated grounds for academic appeals and academics complaints aligned to the UEA procedure; and
- iv) combining all partner institution procedures (with the exception of City College Norwich) into one document for ease of use.

Resource Implications

None identified.

Equality and Diversity

Taken account of in each Academic Appeals and Academic Complaints Procedure.

Further Information

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INTERNAL PROCEDURE



Title: Higher Education Academic Appeals/Academic Complaints

POLICY HOLDER:	HE Senior Academic Administrator
EXECUTIVE OWNER:	Jacky Sturman
VERSION NO:	12
TO BE REVIEWED:	August 2017

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the Communications & PR Officer on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the name policy holder or the Communications & PR Officer on 01603 773 169.

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1. PURPOSE, APPLICATION AND SCOPE

1.1 Purpose

The purpose of the Academic Appeals and Academic Complaints Procedure is to allow City College Norwich (CCN) students on University of East Anglia (UEA) validated Higher Education (HE) programmes and Higher National Certificate/Diploma Pearson Education Ltd validated programmes, to formally raise concerns about their assessment results and the outcomes of the Boards and Panels which make decisions on progression, awards and classifications (Academic Appeals) and to allow students to raise concerns about academic matters that have a direct impact on a student's academic experience (Academic Complaints).

The procedure is designed to enable a student's concerns to be considered fully and addressed in a timely and appropriate manner.

If a more appropriate route exists to consider the substantive concern, the student will be advised to engage with the relevant alternative procedure. However this procedure purposely covers both the academic appeals and academic complaints process and will be implemented with flexibility so as to minimise delay and ensure a fair and equitable outcome should a student embark upon a particular route, for example the Academic Complaints Procedure, but it becomes clear that the Academic Appeals Procedure should have been used instead.

This procedure comprises of three parts; an informal approach, a formal Stage One Academic Appeals/Academic Complaints Hearing, which is considered by the College, and a formal Stage Two Academic Appeals/Academic Complaints Hearing which is considered by the relevant awarding body (either by the UEA or Pearson Education Ltd) if the student is dissatisfied with the outcome of the Stage One Academic Appeals/Academic Complaints and the submission meets the required conditions for consideration as detailed in 2.3.and 2.5 below.

Details of all Higher Education City College Norwich procedures are available from the Advice Shop and online at Blackboard/HE@CCN/Regulations & Procedures.

1.2 Application

This procedure applies to all Higher Education programmes operated by City College Norwich which lead to an award of the University of East Anglia or Pearson Education Ltd.

1.3 Scope

This procedure shall have within its scope the decisions of module lecturers, the Higher Education Academic Disciplinary Panel, the Mitigating Circumstances and Special Allowances Board, Module Assessment Boards, Referral Boards, Awards Boards and any decisions made by Chair's Action on behalf of those Boards, whether confirmed or not.

A student shall also be entitled under this procedure to appeal against any penalty (but not the decision giving rise to the penalty) imposed by an Academic Disciplinary Panel. Factors or services within the control of the College which can be shown to have an impact on students' academic performance are also within scope.

The decisions of the College Professional Misconduct or Unsuitability Committee are specifically excluded from the scope of this Procedure. The Professional Misconduct or Unsuitability Committee procedure is available online at Blackboard/HE@CCN/Regulations & Procedures.

Collective academic appeals and academic complaints will be considered in the same manner as those received by an individual student. However, where a collective academic appeal/academic complaint is to be heard at Stage One (and should the right to attend the hearing in person be chosen), one appellant shall normally be nominated to attend the hearing to present the collective evidence.

Any non-academic complaints should be raised via the College's Complaints procedure, which is also available online at Blackboard/HE@CCN/Regulations & Procedures.

1.4 Time Limits and Exhaustion of Academic Complaints Procedures

Where applicable, the College (in conjunction with the UEA) will normally complete the formal Stage One and Stage Two Academic Appeals and Academic Complaints Procedure within 90 calendar days where possible.

The College will not normally consider an academic complaint which is raised once a period of six months has lapsed following the end of a student(s) registration (end of study).

1.5 Definition of Terms

Terms used in the Academic Appeals/Academic Complaints Procedure are set out in Appendix 2.

Throughout this procedure the term 'result' is used to represent mark, grade, classification or outcome.

Throughout this procedure the term 'Assessment Board' includes any formally constituted Board, Panel or Committee which decides/confirms students' results and progression.

1.6 Appointment of the Academic Appeals/Academic Complaints Officer

At the beginning of each academic year the College Academic Management Board will confirm the appointment of the Academic Appeals/Academic Complaints Officer (normally the HE Office Coordinator) whose duties are described within the text of this procedure.

2. THE RIGHT OF ACADEMIC APPEALS/ACADEMIC COMPLAINTS

2.1 Our Commitment

- a) No disadvantage - Any student who submits an academic appeal or an academic complaint under this procedure will not be disadvantaged for having done so. Any student who believes that s/he has been disadvantaged by making an academic appeal or an academic complaint should contact the Academic Appeals/Academic Complaints Officer immediately. On this basis, the College will not consider anonymous complaints.

- b) Advice and guidance in relation to this procedure can be obtained from The Advice Shop (Room A1), the Students' Union Office (Room A40a) or the HE Office (Room E12).
- c) Equal Opportunities - The College will, in considering academic appeals/academic complaints, apply this procedure in accordance with its published Equal Opportunities Policy.
- d) Confidentiality - All parties to the Academic Appeals/Academic Complaints and individuals who have been involved in any related investigation and/or the management/administration of the Academic Appeals/Academic Complaints, will observe the requirements of confidentiality. Whilst confidential information may need to be disclosed in order to consider the Academic Appeals/Academic Complaints, this will only be to those staff involved on a 'need to know basis'.

All papers relating to an Academic Appeal/Academic Complaint will be kept confidential and will only be seen by those who need to do so in order to consider the Academic Appeal/Academic Complaint fairly. A list of names of the above could be provided if requested by the student. After the Academic Appeal/Academic Complaint has been considered, all papers will be disposed of confidentially except for one central copy which will normally be kept for the duration of the student's course, plus one year.

- e) Data Protection - All personal information will be processed by the College and the University in accordance with the Data Protection Act 1998. Any information shared with Pearson Education Ltd will be at the discretion of the student.
- f) Conflict of Interest - It may not always be appropriate for the original Assessment Board to review a decision it previously made following a Stage One or Stage Two Academic Appeal/Academic Complaint. Individuals who are involved in the Academic Appeal/Academic Complaint (e.g. named in the appellant's papers; witnesses to a hearing) may have a conflict of interest between their role in the Academic Appeal/Academic Complaint and their role as a member of the Assessment Board. Should such a change be necessary following a Stage One or Stage Two Academic Appeal/Academic Complaint, the College (through the Chair of HELTC) will inform the Partnerships Office.
- g) Staff Training - Training will be provided for all College staff involved in the coordinating and the conducting of academic appeals/academic complaints.

2.2 Your Commitment

Students will not engage in submitting frivolous, vexatious or malicious Academic Appeals/Academic Complaints. It should be noted that if an Academic Appeal/Academic Complaint is found to have been brought with mischievous, vexatious or malicious intent, this may provide grounds for disciplinary action against the appellant.

2.3 Grounds for Academic Appeals – Stage One

A student may raise an academic appeal on the following grounds:

- a) a mark for an assessment which has not been double marked;
- b) a result where unspent Mitigation has not already been considered;
- c) undisclosed Mitigation, where valid grounds exist for non-disclosure at the appropriate time;

- d) a penalty applied in respect of an outcome of a cheating, plagiarism and/or collusion (please also refer to item 39(ii) of the College's Cheating and Plagiarism Procedure);
- e) a penalty applied for late submission, but not on the grounds of Computer/IT problems of any sort.

Students have the right to expect that the results of individual assessments have been arrived at fairly in accordance with College regulations and procedures on assessment which are set out in the Norfolk Regulatory Framework (NRF).

Students shall have the right to informally approach their module tutor for a review of the decision if they are dissatisfied with the provisional result awarded to his/her assessment. Following this, if the student remains dissatisfied the next step is for the student to complete a Request for Reconsideration of Result form (AAP:RfR).

If the mark for an assessment has not been double marked the mark can be queried by a student by requesting a 'reconsideration of result' (see 4.2 - re-marking). If work has been double marked it cannot be queried or form the subject of an Academic Appeal on this basis (see para 2.3.a above).

2.4 Grounds for Academic Appeals – Stage Two (UEA Validated Programmes ONLY)

A student may lodge an appeal using the Stage Two Academic Appeals/Academic Complaints Procedure, provided that they have completed a Stage One Academic Appeal/Academic Complaint and are dissatisfied with the outcome.

However, a Stage Two Academic Appeal must be based on at least one of the following grounds:

- a) there is new information to be put forward by the student that was not known to the Assessment Board or to the Stage One Academic Appeals Panel that investigated the original appeal;
- b) evidence put forward at Stage One was not fully and properly considered;
- c) that there was procedural irregularity and/or evidence (or the appearance) of prejudice and/or bias of prejudice in the conduct of the Stage One Academic Appeal;
- d) an appeal against the decision that Cheating or Plagiarism is proven can only be lodged on grounds of **maladministration**.

2.5 Grounds for Academic Complaints – Stage One

Academic complaints can be raised when a student is dissatisfied with an aspect of their academic experience (not an academic decision/judgment in relation to their result). For example, you may have evidence that: -

- a) significant changes have been made to a course without proper communication;
- b) the teaching provided was inadequate;
- c) poor supervision was experienced;
- d) the learning support provided was inadequate;
- e) the information you were given about your assessment, module or course was inadequate or inaccurate;
- f) the learning environment was inadequate;
- g) any other aspect of your experience of the course.

2.6 Grounds for Academic Complaints – Stage Two (UEA Validated Programmes ONLY)

A Stage Two Academic Complaint can only be considered where the student claims that there was a procedural irregularity at Stage One:

- a) there is new information to be put forward by the student that was not known by the Stage One Complaint Panel that investigated the original complaint;
- b) that there was procedural irregularity or evidence of prejudice in the conduct of the Stage One Academic Complaint;
- c) evidence put forward at Stage One was not fully or properly considered.

