

Academic Appeals Procedure

For Students on Programmes
Validated by the University of Kent

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1 Introduction

- 1.1 All academic appeals of Escape Studios students are considered by the University of Kent as the validating body.
- 1.2 The University of Kent considers appeals from validating institution students in two categories:
 - (a) Appeals against recommendations of Boards of Examiners;
 - (b) Appeals against decisions of Academic Disciplinary Committee.
- 1.3 The University of Kent defines an academic appeal "as a request for a review of a decision made by a Board of Examiners in regards to matters of student progression to the next stage of an award, student assessment results or academic awards".

2 Grounds for Appeal

- 2.1 Students may not appeal against the academic judgement of examiners. Academic judgement is defined as an opinion that can only be given by an academic expert, for example, a judgement about marks awarded for assessment, progression, degree classification or the achievement of course outcomes.

2.2 Academic Appeals from students taking taught programmes of study against recommendations of Boards of Examiners, or against decisions of Academic Disciplinary Committee will be considered in the following circumstances only:

- (a) where there are reasonable grounds supported by objective evidence to believe that there has been administrative, procedural or clerical error of such a nature as to have affected the recommendation of the Board of Examiners; and/or
- (b) where there is evidence of illness or other circumstances beyond the student's control that have impacted negatively on academic performance and which the student was, for good reason, unable to submit by the published deadline; and/or
- (c) Where there is evidence of prejudice or bias or the perception of prejudice or bias against the student.

2.3 Please note:

- Appeals that are based on extenuating circumstances which, without good reason, were not brought to the attention of the Board of Examiners through mitigation procedures at the appropriate time will not be considered.
- Where the outcome to an appeal sought by a student goes beyond what the University can reasonably provide or what is in its power to provide, the student will be so advised in writing as soon as possible.

3 Making an Appeal

3.1 Before making such an appeal, students should consult University of Kent's Academic Appeals Policy¹ which provides the full detail on the appeals processes at the University of Kent.

This provides further details on:

- What to consider before making an appeal;
- The process of making an appeal;
- What happens during the consideration of an appeal.

¹ <https://www.kent.ac.uk/education/regulatory-framework/policies-and-procedures-examinations-guidance/policies#academic-appeals>

Procedure for Submitting an Appeal

Early Informal Resolution

- 3.2 Before submitting an appeal and entering into Stage One of the formal process, students should attempt early informal resolution directly with their School or Student Services **within the first seven calendar days** of the publication of results. Informal early resolution can provide a more rapid resolution and avoid the need to enter the formal process. Students should note that the overall time period allowed for the submission of a formal appeal is **fifteen days** from receipt of the Board of Examiner's decision. Therefore, informal resolution must be concluded expeditiously, to allow the fifteen-day timeframe to be met for appeals proceeding to the Formal Stage.
- 3.3 There may be flexibility to extend the five working day deadline for students seeking early informal resolution under the following circumstances:
- Where a student has a Learning Support Agreement that recommends adjustments in order to accommodate difficulties around meeting deadlines; and/ or,
 - In order to provide a student with a rapid outcome and unnecessarily entering the formal stages of the appeal process.
- 3.4 Examples of issues that may be raised directly with the School or Student Services as part of the early informal resolution process include:
- Confirmation that marks and results have been recorded accurately;
 - Seeking feedback on the way in which marks and results have been reached;
 - Seeking an explanation of how the impact of extenuating circumstances have been acted upon by the Board of Examiners;
 - Providing additional evidence to support extenuating circumstances that has been requested by a Board of Examiners;
 - Providing new evidence to support extenuating circumstances that were not previously made known to the Board of Examiners;
- Please note that this list is not exhaustive.*
- 3.5 Escape Studios will provide a written response to students within seven calendar days of receipt of their concern. Where early informal resolution has not been successful, students will be advised to proceed to the formal stages of the appeals process, if they wish. They must do so **within seven calendar days** from receiving Escape Studios' decision.

- 3.6 Where the original decision is amended as a result of early informal resolution, Escape Studios will arrange for the student's record to be amended accordingly and ensure that the relevant quality assurance procedures are followed.

Formal Stage

- 3.7 The formal procedure for submitting an appeal is a two-stage process:
- (a) Formal Appeal is the initial formal submission of an appeal by a student to the Quality Assurance and Compliance Office;
 - (b) Appeal Review is a request by a student for the review of the Formal Appeal outcome.
- 3.8 Formal appeals will be considered only if submitted in line with the technical conditions:
- (a) by means of the [online Appeal Form](#);
 - (b) explaining in full the grounds for the Academic Appeal and the remedial action sought from the Board of Examiners or the Academic Disciplinary Committee²;
 - (c) with all necessary documentary evidence substantiating the grounds of the Academic Appeal;
 - (d) **within 28 calendar days** from the date of the publication of assessment results.
- 3.9 On receipt of the appeal the University shall determine whether it meets the technical conditions to be considered as outlined above. If it does, the appeal will be submitted for consideration by an Appeals Case Manager in the Quality Assurance and Compliance Office. Once the appeal has been considered the student will be informed in writing of the outcome, and if unsuccessful, of any further right of appeal.
- 3.10 Appeal Review consists of a formal review of the student's appeal outcome by an Academic Appeal Review Panel. It provides the student with an opportunity to request a review of the Appeals Case Managers' decision to dismiss the appeal during the Formal Appeal stage of the formal process. Requests should be submitted to the Quality Assurance and Compliance Office using the online form.

² Where the appeal is that evidence relating to illness or other circumstances beyond the student's control submitted under mitigation procedures within the prescriber time limit was not properly considered by the Board of Examiners, this will be treated as a procedural error.

3.11 An Academic Appeals Review Panel is empowered to come to one of three outcomes:

- (a) that all or part of the student's grounds for a review of the dismissal of their appeal should be upheld and the Formal Appeal Case Managers directed to reconsider their decision in the light of the evidence provided to the Process Review Appeal Panel and its findings;
- (b) that all or part of the student's grounds for a review of the dismissal of their appeal should be upheld and the Board of Examiners that took the original decision be directed to amend it in the light of the evidence provided to the Academic Appeal Review Panel and its findings;
- (c) that the grounds for a review of the dismissal of a student's appeal are found to be invalid and that the original decision of the Formal Appeal Case Managers be upheld.

3.12 If following this a student remains dissatisfied with the outcome of their appeal and they have exhausted the relevant procedures of the University of Kent then they have recourse to the Office of the Independent Adjudicator (OIA).

3.13 Please Note:

- (a) All Academic Appeals must be considered by the University and not by your Validated Institution.
- (b) Appeals can only be made on the grounds identified above and cannot be made against the Academic Judgement of examiners (This is an opinion that can only be given by an academic expert. For example, a judgment about an assessment).
- (c) It is important to provide all information and evidence required within the Academic Appeal application including the action students wish to be taken by the Board of Examiners.
- (d) Students should note that in cases where it is not possible to conclude an Academic Appeal by the end of the third week of term of the following academic year and the Academic Appeal is upheld, students may be required to intermit.

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