3. MAKING AN INFORMAL APPROACH

3.1 Informal Approach to the Module Lecturer

A direct approach to the module lecturer concerned will often resolve anxieties or dissatisfaction in relation to any aspect of student's learning experience. However, a student may also informally approach the relevant Course Leader or Programme Manager.

Students are strongly recommended to attempt to resolve the issue through this informal route before proceeding to a formal Stage One Academic Appeal/Academic Complaint.

3.2 Request for Reconsideration of Result (Remarking)

If the approach to the module lecturer does not resolve the student's anxieties or their dissatisfaction regarding a provisional result, then they can ask for it to be assessed a second time by a suitably qualified independent assessor by submitting an AAP:RfR (Request for Reconsideration) form to the relevant Programme Manager.

Students considering such a request should note that if the work has been double marked there is no right to request a reconsideration of result.

It must be understood that if a student formally requests a remark of the assessment then the mark can go down as well as up.

3.3 Procedure for the Informal Approach

- a) Student approaches the module lecturer, Course Leader or Programme Manager to discuss their concern.
- b) Following this discussion, if the student remains dissatisfied and their concern was in relation to a provisional result, they should complete a Request for Reconsideration of Result form (AAP:RfR) and present it to the relevant Programme Manager no later than 5 working days prior to the next Assessment Board.

The relevant Programme Manager will ascertain whether or not the assessment has been double marked. If it has not, then the assessment will be presented to a second member of academic staff for marking.

Once the assessment has been marked by a second academic member of staff the student will be advised of the outcome in writing by the relevant Programme Manager.

If the student is still not satisfied, then they can proceed to the formal Stage One Academic Appeal provided that they can show evidence that such an appeal can be justified on the grounds listed in paragraph 2.3 above.

The maximum time from presentation of a completed AAP:RfR to the relevant Programme Manager until notification of the outcome will be 5 working days.

- c) Following this discussion, if the student remains dissatisfied and their concern was in relation to any other aspect of their learning experience (not in relation to a result), they should proceed to a Stage One Academic Complaint provided that they can show evidence that the academic complaint can be justified on

the grounds listed in paragraph 2.5 above.

- d) The module lecturer, Course Leader, Programme Manager or Head of School will note the actions taken to consider and resolve the concern, the decision, and minimum details of what was communicated to the student, and when.

4. MAKING A FORMAL ACADEMIC APPEAL OR ACADEMIC COMPLAINT

4.1 Right of Appearance

Where an Academic Appeal or an Academic Complaint is to be heard at Stage One, the appellant shall:

- a) be offered the right to choose to attend the hearing in person or to have the Academic Appeal/Academic Complaint conducted on the basis of documentary evidence only;
- b) have the right to be accompanied by a friend or Students' Union representative. The accompanying person will not be permitted to speak during any hearing unless nominated to represent the student. It should be noted that the Academic Appeals/Academic Complaints Procedure is not a formal legal process and therefore members of the legal profession acting in that professional capacity are not permitted to accompany or represent the student.

4.2 Stage One Academic Appeals/Academic Complaints

Appeals and complaints at Stage One are managed and considered by the College. (Please see paragraphs 2.3 and 2.5 above for details of the grounds for Academic Appeals/Academic Complaints respectively.)

The College Academic Appeals/Academic Complaints Panel operates with the authority of the City College Norwich Academic Management Board.

Should a student's appeal relate to the outcome of an Academic Disciplinary Panel (cheating and plagiarism) they will need to refer to the procedure for a Stage Two Academic Appeal as detailed in paragraph 5.1 and 5.2 below.

The appellant has the right to withdraw a Stage One Academic Appeal/Academic Complaint, provided that the hearing has not actually commenced/convened.

4.3 Procedure for Stage One Academic Appeals/Academic Complaints

- a) The student completes a Stage One Academic Appeals/Academic Complaints form (AA1) within 15 working days of notification of either:
 - Appeals - the outcome of the Request for Reconsideration of Result or publication of a provisional or final result.
 - Complaints – the date on which the attempt to resolve matters informally was concluded. This date shall be the date of the last communication to the student regarding the outcome of the informal stage; this may include (amongst other things) meetings, emails and letters.

The AA1 form is available online at Blackboard/HE@CCN/Regulations & Procedures/AA1 or from the Advice Shop.

Academic Appeals/Academic Complaints submitted after the deadline with good reason for the delay may still be considered.

- b) The completed form, together with any supporting documentary evidence, should be addressed to the Academic Appeals/Academic Complaints Officer and submitted to the HE Office in a sealed envelope marked 'CONFIDENTIAL – ACADEMIC APPEALS/ACADEMIC COMPLAINTS'. Alternatively, it can be e-mailed to the HE Office at he_office@ccn.ac.uk. Should the student be unable to complete the form a relative may do this on the student's behalf.
- c) Upon receipt of the AA1 form, the Academic Appeals/Academic Complaints Officer will review the documentation to determine whether the academic appeal or academic complaint can be presented on one or more of the valid grounds listed in paragraphs 2.3 and 2.5 above.
If the conditions (as set in paragraphs 2.3 or 2.5) are not met, the Academic Appeals/Academic Complaints Officer will write to the appellant informing them if they have a further right of appeal to an external body.
- d) The Academic Appeals/Academic Complaints Officer will acknowledge receipt of the notice of Academic Appeals/Academic Complaints both in writing and to the appellant's College e-mail account, within 5 working days of receipt of the AA1 form.
- e) If applicable the Academic Appeals/Academic Complaints Officer will inform the UEA Partnerships Office that an Academic Appeal/Academic Complaint has been lodged, normally within 5 working days of receipt of the AA1 form.
- f) The Academic Appeals/Academic Complaints Officer will notify the Head of School of Higher Education about the Academic Appeal/Academic Complaint who may then choose, within the limits of their authority, to reverse the action or decision giving rise to the Academic Appeal/Academic Complaint in advance of the hearing. Where this occurs it shall be regarded as an informal resolution to the Academic Appeal/Academic Complaint, subsequent to written confirmation from the student that they are now content that the issue has been satisfactorily addressed.
- g) If the Head of School of Higher Education does not take any action, the Academic Appeals/Academic Complaints Officer will organise the formation of a Stage One Academic Appeals/Academic Complaints Panel (see Appendix 1 for membership) and will act as Secretary and advisor to the Chair regarding the proper procedure for conduct of the hearing. No-one appointed to the Stage One Academic Appeals/Academic Complaints Panel shall have had any involvement in teaching, assessment or decision-making related to the Academic Appeal/Academic Complaint. The Academic Appeals/Academic Complaints Hearing shall normally be held within 15 working days of receipt of form AA1.
- h) The Academic Appeals/Academic Complaints Officer will notify the appellant both in writing and by College e-mail of the date of the Stage One Academic Appeals/Academic Complaints Hearing, giving 5 working days' notice. This will include the date, time, location, agenda for the hearing, copies of all written or documentary evidence to be presented to the hearing (or otherwise relevant to its proceedings). The Academic Appeals/Academic Complaints Officer will also advise the appellant that

they have the right to choose to appear (either alone or accompanied by a representative) at the hearing or to have the appeal dealt with on the basis of documentary evidence only and request confirmation of their preference.

- i) The Academic Appeals/Academic Complaints Officer will provide detail of whom is required to attend the hearing and will notify them (by email) accordingly.
- j) It shall be the responsibility of both the student and the Academic Appeals/Academic Complaints Officer to collect and present such evidence as is relevant to the academic appeal/academic complaint. At least 5 working days before the Stage One Academic Appeals/Academic Complaints Hearing is held, the Academic Appeals/Academic Complaints Officer will distribute all relevant documents to the appellant.

The documents could include: -

- the Stage One Academic Appeals/Academic Complaints form AA1 and accompanying evidence;
 - the student's academic record as maintained on e-ILP/ATS;
 - a statement from the Assessment Board;
 - statements from other appropriate parties e.g. witnesses;
 - documentary / medical evidence submitted by the student.
- k) The Stage One Academic Appeals/Academic Complaints Panel will consider the evidence presented to it and agree a decision, the reasons for it and the remedy it requires. The Academic Appeals/Academic Complaints Officer will clearly note the decision, reasons and recommendations. The possible outcomes for Academic Appeal are:
 - refer the issue and any recommendation to the Assessment Board for reconsideration, at its next scheduled meeting, or;
 - require an immediate meeting of the Assessment Board in order to address the decision of the Stage One Academic Appeal Panel. For this purpose the Stage One Academic Appeal Panel shall specify the minimum membership of the Assessment Board required to conduct this business;
 - make specific recommendations to the Chairs of the Academic Management Board, Higher Education Learning Teaching Committee and/or any College staff member with responsibility for Higher Education quality assurance, management or administration;
 - annul the result of the assessment under the academic appeal and make stipulations as to how the assessment process shall be taken forward;
 - dismiss the appeal.

The possible outcomes for academic complaints will vary depending on the nature of the complaint and the appellant's desired outcome.

- l) If the Academic Appeals/Academic Complaints Panel refers an academic appeal to an Assessment Board, the Chair of the Stage One Academic Appeals/Academic Complaints Panel will present the case to the Assessment Board (in person whenever possible). The minutes of the meeting and any correspondence relating to the reconsideration of the Board's decision should be included with the Board's formal response to the Chair of the Academic Appeals/Academic Complaints Panel.

- m) In normal circumstances the Academic Appeals/Academic Complaints Officer shall inform the student (both in writing and to their College e-mail) of the outcome of the Stage One Academic Appeals/Academic Complaints Panel within 5 working days of conclusion of the hearing. Where the complexity of the case prevents this, the student shall be notified of the delay. The Academic Appeals/Academic Complaints Officer shall also inform the student of their right to proceed to a Stage Two Academic Appeal/Academic Complaint if they are studying a UEA validated programme and are dissatisfied with the outcome. If the student is studying a Pearson Education Ltd programme and are dissatisfied with the outcome of a Stage One Academic Appeal/Academic Complaint, they will be directed to approach the awarding body.
- n) The Academic Appeals/Academic Complaints Officer shall provide a report of the proceedings (which may constitute the minutes of the proceedings as confirmed by the Chair), with recommendations as appropriate, to the Head of School of Higher Education within 5 working days of the date of the Stage one Academic Appeals/Academic Complaints Hearing. The Head of School of Higher Education will monitor the recommendations and ensure that appropriate action is taken as necessary.
- o) If applicable, the Academic Appeals/Academic Complaints Officer shall inform the UEA Partnerships Office of the outcome of the Stage One Academic Appeals/Academic Complaints Hearing within 5 working days of the conclusion of the hearing.
- p) The Academic Appeals/Academic Complaints Officer will ensure that all papers are disposed of confidentially at the end of the meeting and retain one copy for duration of the student's registration, plus one year.
- q) An Academic Complaint cannot normally be raised once a period of six months has lapsed following the end of the student(s) registration (end of study).

4.4 Academic Appeals/Academic Complaints – Stage Two (UEA Validated Programmes ONLY)

Where a programme is validated by the UEA the Academic Appeals/Academic Complaints process at Stage Two is managed by the Partnerships Office at the University of East Anglia (UEA). This procedure is to be used if a student is dissatisfied with the outcome of a Stage One Academic Appeal/Academic Complaint on any of the grounds detailed in paragraphs 2.4 and 2.6 (respectively) above.

Stage Two Academic Appeals/Academic Complaints are considered by an independent panel of senior academic staff from the University and the College. Should the student wish to appear in person, they will present their case and the Chair of the Stage One Academic Appeals/Academic Complaints Hearing will present the College's case. A substitute for the Chair of the Stage One Academic Appeals/Academic Complaints Hearing will only be allowed where that person is unexpectedly unable to attend the hearing (e.g. through illness) and it is not possible to reschedule the hearing. The Chair of the Stage Two Academic Appeals/Academic Complaints Hearing will determine whether a substitute is permitted.

Should the student opt for a 'paper based' hearing, the Stage Two Academic Appeals/Academic Complaints Panel will consider the appeal based solely on

the documentation provided.

The Stage Two Academic Appeals/Academic Complaints Panel represents and acts with the full delegated authority of the UEA Senate.

In the event of an Academic Appeal/Academic Complaint it has the power to:

- require members of staff of the College to make written submissions, attend, give evidence, and answer questions;
- review recommendations of Examiners;
- require Examiners to review academic decisions if in accordance with item 2.4 above
- require the College to undertake remedial actions in addition to a review of the academic decision by the Examiners if in accordance with item 2.4 above

The Academic Appeals/Academic Complaints Panel does not have the power to change an academic decision.

With limited exceptions (for example, where information cannot be disclosed because of the University's and College's obligations under the Data Protection Act), all written material considered by the Stage One Academic Appeals/Academic Complaints Panel Chair under this procedure will be provided to the student. No evidence submitted may be anonymous, unless circumstances deem it necessary.

Each academic appeal or academic complaint will be considered individually although, depending on circumstances, if a series of academic appeals and/or academic complaints involve the same subject matter or individual(s) they may be considered collectively (subject to any confidentiality requirements). Collective academic appeals/academic complaints will be considered in the same manner as those received by an individual student. However, where a collective academic appeal/complaint is to be heard at Stage Two (and should the right to attend the hearing in person be chosen), one appellant shall normally be nominated to attend the hearing to present the collective evidence.

The appellant has the right to withdraw a Stage Two Academic Appeal/Academic Complaint (in writing to the Partnerships Office) at any stage provided that the hearing has not actually commenced/convened.

4.5 Academic Appeals/Academic Complaints – Stage Two (HNC/HND ONLY, non UEA validated Programmes)

If a student is dissatisfied with the outcome of a Stage One Academic Appeal/Academic Complaint and the programme of study is an HNC/HND (not validated by the UEA), you may ask the Principal/Deputy Principal to reinvestigate. You must write to the Principal/Deputy Principal within 15 working days of receiving the outcome of the Stage One Academic Appeal/Academic Complaint. After a further investigation you will receive a full reply normally within 10 working days.

5. PROCEDURE FOR STAGE TWO ACADEMIC APPEALS/ACADEMIC COMPLAINTS

5.1 UEA VALIDATED PROGRAMMES

- a) The student completes a Stage Two Academic Appeals/Academic Complaints

form (AA2) within 15 working days of notification of the outcome of the Stage One Academic Appeal/Academic Complaint. This form is available online at Blackboard/HE@CCN/Regulations & Procedures/AA2 or from the Advice Shop. *Academic Appeals submitted after the deadline with good reason for the delay may still be considered.*

- b) The completed form, together with any supporting documentary evidence, should be addressed to the Academic Appeals/Academic Complaints Officer and submitted to the HE Office in a sealed envelope marked 'CONFIDENTIAL - ACADEMIC APPEAL/COMPLAINT'. Alternatively, it can be e-mailed to the HE Office at he_office@ccn.ac.uk. Should the student be unable to complete the form a relative may do this on the student's behalf.
- c) Upon receipt of the AA2 form, the Academic Appeals/Academic Complaints Officer will check whether the appeal/complaint meets at least one of the conditions as set in paragraphs 2.4 or 2.6. If the conditions are met, the appeal will go forward to the Principal/Deputy Principal for initial review or, if unavailable, to a senior academic of the College as nominated by the UEA. If the conditions (as set in paragraphs 2.4 or 2.6) are not met, the Academic Appeals/Academic Complaints Officer will write to the appellant informing them if they have a further right of appeal to an external body.
- d) If the Principal/Deputy Principal considers there to be no grounds for the Stage Two Academic Appeal/Academic Complaint, they will inform the Director of University Services (LTS), (or their nominee) at the UEA of this recommendation. If the Director of University Services (LTS) has already been consulted by the Principal/Deputy Principal, one of the UEA Learning and Teaching Directors (normally the Academic Director of Partnerships or the Academic Director for Taught Programmes) will review the recommendation.
- e) If the Director of University Services (LTS) decides that there are no grounds to proceed to a Stage Two Academic Appeal/Academic Complaint, then they will inform the Partnerships Office, the Principal/Deputy Principal and the Academic Appeals/Academic Complaints Officer. The Partnerships Office shall inform the student in writing that the Academic Appeal/Academic Complaint is rejected, that there is no further right to appeal or complain within the University or College and of their right to contact The Office of the Independent Adjudicator (OIA) within three months of the date of the completion of Stage Two.
- f) If the Principal/Deputy Principal considers there to be grounds for a Stage Two Academic Appeal/Academic Complaint, they will inform the Partnerships Office at the UEA.
- g) The Partnerships Office shall refer the Stage Two Academic Appeal/Academic Complaint back to the Chair of the College Stage One Academic Appeals/Academic Complaints Hearing with an explanation as to the grounds and providing any new information that may have subsequently come to light. The Chair of the College Stage One Academic Appeals/Academic Complaints Hearing may decide to reconsider the decision, and will proceed as in item 5.2. The Chair of the Panel must respond formally to the Partnerships Office within 10 days of receiving the academic appeal/academic complaint with a written response that includes a list of the evidence considered.

- h) If the academic appeal/academic complaint is accepted on the grounds of procedural irregularity alone, the academic appeal/academic complaint will be sent to the Stage One Academic Appeals/Academic Complaints Panel Chair who shall make the appropriate arrangements to remedy the procedural irregularity. In the case of an Academic Appeal, this may include reconvening the appropriate Assessment Board. Provided that there are no further procedural irregularities in this part of the process, there shall be no further right to appeal or complain in the University or the College.
- i) If the Chair of the Stage One Academic Appeals/Academic Complaints Panel confirms its original judgement, then the Director of University Services (LTS) will appoint an Appeals/Complaints Secretary from the University's Partnerships Office who will be the main contact point for Stage Two Academic Appeals/Academic Complaints proceedings.
- j) The Appeals/Complaints Secretary will then inform the student in writing that the matter will proceed to a Stage Two Academic Appeals/Academic Complaints Hearing.
- k) The Appeals/Complaints Secretary will convene a Stage Two Academic Appeals/Academic Complaints Panel and will appoint, where possible, members of mixed gender as follows:
- The Academic Director of Partnerships or the Academic Director of Taught Programmes who will act as Chair or a Faculty Associate Dean (Learning and Teaching) in the absence of the Academic Directors;
 - One member of UEA senior academic staff who has received appropriate training;
 - One member of College senior academic staff who has received appropriate training and has not been involved in the Stage One Academic Appeal/Academic Complaint.

No-one appointed to the Stage Two Academic Appeals/Academic Complaints Panel shall have had any involvement in the teaching, assessment or decision making related to the academic appeal or academic complaint.

Any Academic Director who reviews the academic appeal/academic complaint will not sit on the Stage Two Academic Appeals/Academic Complaints Panel.

- l) The Appeals/Complaints Secretary will notify the appellant in writing of the date of the Stage Two Academic Appeals/Academic Complaints Hearing giving 5 working days' notice. This will include the date, time, location, agenda for the hearing, copies of all written or documentary evidence to be presented, along with the Stage One Academic Appeals/Academic Complaints Hearing Chair's response to the Stage Two Academic Appeals/Academic Complaints. The Appeal/Complaint Secretary will also advise the appellant that they have the right to choose to appear (either alone or accompanied by a representative) at the hearing or to have the Academic Appeals/Academic Complaints dealt with on the basis of documentary evidence only and request confirmation of their preference. The appellant will be invited to provide details of up to three people they propose to call as witnesses for the hearing. Witnesses must have some relevance to the case and for each witness proposed, a brief supporting statement must be provided.

- m) The Appeal/Complaint Secretary will inform, in writing, details of the Stage Two Academic Appeals/Academic Complaints Hearing to the Chair of the Stage One Academic Appeals/Academic Complaints Hearing requesting them to attend and present evidence. The Stage One Academic Appeals/Academic Complaints Chair can provide the Appeals/Complaints Secretary with details of up to three people they wish to propose as witnesses for the Panel. Witnesses must have some relevance to the case and for each witness proposed, a brief supporting statement must be provided by the Stage One Academic Appeals/Academic Complaints Hearing Chair.
- n) Exceptionally the Chair of the Stage Two Academic Appeals/Academic Complaints Hearing may agree to additional witnesses. The Stage Two Academic Appeals/Academic Complaints Panel may also request additional witnesses. Witnesses attend as neutral witnesses to provide information to the Academic Appeals/Academic Complaints Panel to help it reach a decision; witnesses do not represent the appellant or Stage One Academic Appeals/Academic Complaints Chair. If any proposed witness is not a member of UEA or CCN staff, the proposer must first seek the person's permission before making the nomination.
- o) If the appellant opts for a 'paper', rather than an 'oral' hearing, written statements will be submitted by all parties, including witnesses, and the Academic Appeals/Academic Complaints Panel (and Appeals/Complaints Secretary) will meet to consider these and then arrive at a decision.
- p) Should the appellant opt for an 'oral' hearing but fails to attend, the Academic Appeals/Academic Complaints Panel may decide to continue (providing it is satisfied that the student has been properly informed about the arrangements) or to adjourn.
- q) Where the appellant is present at an 'oral' hearing, they (or their representative) will be invited to make their opening statement.
- r) The Stage One Academic Appeals/Academic Complaints Panel Chair will then be invited to make their opening statement.
- s) Both parties may then question each other through the Chair of the Stage Two Academic Appeals/Academic Complaints Hearing.
- t) Both parties may then be questioned by members of the Stage Two Academic Appeal/Academic Complaint Panel.
- u) Upon completion of questioning, witnesses will be called one at a time and be questioned first by the person who nominated them, then the other party and finally by members of the Academic Appeals/Academic Complaints Panel.
- v) The Stage One Academic Appeals/Academic Complaints Panel Chair will then be invited to make their closing statement (and may leave the hearing for a few minutes to prepare this).
- w) The appellant (or their representative) will then be invited to make their closing statement (and may leave the hearing for a few minutes to prepare

this).

- x) The hearing will then close and all parties (except the Academic Appeals/Academic Complaints Panel and the Appeals/Complaints Secretary) will leave the room to allow the Academic Appeals/Academic Complaints Panel to reach a decision. The rule of the Stage Two Academic Appeals/Academic Complaints Chair on any point of procedure shall be final. The Chair of the Stage Two Academic Appeals/Academic Complaints Hearing may adjourn if it becomes clear during the hearing that the deliberations of the Stage Two Academic Appeals/Academic Complaints Panel would benefit from an adjournment.
- y) If the Stage Two Academic Appeals/Academic Complaints Panel decide that, based on evidence presented at the hearing, corrective action is not warranted, the Appeals/Complaints Secretary will write to the student and the Stage One Academic Appeals/Academic Complaints Hearing Chair to inform them that the academic appeal or academic complaint has been rejected. The letter will give a full and clear explanation of the decision.
- z) If the Stage Two Academic Appeals/Academic Complaints Panel decide that corrective action is required the Appeals/Complaints Secretary will write to the student giving details, the likely timescales for further action (e.g. where Examiners are being required to review their academic decision) and for notification of the final outcome. A full and clear explanation of the decision will be provided.
- aa) If the Stage Two Academic Appeals/Academic Complaints Panel decide that corrective action is required, the Appeals/Complaints Secretary will write to the Stage One Academic Appeals/Academic Complaints Hearing Chair to instruct him/her on the action to be taken, giving a full and clear explanation of the decision. In particular, in the event of an academic appeal it may: -
 - In the case of a result for a taught degree programme, instruct the relevant Assessment Board to reconvene in order to review its decision. The Chair of the Stage Two Academic Appeals/Academic Complaints Hearing will present their decision (in person whenever possible) to the Assessment Board.
 - In the case of an appeal against a verdict of plagiarism and/or collusion, set aside the verdict and instruct the relevant Assessment Board to reinstate the result(s) prior to the application of any penalty and to review its academic decision.
Grounds for Appeal on Plagiarism:
 - An appeal against the decision that Cheating or Plagiarism is proven can be lodged on grounds of **maladministration only**;
There is no right of appeal against the academic judgement of the ASOs or the ADP (i.e disputing the decision that on the balance of probabilities plagiarism has been proven);
 - An appeal against the penalty imposed for Cheating or Plagiarism may be lodged on the grounds that it;
 - a) Is disproportionate (i.e excessive in the context of the offence and the student's academic record);
 - b) Is inappropriate;
 - c) Fails to take account of mitigating circumstances made known to the ASOs or the ADP at the time of the investigation or the Hearing.

- There are no grounds for appeal on the basis of the following:
 - d) New evidence not disclosed at the hearing, for whatever reason (unless the evidence relates to the proper implementation of the procedure);
 - e) Disputing the judgement of the ASOs or the Panel;
 - f) Disputing the academic competence of the ASOs or the Panel members.

- bb) If the review of the academic decision by the Assessment Board leads to a change in decision, the Stage One Academic Appeals/Academic Complaints Hearing Chair will formally notify the Chair of the Stage Two Academic Appeals/Academic Complaints Panel and Appeal/Complaint Secretary of the corrective measures taken in relation to the academic decision along with a full and clear explanation of the final outcome. The minutes of the meeting and any correspondence relating to the reconsideration of the Assessment Board's decision should be included with this response.

- cc) Following the corrective measures taken by the Assessment Board, the Appeal/Complaint Secretary will notify the student of the final outcome and include a full and clear explanation of the decision.

- dd) If the Assessment Board has not changed its academic decision as a result of its consideration of the appeal, the Chair of the Stage Two Academic Appeals/Academic Complaints Hearing and the Director of University Services (LTS) will consider the Assessment Board's response and determine whether or not the matter should be referred to the UEA Senate for further consideration. The Appeal/Complaint Secretary will notify the student of the position and thereafter notify the student of the final outcome, giving a full and clear explanation of the decision.

5.2 NON UEA VALIDATED PROGRAMMES (HNC/HND ONLY)

- a) The student completes a Stage Two Academic Appeals/Academic Complaints form (AA2) within 15 working days of notification of the outcome of the Stage One Academic Appeal/Academic Complaint. This form is available online at Blackboard/HE@CCN/Regulations & Procedures/AA2 or from the Advice Shop. *Academic Appeals submitted after the deadline with good reason for the delay may still be considered.*

- b) The completed form, together with any supporting documentary evidence, should be addressed to the Academic Appeals/Academic Complaints Officer and submitted to the HE Office in a sealed envelope marked 'CONFIDENTIAL - ACADEMIC APPEAL/COMPLAINT'. Alternatively, it can be e-mailed to the HE Office at he_office@ccn.ac.uk. Should the student be unable to complete the form a relative may do this on the student's behalf.

- c) Upon receipt of the AA2 form, the Academic Appeals/Academic Complaints Officer will check whether the appeal/complaint meets at least one of the conditions as set in paragraphs 2.4 or 2.6. If the conditions are met, the appeal will go forward to the Principal/Deputy Principal for reinvestigation. If the conditions as set in paragraphs 2.4 or 2.6 are not met, the Academic Appeals/Academic Complaints Officer will write to the appellant informing them if they have a further right of appeal to an external body.

5.3 Timescales for Stage Two Academic Appeals/Academic Complaints (UEA Validated Programmes ONLY)

The relevant Stage Two form must be submitted no later than 15 working days of being notified of the outcome of either the Stage One Academic Appeal/Academic Complaint or the Academic Disciplinary Panel (cheating & plagiarism).

Appeals and complaints submitted after this deadline with good reason for the delay may still be considered. The Student should contact the Academic Appeals/Academic Complaints Officer if they are unable to meet this deadline.

The Academic Appeals/Academic Complaints Officer will acknowledge receipt of the Stage Two form and will forward the Stage Two form to the Partnerships Office, Principal/Deputy Principal within 5 working days of its receipt.

If it is determined that the Stage One Academic Appeals/Academic Complaints Panel should be reconvened, the Principal/Deputy Principal shall notify the original Stage One Academic Appeals/Academic Complaints Secretary.

The Principal/Deputy Principal will inform the Partnerships Office if a Stage One Panel is to be reconvened or make a recommendation in relation to the Stage Two Academic Appeal/Academic Complaint within 5 working days of its receipt of the Stage Two form from the Academic Appeals/Academic Complaints Officer (10 working days from original receipt of Stage Two form).

The Partnerships Office will determine if there is grounds for a Stage Two Academic Appeal/Academic Complaint and will notify the student within 10 working days from receipt of the recommendation from the Principal.

The Partnerships Office will inform the student of the date of the Stage Two Academic Appeals/Academic Complaints Hearing and distribute papers at least 5 working days' prior to the hearing.

If the outcome of the Stage Two Academic Appeal/Academic Complaint is that it is not upheld, the Secretary to the hearing will advise the student and the Stage One Academic Appeals/Academic Complaints Hearing Chair of the outcome in writing within 5 working days of the Stage Two Academic Appeals/Academic Complaints Hearing.

If a Stage Two Academic Appeals Panel refers an academic appeal to a reconvened Assessment Board, the Assessment Board should meet within 30 working days of the Stage Two Academic Appeal Hearing.

Notification of the decision of any reconvened Assessment Board shall be sent in writing to the Appeals/Complaints Secretary within 5 working days of the reconvened Board.

The Appeals/Complaints Secretary will notify the student of the decision of the reconvened Assessment Board within 10 working days of the meeting of the Board.

In normal circumstances, the student shall be advised of the outcome of their Stage Two Academic Appeal/Academic Complaint within 5 working days of the date of the Stage Two Hearing. Where the complexity of the case prevents this the student shall be notified of the delay.

6. FURTHER RIGHT TO APPEAL OR COMPLAIN

6.1 UEA Validated Programmes

Following completion of the Stage Two Academic Appeals/Academic Complaints procedure there is no further right to appeal or complain within the University or the College.

Students who are dissatisfied with the outcome of the Stage Two Academic Appeals/Academic Complaints, or whose Academic Appeals/Academic Complaints was rejected without a hearing, may complain to the Office of the Independent Adjudicator for Higher Education (OIA). Details will be provided in the letter advising the student of the Stage Two appeal outcome.

6.2 Non UEA Validated Programmes (HNC/HND Only)

Following completion of the Stage Two Academic Appeals/Academic Complaints procedure there is no further right to appeal or complain within the College. If you are not satisfied with the response from the Principal/Deputy Principal then, depending upon the nature of your appeal/complaint you may have a further right of appeal to an external body. If this is applicable the Academic Appeals/Academic Complaints Officer will inform the appellant accordingly.

7. APPELLANT'S EXPENSES

At a Stage Two Academic Appeals/Academic Complaint Hearing the College will meet reasonable and proportionate incidental expenses necessarily incurred by students. No claims for expenses will be paid for appeals at any earlier stage. The claims process will be managed by the Academic Appeals/Academic Complaints Officer.

8. ACADEMIC APPEALS/ACADEMIC COMPLAINTS LOG

Academic appeals and academic complaints will be logged separately on the relevant log held by the Academic Appeals/Academic Complaints Officer.

9. ACADEMIC APPEALS/ACADEMIC COMPLAINTS OFFICER'S ANNUAL REPORT

The Academic Appeals/Academic Complaints Officer will submit an annual report on all academic appeals and academic complaints received and the outcomes to the first scheduled HELTC and JBOS of the following academic year.

10. APPENDICES

10.1 Appendix 1 – Stage One Academic Appeals/Academic Complaints Panel Membership

People who may be invited to serve on a Stage One Academic Appeal/Academic Complaint Panel:

- Programme Manager within the School of Higher Education;
- Course Leader within the School of Higher Education.

Stage One Academic Appeals/Academic Complaints Panel members must not be from the same programme area as the student or have in any way contributed to the assessment decision which is the subject of the academic appeals/academic complaint.

Membership of the Stage One Academic Appeals/Academic Complaints Panel will comprise of three people - a Chair (Programme Manager), a Programme Manager and a Course Leader (not from the same discipline as the student), all from within the School of Higher Education.

Panel membership must be approved in writing by the Chair of AMB before any of the work of the Panel can commence.

The Secretary shall normally be the Academic Appeals/Academic Complaints Officer or, if unavailable, a suitably qualified and experienced member of administration staff.

9.2 Appendix 2 – Glossary of Terms

For the purposes of the Academic Appeals/Academic Complaints Procedure the following definitions shall apply:

Academic Appeal

a process by which a student formally raises concerns about their assessment results and the outcomes of the Boards and Panels which make decisions on progression, awards and classifications.

Academic Result or Result

- a) the award of a Mark for work submitted for assessment (for example, essay, report, dissertation, project);
- b) the award of a Mark for a written, oral, practical or other examination;
- c) the determination of the result of an oral or practical examination;
- d) the determination of the result of a placement or work based learning project;
- e) the requirement that a student's performance be reassessed;
- f) the progress of a student to a subsequent semester or year of study, including a decision to require transfer to a different degree course where permitted by the Regulations or to withdraw from the programme;
- g) the decision not to award the higher degree for which a student was registered;
- h) to allow a reassessment and/or the submission of a revised dissertation; or
- i) not to allow a reassessment and/or resubmission but to award a lower qualification (where permitted by the Regulations); or
- j) not to allow a reassessment and/or resubmission nor to award a lower qualification (where permitted by the Regulations);
- k) determining of the result of a student's Final Assessment, including the degree classification and the award of a distinction or other special recognition where permitted by the Regulations

Result

The mark or grade allocated by one or more Teacher and/or Examiner to a student's performance in any part of the assessment process for a degree or qualification and which remains provisional until confirmed and awarded by the appropriate Examiners.

Academic Management Board (AMB)

AMB is the senior academic authority within City College Norwich and is chaired by the Deputy Principal.

Academic Appeals/Academic Complaints Officer

A member of the HE Office who is appointed to be responsible for the administration of all academic complaint and academic appeal processes.

Assessment

Work that is required to be submitted for assessment including essays, class presentations, practical laboratory work, course tests/exams, projects, portfolios, reports and dissertations.

Chair of Assessment Board

The duly appointed Chair of any formally constituted board, panel or committee which decides/confirms students' results and progression.

HE Office

Responsible for administration and administrative oversight of all matters concerning HE quality management, regulations and procedures.

Notification of Result

The transmission to a student of an Academic Result by one of the following means:

- a) Publication on the electronic Individual Learning Profile (e-ILP)
- b) Dispatch by post to a student's address as recorded on their EBS student record

Placement

Such period(s) of assessed practical experience in real or simulated work settings (which may be internal or external to the College) as may be required or permitted as part of programmes of study and/or practice, and including industrial, clinical and other professional placements.

Plagiarism and/or Collusion

As defined in the College Cheating and Plagiarism Procedure

Provisional Mark

A Mark issued to a student prior to its review and possible amendment by the appropriate Examiners. The Provisional Mark may have been allocated as a result of single - or double - marking.

Teacher

A member of staff of the College or such other person from the College or elsewhere (e.g. a professional practitioner) who has been duly authorised to teach and/or assess all or parts of a programme or programmes of study and/or practice.

Working Days

The weekdays Monday to Friday, excluding:

- a. Those weekdays when the College or University are officially closed (e.g. Bank Holidays).

UEA PARTNER INSTITUTION ACADEMIC APPEALS/ ACADEMIC COMPLAINTS PROCEDURE

PURPOSE

- 1.1 The Academic Appeals Procedure is intended to allow students on UEA validated and endorsed programmes at partner institutions (Easton&Otley College, Institute of Health and Social Care Studies in Guernsey, INTO UEA, London Academy of Diplomacy and Mountview Academy of Theatre Arts), undertaking taught programmes to formally raise concerns about their academic results or circumstances relating to them. The Academic Complaints Procedure is intended to allow students at partner institutions undertaking taught programmes to raise concerns not relating to academic results. We take such concerns seriously and the Procedure is designed to enable their effective consideration and the enacting of timely remedies as appropriate. If a more appropriate route exists to consider the substantive concern, the student will be advised to engage with the relevant alternative procedure.
- 1.2 Students studying at City College Norwich should consult the HE Academic Appeals/Academic Complaints Procedure which is available at:

[INSERT LINK ONCE FINALISED]
- 1.3 Non-academic complaints are considered under separate procedures and are available from the relevant partner institution.
- 1.4 The Academic Appeals and Complaints Procedure is informed by the following core principles: Natural Justice, Ease of Use, Realistic Time Frames, Transparency, Consistency, The Treatment of Students as Adults and Recognition of Professional Body Requirements.
- 1.5 The Academic Appeals and Complaints Procedure comprises three parts:
 - an informal stage at the relevant partner institution;
 - a formal Stage One managed by the relevant partner institution, in which the Appeal/Complaint Reviewer (please see Appendix A for relevant person for each partner institution) considers the Appeal or Complaint;
 - a formal Stage Two managed by UEA, which a Student may follow if dissatisfied with the outcome of the Stage One Appeal or Complaint, and if the submission meets the required conditions for further consideration
- 1.6 If accepted, Stage Two Appeals and Complaints are considered by an independent panel of senior academic staff from UEA and the relevant partner institution, with the student presenting the Appeal or Complaint (with someone to accompany or represent them if they wish) and the Appeal/Complaint Reviewer or a suitable substitute presenting the case for the partner institution. For Stage Two the Academic Appeals and Complaints Panel represents and acts with the full delegated authority of UEA Senate.
- 1.7 Terms used in the Academic Appeals and Complaints Procedure are set out in Appendix B.

2. COMMITMENTS

- 2.1 Students who submit a case under this procedure will not be unfavourably treated for having done so. Any student who believes that s/he has been less favourably treated as a result of submitting a case should contact the Head of Partnerships at the University immediately. It is expected that students will not engage in frivolous or malicious Appeals and Complaints. It should be noted that if an appeal or complaint is found to have been brought with mischievous or malicious intent this may prove grounds for disciplinary action against the appellant/complainant.
- 2.2 The relevant partner institution and the University will apply the Academic Appeals and Complaints Procedure in accordance with their Equal Opportunity and Equality Policies. In particular, reasonable adjustments will be made for those with disabilities, specific learning difficulties or long-term medical conditions.
- 2.3 All parties to the Appeal/ Complaint and individuals who have been involved in any related investigation and/or the management and/or administration of the Appeal/ Complaint will observe the requirements for confidentiality. Whilst confidential information may need to be disclosed in order to consider the Appeal/Complaint, this will only be to those staff involved in the consideration of the Appeal. In addition, confidential information may be disclosed to governmental, police or regulatory authorities as required by law.
- 2.4 All personal information will be processed by the relevant partner institution in accordance with its data protection policy and by and the University in accordance with the UK Data Protection Act 1998.
- 2.5 Training will be offered to all staff involved in coordinating and in conducting Academic Appeals and Complaints.

3. FIRST STEPS TO TRY TO RESOLVE CONCERNS

- 3.1 Students are encouraged to try to resolve the matter they are concerned about informally before beginning the formal Procedure. A number of avenues exist through which further information or explanation can be provided which might satisfactorily answer their concerns. An informal approach could be made to their personal tutor. Informal explorations of possible ways in which a matter may be resolved will not prejudice the consideration of a later formal submission.
- 3.2 In the first instance students should contact the Appeal Administrator at the relevant partner institution who will advise them on where to access further support and guidance and whether support can be provided by the Union of UEA Students.
- 3.3 Marks allocated to work which has not been independently double-marked can be challenged by students either informally (via re-marking) or as part of an Appeal. Work which has been double-marked cannot be challenged or the subject of an Appeal. If a Student is concerned about an academic result for a piece of assessed work that has been marked by a single teacher but has not been confirmed by a Board of Examiners, the Student can apply via the Appeal/Complaint Administrator for the work to be remarked independently by a further tutor (who will not know the original mark). Both the original and second marks will then be considered by the Appeal/Complaint Reviewer who may adjust the original mark up or down. The outcome should normally be available within a further 10 working days.

- 3.4 The student should make every attempt to submit his/her case concerning a provisional academic result before the Board of Examiners meets. This is in the student's best interests as an early decision can then be made.
- 3.5 Where a student submits evidence of extenuating circumstances that were unknown to the Board of Examiners at the time it reached an academic decision and the Appeal/Complaint Reviewer accepts these as demonstrating that the student's academic performance had been affected, the matter may either be referred matter back to the Board of Examiners without requiring the student to submit a formal Academic Appeal or may seek an appropriate concession (via the Partnerships Office) from the Academic Director of Taught Programmes at UEA to address the student's circumstances.
- 3.6 Should these steps not resolve the matter to the student's satisfaction, the student may make a formal case for an academic appeal under Stage One of the Procedure. The appeal will be dealt with by the Appeal/Complaint Administrator. If the concern remains unresolved after this, the student may take the process to Stage Two, which is described later.

4. THE NATURE OF THE APPEAL/COMPLAINT

- 4.1 Students may appeal any of the following:
- i) A degree result
 - ii) Marks (that have not been independently double marked)
 - iii) Required withdrawal from a course
 - iv) A verdict of plagiarism and/or collusion
 - v) A penalty applied in respect of plagiarism and/or collusion
 - vi) A refusal to permit the late submission of work for assessment or to approve a delayed first sit
- 4.2 Only those decisions/ judgements/ outcomes detailed at 4.1 above can be cited as the object of an academic appeal and any appeal based on grounds not covered by 4.1 above shall be rejected without consideration.
- 4.3 Academic complaints may address any aspect of a student's academic experience about which s/he is dissatisfied with the exception of those grounds detailed at 4.1 above.

STAGE ONE ACADEMIC APPEALS AND COMPLAINTS

5. HOW A STUDENT SUBMITS A STAGE ONE ACADEMIC APPEAL OR COMPLAINT

- 5.1 A student must submit a completed Stage One Academic Appeal or Complaint Form (and any supporting evidence) to the relevant office as listed at the end of the Stage One Appeal and Complaints form. Forms are available on the UEA Partnerships Office website or directly from your partner institution (please see Appendix A for relevant person/office for each partner institution):

[INSERT LINK ONCE FINALISED]

- 5.2 All evidence submitted by the Student will be provided to the Appeal/Complaint Reviewer under section 6.1 of the Procedure. Normally evidence submitted

cannot be anonymous. A Stage One appeal or complaint will normally be considered by the Appeal/Complaint Reviewer.

- 5.3 The Appeal/Complaint Reviewer may suspend the Stage One Academic Appeal or Complaint where appropriate, pending clarification by a student that s/he has tried to resolve the matter s/he is concerned about informally before beginning the formal Procedure.
- 5.4 A student who has been found guilty of plagiarism or collusion and wishes to appeal against the subsequent penalty, may submit a Stage One Academic Appeal. A Stage Two Academic Appeal should be submitted if a student wishes to appeal against the decision that s/he has plagiarised and/or colluded.
- 5.5 A student may decide to withdraw an appeal or complaint, providing the Appeal/Complaint Reviewer is advised in writing before a mark has been submitted to the Chair of the Board of Examiners for reconsideration, or any of the actions recommended following an Appeal that has been supported, has commenced (see 8.1 of the Procedure).
- 5.6 Collective academic appeals and academic complaints will be considered in the same manner as those received by an individual student.

RESPONSE TO THE APPEAL OR COMPLAINT

- 6.1 The Appeal/Complaint Reviewer is responsible for responding to an Appeal or Complaint. If the Appeal/Complaint Reviewer is part of the subject of the Appeal or Complaint, was a member of the Board of Examiners whose decision is being challenged, or is otherwise in a conflict of interest, a suitable substitution will be made by the relevant partner institution. (The person substituting for the Appeal/Complaint Reviewer shall not be the person(s) who may have conducted investigations and/or inquiries on the Appeal/Complaint Reviewer). Notwithstanding this provision, for ease of reference the person responsible for responding to the Appeal or Complaint will be called the Appeal/Complaint Reviewer hereafter in this Procedure.
- 6.2 The Appeal/Complaint Reviewer may delegate investigation of an Academic Appeal or Complaint to one or more members of staff who do not have a conflict of interest with respect to the Appeal/Complaint. In such cases the Appeal/Complaint Reviewer will retain responsibility for the decision reached at Stage One and will act in accordance with subsequent sections of the Appeals and Complaints Procedure where required. The Appeal/Complaint Reviewer must inform the Partnerships Office at the University when a Stage One Appeal or Complaint has been submitted by a student.
- 6.3 The Appeal Administrator will provide the Appeal/Complaint Reviewer with the Appeal or Complaint documentation submitted by the student under Stage One and will assist the Appeal/Complaint Reviewer with the following investigation. The Appeal/Complaint Reviewer having completed the investigation will decide whether the academic decision of the Examiners should be reviewed, whether any other remedial action should be taken (such as seeking a concession against the regulations), or whether the Appeal or Complaint should be rejected. The decision of the Appeal/Complaint Reviewer and the reasons(s) for it will be communicated to the student in writing and a copy shall be sent to the Partnerships Office at the University.

6.4 With limited exceptions (for example, where information cannot be disclosed because of the relevant partner institution's Data Protection policy), all written material considered by the Appeal/Complaint Reviewer under this procedure will be accessible to the student as accompanying evidence to the decision of the Appeal/Complaint Reviewer. In the first instance, the evidence will take the form of a list of the documents considered, included with the Appeal/Complaint Reviewer response to the student. The following documents would normally be considered as evidence:

- Stage One Appeal or Complaint form and accompanying evidence
- The student's academic record
- Minutes of the relevant Board of Examiners with appropriate redactions
- Statements from other appropriate parties
- Documentary medical evidence submitted by the student.

The student may request in writing to the Appeal/Complaint Reviewer a copy of the evidence considered.

6.5 Each Appeal or Complaint will normally be considered individually, (though depending on circumstances, where a series of Appeals and Complaints involve the same subject matter or individual(s), the relevant partner institution may consider such Appeals and Complaints collectively, subject to any confidentiality requirements) in the same manner as those received by an individual student.

6.6 It may not always be desirable for the original Board of Examiners to review a decision it previously made following a Stage One or Stage Two Academic Appeal (paragraphs 8.2, 8.3, 12.2. and 12.4 of the Procedure refer). Individuals who are involved in the Academic Appeal (e.g. named in the appellant's papers; witnesses to a hearing) may have a conflict of interest between their role in the Appeal and their role as an examiner. Where the Appeal/Complaint Reviewer or Academic Appeals Panel conclude that the original examiners should not be asked to review a decision the normal process for approval of changes to membership of a Board of Examiners should be followed. Such changes require the approval of the UEA Academic Director of Partnerships.

7. TIMESCALES FOR STAGE ONE APPEALS AND COMPLAINTS

7.1 The student must submit the completed Academic Appeal and any supporting documents to the Appeal/Complaint Administrator within 10 working days of the notification of the result (See Appendix B for definitions).

7.2 The student must submit the completed Academic Complaint form and any supporting documents to the Appeal Administrator within six months following the end of a student's registration (end of study).

7.3 Appeals and Complaints submitted after these deadlines with good reason for the delay may still be considered. The student should contact the Appeal/Complaint Administrator if s/he is unable to meet this deadline. The decision by the Director of University Services (LTS) (or nominee) as to whether a late submission should be accepted shall be final and not subject to appeal.

7.2 The Appeal/Complaint Reviewer must advise the student of the outcome of the investigation into the Stage One Appeal/Complaint in writing within 10 working days of receipt of the Academic Appeal and Complaint Form, or advise the student

within that time if more time is needed either for investigation or for a review of the academic decision by the Examiners.

- 7.3 The Appeal/Complaint Reviewer must advise the student of the decision of a reconvened Board of Examiners in writing within 20 working days of the date of the letter in 7.2 above.

8. ACTIONS AND OUTCOMES

- 8.1 Stage One appeals will be upheld where any of the following are found:

- i) Correct procedure was not followed which undermined the validity of the academic result.
- ii) Prejudice and/or bias affected the academic result.
- iii) The student's performance was adversely affected by extenuating circumstances not previously submitted (ONLY where late submission of extenuating circumstances has been approved).
- iv) Significant changes were made to a course without being properly communicated and/or were not properly taken into account.
- v) The teaching, supervision or research training provided was insufficient.
- vi) Extenuating circumstances were not fully and properly considered.
- vii) Natural Justice dictates that the appeal be upheld.
- viii) The learning support provided was unsatisfactory or inappropriate.

- 8.2 Stage One complaints will be upheld where any of the following are found:

- i) Correct procedures were not followed.
- ii) The student experienced prejudice and/or bias.
- iii) Significant changes were made to a course without being properly communicated and/or were not properly taken into account.
- iv) The teaching, supervision or research training provided was insufficient.
- v) Natural Justice dictates that the complaint be upheld.
- vi) The learning support provided was unsatisfactory or inappropriate.

- 8.3 The possible remedies to an upheld complaint will, by the nature of complaints, be too individual to summarise here. They shall be determined by the Appeal/Complaint Reviewer, will not involve any adjustment to academic outcomes (since academic outcomes must be addressed through the Appeals route) and where a concession would be needed to allow the proposed remedy to apply, Appeal/Complaint Reviewer should seek advice from the UEA Academic Director of Taught Programmes (through the Partnerships Office).

- 8.4 The Appeal/Complaint Reviewer shall have the power to institute the following actions in respect of upheld Appeals. The precise remedy determined shall depend on the details of the case:

- i) Reconvene a Board of Examiners to reconsider the academic decision/outcome
- ii) Recommend to Senate that it instructs the original Examination Board to award a specified classification.
- iii) Require the correction of procedural irregularity.
- iv) Set aside a penalty applied in relation to work alleged to have been plagiarised or in respect of which there is alleged collusion.
- v) Require a Plagiarism Officer, not previously involved in the case, to investigate the case and determine the level of any plagiarism and/ or collusion.
- vi) Grant retrospective approval of extension for late submitted work.

- vii) Recommend a concessional remedy to be approved by the UEA Academic Director of Taught Programmes (through the Partnerships Office).
- 8.5 Where the outcome of an appeal requires the establishment of a reconvened Exam Board, the reconvened Board should have different internal members from the original Board. The student will receive a letter giving the likely timescale for further action and for notification of the outcome.
- 8.6 If the Appeal/Complaint Reviewer refers an appeal to a Board of Examiners, the Appeal Complaint/Reviewer will present the case to the Board (in person whenever possible). The Board of Examiners shall determine whether and to what extent the circumstances reported to it had an impact upon a student's academic performance. The minutes of the meeting and any correspondence relating to the reconsideration of the Board's decision should be included with the Board's formal response to the Appeal/Complaint Reviewer and the person dealing with the Appeal. The Board should reconvene as soon as practical and the Secretary to the reconvened Board shall advise the student and the Appeal/Complaint Reviewer of the outcome.
- 8.7 If after receiving and investigating an Appeal or Complaint, the Appeal/Complaint Reviewer concludes that no further action is merited the student will receive a letter giving a full and clear explanation of the decision in accordance with the timescale set out in 7.2 above.
- 8.8 A student who is not satisfied with the outcome of the Stage One Appeal or Complaint (whether or not it was referred to the Exam Board) may decide to move to Stage Two of the Academic Appeals and Complaints Procedure as described below under Section 9.

STAGE TWO ACADEMIC APPEALS AND COMPLAINTS

9. HOW A STUDENT SUBMITS A STAGE TWO ACADEMIC APPEAL OR COMPLAINT

- 9.1 A Stage Two Appeal or Complaint can only be considered where the student claims that there was a procedural irregularity at Stage One. It is fundamental to the proper operation of the academic appeals and complaints procedure that panels consider all evidence fully and properly. Where a student believes that evidence was not fully and properly considered at Stage One this shall be regarded as a claimed procedural irregularity and any Stage Two Appeal or Complaint submitted on this basis shall be duly considered. The decision as to whether to consider a Stage Two Academic Appeal or Complaint will be made in the context of the principles set out at 1.4 above, with particular reference to the institution's commitment to apply Natural Justice.
- 9.2 A student who has been found guilty of plagiarism and/or collusion may appeal against the decision by submitting a Stage Two Academic Appeal.
- 9.3 A student must submit a completed Stage Two Academic Appeal and Complaints Form (and any supporting evidence) to the Head of Partnerships at UEA. Forms are available from the relevant office at the partner institution (as set out in Appendix A) or on the UEA Partnerships Office website:

[INSERT LINK ONCE FINALISED]

All evidence submitted by the student will be provided to the Appeal/Complaint Reviewer under section 10.3 of the Procedure. Normally evidence submitted cannot be anonymous.

- 9.4 Collective academic appeals and academic complaints will be considered in the same manner as those received by an individual student. However, where a collective academic appeal/academic complaint is to be heard at Stage Two (and should the right to attend the hearing in person be chosen), one appellant shall normally be nominated to attend the hearing to present the collective evidence.
- 9.5 A student may decide to withdraw an Appeal or Complaint, providing the Head of Partnerships is advised in writing before the date of any hearing.

10. RESPONSE TO THE APPEAL

- 10.1 The Head of Partnerships will check whether the Appeal or Complaint meets at least one of the conditions in 9.1 and decide whether or not there are grounds for the Appeal or Complaint to be accepted. The student will be informed within 10 working days of receipt. If the Appeal or Complaint is accepted solely on the grounds that there is evidence that there was procedural irregularity in the conduct of the Stage One Appeal or Complaint the Head of Partnerships will refer the appeal back to the Stage One process.
- 10.2 An Appeal or Complaint which the Head of Partnerships does not believe meets any of the conditions and should therefore be rejected will be referred to one of the Academic Directors (normally the Academic Director of Partnerships or Academic Director of Taught Programmes). The Academic Director will review the decision and the Student will be informed of the outcome within 15 working days of receipt (by the Head of Partnerships). If the Appeal or Complaint is rejected, this decision is final and there is no further right to appeal to the University. Regulation 14.2 below refers to how a Complaint can be pursued beyond the University. The Academic Director who reviews the appeal will not sit on the Hearing Panel should the Appeal/ Complaint proceed to a hearing.
- 10.3 If the Appeal or Complaint is accepted on the grounds of procedural irregularity alone, the Appeal/Complaint will be sent to the Appeal/Complaint Reviewer who shall make the appropriate arrangements to remedy the procedural irregularity in the Stage One process as instructed by the Head of Partnerships. This may include reconvening the appropriate Board of Examiners. Provided that there are no further procedural irregularities in this part of the process, there shall be no further right to appeal to the University. Regulation 14.2 below refers to how an Appeal or Complaint can be pursued beyond the University.

If the Appeal /Complaint is accepted and, in the judgement of the Head of Partnerships in consultation with the Academic Director of Taught Programmes, there is a concessionary remedy available that falls within the powers of the Academic Director of Taught Programmes to address the matter(s) complained of, referral to the Appeal/Complaint Reviewer or a Stage Two Appeal and Complaints Panel shall not be required. Provided that there are no further matters of complaint in this part of the process, there shall be no further right to appeal to the University. Regulation 14.2 below refers to how an Appeal/Complaint can be pursued beyond the University.

Where the Head of Partnerships is satisfied that there is evidence of procedural irregularity at Stage One and/or covers matters in respect of which a concessionary

remedy is inappropriate or unavailable, the Head of Partnerships will appoint an Appeal Secretary from the University's Partnerships Office who will be the main contact point for Stage Two proceedings. The Appeal/ Complaint Secretary will send a copy of the Appeal and Complaints form and supporting evidence submitted by the Student to the Appeal/Complaint Reviewer. If a substitute for the Appeal/Complaint Reviewer responded to the Appeal/Complaint under Stage One (see section 6.1), the substitute will continue to deal with the Appeal/ Complaint. Notwithstanding this provision, for ease of reference, the person responsible for responding to the Appeal/Complaint will be called the Appeal/Complaint Reviewer hereafter in this Procedure.

- 10.4 On receiving a Stage Two Appeal or Complaint, the Appeal/Complaint Reviewer may decide to reconsider the Stage One decision (if for instance new information has been provided), and will proceed as in Section 8 of the Procedure. In such a case, the Student retains the right to submit a Stage Two Appeal or Complaint should s/he be dissatisfied with the outcome.
- 10.5 If the Appeal/Complaint Reviewer does not change the Stage One decision, the Appeal/Complaint Reviewer must provide the Secretary to the Appeals and Complaints Panel (hereinafter referred to as the Panel) with a written response to the Student's Stage Two appeal or complaint, including a list of the evidence considered and details of a maximum of three people they wish to propose as witnesses for the Panel. Witnesses must have some relevance to the case and for each witness proposed, a brief supporting statement must be provided by the Appeal/Complaint Reviewer. The decision of the Chair of the Panel regarding the witnesses to be called to the hearing shall be final.
- 10.6 The Secretary will provide the Student with a copy of the Appeal/Complaint Reviewer's written response to the Stage Two Appeal or Complaint and invite the Student to confirm that s/he would like to proceed with the Appeal or Complaint and if wished, to provide details of a maximum of three people the Student proposes to call as witnesses for the Panel. Witnesses must have some relevance to the case and for each witness proposed, a brief supporting statement must be provided by the Student.
- 10.7 Exceptionally the Chair of the Panel may agree to additional witnesses. The Panel may also request additional witnesses. Witnesses attend as neutral witnesses for the Panel to provide information to the Panel to help it reach a decision; witnesses do not represent the Student or the Appeal/Complaint Reviewer. If any proposed witness is not a member of the partner institution or UEA staff, the proposer must first seek the person's permission before making the nomination.
- 10.8 With limited exceptions (for example, where information cannot be disclosed because of the University's obligations under the Data Protection Act), all written material considered by the Appeal/Complaint Reviewer under this procedure, any additional material gathered by the Head of Partnerships to inform his/her decision and all the material available to the Panel will be provided to the student, edited where appropriate. Normally evidence submitted cannot be anonymous.
- 10.9 Each Appeal/ Complaint will normally be considered individually, (though depending on circumstances, where a series of Appeals and Complaints involve the same subject matter or individual(s), the University may consider such Appeals and Complaints collectively, subject to any confidentiality requirements).

11. THE HEARING

- 11.1 When the student receives the written response to her/his Appeal or Complaint s/he will be asked which type of hearing is preferred. The hearing may be oral or paper-based. Generally, the Student will be encouraged to have an 'oral' hearing (the student can choose whether to be present or not) because s/he and/or the other parties will be able to communicate directly with the Panel.
- 11.2 The student may nominate someone either to accompany or to represent them in the oral hearing. This person will not be permitted to speak during the hearing unless nominated to represent the student.
- 11.3 With the agreement of the Panel, a student may opt for a 'paper', rather than an 'oral' hearing. For a paper hearing, written statements will be submitted by all parties, including witnesses and the Panel (and Secretary) will meet to consider these and then arrive at a decision.
- 11.4 If the student is expected at an 'oral' hearing but fails to attend, the Panel may decide whether to continue with the hearing (providing it is satisfied that the student has been properly informed about the arrangements) or to adjourn. If the hearing continues, anyone whom the student had chosen to accompany or represent him/her would remain for the hearing.
- 11.5 The Academic Appeals and Complaints Procedure is not a formal legal process and therefore members of the legal profession (other than UEA Law School staff acting in their capacity as members of staff of the University) are not permitted to accompany or represent the student.
- 11.6 For the Institute of Health and Social Care Studies in Guernsey Stage 2 Appeal and Complaints hearings may be conducted via video-conference, with students and staff participating from their respective home institution. This option avoids the implications of student(s) and staff travelling, to enable the hearing to take place within a reasonable timescale and to minimise the disruption for those involved. The decision on whether the hearing will be conducted via video-conference will be taken by the Chair of the Panel.
- 11.7 If the hearing is to be conducted via video-conference a suitably experienced member of UEA administrative staff will travel to the Institute for the hearing, to coordinate proceedings there and support the student(s). The secretary to the hearing will be located with the panel in Norwich.
- 11.8 The person who made the decision at Stage One of an Academic Appeal or Complaint must present the case at Stage Two hearings. A substitute for the person who made the decision at Stage One will only be allowed where that person is unexpectedly unable to attend the hearing (e.g. through illness) and it is not possible to reschedule the hearing. The Chair of the Panel will determine whether a substitute is permitted.
- 11.9 The Panel will have an appropriate composition having regard to equality and diversity considerations wherever possible and consist of three academic staff. The Panel shall comprise:
- The UEA Academic Director of Partnerships or Academic Director of Taught Programmes who will normally chair **or** a UEA Faculty Associate Dean (Learning, Teaching and Quality) **and**

- Two members of senior academic staff, one from UEA and one from the relevant partner institution, who have received appropriate training.

11.10 The oral hearing will proceed as follows:

1. The student or his/her representative may make an opening statement;
2. The Appeal/Complaint Reviewer may make an opening statement;
3. After the opening statement by the student or his/her representative and by the Appeal/Complaint Reviewer, the student or his/her representative and the Appeal/Complaint Reviewer may question each other through the Chair of the Panel;
4. Members of the Panel may ask questions of the student or his/her representative and of the Appeal/Complaint Reviewer on completion of the questioning of the student (or his/her representative) and of the Appeal/Complaint Reviewer by each other;
5. Witnesses will be called one at a time and be questioned first by the person who nominated them, then the other party and finally by the Panel;
6. The Appeal/Complaint Reviewer may make a closing statement if wished (and may leave the Hearing for a few minutes to prepare this);
7. The student or his/her representative may make a closing statement if wished (and may leave the hearing for a few minutes to prepare this);
8. The hearing closes and all parties except the Panel and Appeal Secretary leave the room to allow the Panel to reach a decision.

11.11 For the Institute of Health and Social Care Studies in Guernsey, in the event of a student seeking the support of a member of the UUEAS Advice Centre at a Stage 2 Hearing, the Advice Centre would decide on the most appropriate way to support the student, depending on the circumstances of the case and the student's needs. This may entail travelling to Guernsey but is more likely to involve providing remote support from Norwich via telephone, email and/or video/teleconference. If the Advice Centre representative participates at the Stage 2 Hearing by joining the Panel in Norwich for the videoconference, any private discussions between the representative and the student would be achieved by each leaving the room and holding a telephone call in another room in private. The call should not be at the student's expense.

11.12 The rule of the Chair on any point of procedure shall be final.

11.13 The Chair of the Panel may adjourn the hearing if it becomes clear during the hearing that the deliberations of the panel would benefit from an adjournment.

12. ACTIONS AND OUTCOMES

12.1 The Panel represents and acts with the full delegated authority of the UEA Senate. It has the power to:

- Require members of staff of the relevant partner institution and the University to make written submissions, attend, give evidence, and answer questions
- Review recommendations of Examiners
- Require Examiners to review academic decisions
- Require the partner institution to undertake remedial actions, which may be in addition to a review of the academic decision by the Examiners

The Panel does not have the power to change an academic decision or to grant concessions against the regulations, except as set out in 12.2 below.

- 12.2 If the Panel decides that, based on evidence presented at the hearing, remedial action is warranted, the Appeal Secretary will write to the Appeal/Complaint Reviewer to instruct him/her on the action to be taken, giving a full and clear explanation of the decision. In particular, it may:
- In the case of a taught degree result, an examination mark or mark for other assessed work, (including dissertation or project) that has been appealed, instruct the relevant Board of Examiners to reconvene in order to review its decision. The Chair of the Panel will present the decision of the Panel (in person whenever possible) to the Board of Examiners; and
 - In the case of an Appeal against a verdict of plagiarism and/or collusion, set aside the verdict and instruct the relevant Board of Examiners to reinstate the mark(s) prior to the application of any penalty for plagiarism and/or collusion and to review its academic decision.
- 12.3 If the Panel decides that remedial action is required the Appeal Secretary will write to the Student giving details of the remedy, the likely timescales for further action (where Examiners are being required to review their academic decision for example) and for notification of the final outcome. A full and clear explanation of the decision will be provided.
- 12.4 Where the Board of Examiners has been required to review its academic decision, the Board will formally notify the Chair of the Panel and Appeal Secretary of the final academic decision with a full and clear explanation. The minutes of the meeting and any correspondence relating to the reconsideration of the Board's decision should be included with the Board's response to the Chair of the Panel and the Appeal Secretary.
- 12.5 If the Board of Examiners has changed its academic decision as a result of its consideration of the Appeal, the Appeal Secretary will notify the student of the final outcome of Stage Two, giving a full and clear explanation of the decision.
- 12.6 If the Board of Examiners has not changed its academic decision as a result of its consideration of the Appeal, the Chair of the Panel and the Head of Partnerships will consider the Board's response and determine whether or not the matter should be referred to the UEA Senate. The Appeal Secretary will notify the student of the position and thereafter notify the student of the final outcome of Stage Two, giving a full and clear explanation of the decision.
- 12.7 If the Panel decides that, based on evidence presented at the hearing, remedial action is not warranted, it will write to the student and the Appeal/Complaint Reviewer to inform them that the Appeal has been rejected. The letter from the Panel will give a full and clear explanation of the decision.

13. TIMESCALES FOR STAGE TWO

- 13.1 The student must submit the completed Stage Two Academic Appeal and Complaints Form and any supporting documents to the Head of Partnerships at UEA within 20 working days of the notification of the outcome of the Stage One Appeal/Complaint (or the notification of a subsequent Board of Examiners decision) or decision that the Student has plagiarised and/or colluded. Appeals and Complaints submitted after this deadline with good reason for the delay may still be considered.
- 13.2 The Appeal/Complaint Reviewer must provide a response within 10 working days of receiving the student's Appeal/ Complaint from the Appeal Secretary.

- 13.3 If the Appeal/Complaint Reviewer decides to reconsider the original Stage One decision in the event of an Appeal and submit to the Board of Examiners, the Student must receive notification of the outcome from the Appeal Secretary within 20 working days of the Appeal/Complaint Reviewer receiving the Appeal.
- 13.4 A Panel hearing will normally take place within 30 working days of confirmation by the student that s/he wishes to proceed with an 'oral' or 'paper' hearing. Papers will normally be circulated at least 5 working days before a hearing (whether 'oral' or 'paper') takes place.
- 13.5 If a Stage Two Panel refers an Academic Appeal to a reconvened Board of Examiners, the Board of Examiners should normally meet within 30 working days of the Stage Two hearing. Notification of the decision of any reconvened Board of Examiners following a Panel Hearing shall be sent in writing to the Appeal Secretary within 5 working days of any reconvened Board.
- 13.6 The Panel Secretary will normally advise the Student and the Appeal/Complaint Reviewer of the outcome of the Stage Two Appeal or Complaint in writing within 5 working days of a Stage Two hearing or within 10 working days of the meeting of the reconvened Board of Examiners in accordance with Paragraph 13.5 above or in accordance with the terms of Paragraph 12.6 above.

14. FURTHER RIGHT TO APPEAL

- 14.1 Following completion of Stage Two there is no further right to appeal within the partner institution or to the University.
- 14.2 Students who are dissatisfied with the outcome of their Stage Two Academic Appeal or Complaint, or whose Appeal or Complaint was rejected without a hearing, may complain to the Office of the Independent Adjudicator for Higher Education (OIA). Details will be provided in the letter advising the Student of the Appeal's/Complaint's final outcome.

APPENDIX A

Staff at Partner Institutions involved in Academic Appeals and Academic Complaints. The Appeal/Complaint Administrator is the point of contact for the Stage One Appeal/Complaint form and will advise on where to access further support and guidance, and whether support can be provided by the Union of UEA Students:

Easton&Otley College:

Appeal/Complaint Reviewer – Vice Principal
Appeal/Complaint Administrator – HE Administrator

Institute of Health and Social Care Studies in Guernsey:

Appeal/Complaint Reviewer – Head of the Institute
Appeal/Complaint Administrator – Senior Institute Administrator

INTO UEA:

Appeal/Complaint Reviewer – Centre Director
Appeal/Complaint Administrator – Academic Support Manager

London Academy of Diplomacy:

Appeal/Complaint Reviewer – Director
Appeal/Complaint Administrator – Programme Manger

Mountview Academy of Theatre Arts:

Appeal/Complaint Reviewer – Academic Director
Appeal/Complaint Administrator – Senior Programme Manager

Contact at the University of East Anglia for Stage Two Appeals:

Hannah Jackson – Partnerships Manager, h.c.jackson@uea.ac.uk

For the purposes of the Academic Appeals and Complaints Procedure the following definitions shall apply:

Academic Result:

The result of the exercise by one or more duly authorised Teachers or Examiners of academic and/or professional expertise in determining the quality of a student's performance in any part of the assessment process for a degree or qualification of the University.

Formal notification:

Communication by the partner institution/University, its representatives and/ or staff through any of the following: delivery of a paper form notification in person or to designated mail collection points within the partner institution/University or student address; electronically either via email or through any software package currently in use by the partner institution/University for the purposes of communication with students.

Grounds for Consideration:

Where an appeal or complaint has been accepted as meeting the criteria that allow it to be considered it is referred to as meeting the grounds for consideration.

Upheld:

Where an appeal or complaint is described as having been upheld this means that it has been determined sufficient evidence exists that the necessary grounds have been met (e.g. that there is evidence of a bias or prejudice). It is important to note that upholding an appeal does not necessarily imply a particular final outcome for the student. For example, student may appeal a classification decision on the grounds of bias or prejudice and the appeal may be upheld however the action prescribed may be for the Board of Examiners to reconvene and the reconvened Board may still determine that, notwithstanding the outcome of the appeal, the degree classification itself remains appropriate.

Procedural Irregularity:

This term refers to circumstances where agreed processes have not been correctly applied, regulations not followed, or where other errors have been made by the partner institution/University either in the actions that led up to the appeal or complaint, or in the consideration of the appeal or complaint. This might include cases where not all the available evidence has been weighed in the consideration of an appeal or complaint or where factual data has been misinterpreted.