



APU/APIIT Student Academic Appeals Procedure

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1. Introduction

The Procedure ensures that students can invoke a fair, transparent and just process which manages academic appeals objectively, consistently, and effectively whilst maintaining academic standards and fairness.

An academic appeal is a formal request by a student for the review of a decision affecting him or her that has been made by an academic committee on student progression, assessment and academic awards in APU/APIIT.

2. Purpose

The purpose of the Procedure is to provide information for students and staff on all aspects of the academic appeals process.

3. Scope

All APU/APIIT students have the right to request that APU/APIIT reviews the decisions made by its boards and committees, on condition that they can provide evidence to support their case. Students may request that:

- 3.1 A module assessment or final degree classification be re-scrutinised after the final results are confirmed by the Examination/Award Board.
NOTE: Students may not appeal against academic judgment but if they believe a material error has been made then they may ask for a review of the Examination/Award Board decision.
- 3.2 The decision from an Extenuating Circumstance Panel be reconsidered, if there is any additional evidence supporting extenuating circumstances which was not available at the time of the Extenuating Circumstance Panel decision.
- 3.3 The decision from an academic dishonesty/misconduct committee be reconsidered, if there is any additional evidence supporting their defence of the suspicion of academic misconduct.
- 3.4 The decision by the Examination /Award Board that affects student's progression be reconsidered (including terminating his or her registration as a student of APU/APIIT for failure to make progress).
- 3.5 The decision by the School Research Ethics Committee and/or APU Research Ethics Committee be reconsidered.

4. General Principles and Guidance

- 4.1 Appeals must be treated by all parties as strictly confidential. This means that information about the appeal shall only be discussed with, or made available to, a person who:
 - a. is a party to the appeal; or
 - b. is or has been legitimately involved in the management of that appeal; or
 - c. has a formal management role in following up the consequences or implications of the appeal
- 4.2 Students wishing to lodge an appeal must act reasonably, in accordance with their responsibilities under all relevant regulations and policies, and in good faith. APU/APIIT expects all parties to demonstrate respect for the rights of others at all stages of the appeal process.
- 4.3 APU/APIIT reserves the right to take formal action against any party who lodges an appeal based on false or malicious grounds.
- 4.4 Students must complete all the pending action plans of the existing approved appeal(s) before considering a new appeal application.
- 4.5 Student must submit an appeal in writing using the relevant form available online; verbal appeals are not valid and cannot be processed.
- 4.6 The written appeal must state the ground(s) for the appeal and any evidence pertaining to the application that the student considers relevant should be attached.

- 4.7 Student will be notified the appeal outcome in writing, and any action plan and/or corrective actions required should be implemented immediately.
- 4.8 It is student's responsibility to check their email and acknowledge the outcome notification with the action plan/corrective actions as directed by the Chair of the Appeals Committee.

5. Procedure

- 5.1. APU/APIIT will normally seek to resolve matters of concern as closely as possible to the level at which they arise. Before making a formal academic appeal, student should make every effort to contact his or her lecturer, supervisor or other relevant member of staff (Programme Leader, FYP Manager, and/or Academic Mentor) to discuss the issue and ascertain if it can be clarified or resolved without resorting to formal procedures.
- 5.2. Academic appeals should be submitted on the correct Academic Appeal Form appropriate for the particular stage of the academic appeal within the required timescale. The Academic Appeal Form requests specific information to assist the committee in the consideration of the academic appeal, therefore it is essential that all mandatory sections of the Academic Appeal Form are completed and all appropriate supporting evidence are submitted. Academic Appeals that are not submitted in the correct format on the correct Academic Appeal Form, or where mandatory fields are not completed will be returned to the student for rectification. This may cause delay in processing the appeal. All documentation should be written in English. Evidence submitted in a language other than English must include a certified translation in English.
- 5.3. The academic appeal must be submitted by the student. The student remains the responsible person with respect to the academic appeal and will be required to liaise directly with the University authorities. The student is not permitted to appoint someone to act on his or her behalf.
- 5.4. The academic appeal must set out in full the reasons for making the academic appeal and this will be treated as the definitive statement of the student's grounds for appeal.

6. Appeal to the School Appeals Committee

(Refer to the process flow of Academic Appeal to School Appeals Committee)

- 6.1 Academic Appeals will normally be submitted in the first instance to the School Appeal Committee in writing on the relevant Academic Appeal Form. The Academic Appeal Form must be submitted by the student not later than 14 days after receipt of the information which forms the basis of the academic appeal.
- 6.2 An acknowledgement of receipt of a School Academic Appeal will be sent to the student within 5 days of receipt of the academic appeal. If the student has not received an acknowledgement within this timeframe, he or she should contact the Manager of Academic Services.
- 6.3 Manager of Academic Services is responsible for compiling the appeal applications and arranging for School Appeal Committee meeting.
- 6.4 The Head of School who is normally the Chair of School Appeals Committee is responsible for conducting the investigation of the academic appeal. The Head of School may delegate authority for conducting the consideration of the academic appeal to a member of Academic Staff of APU/APIIT with appropriate experience.
- 6.5 If the Chair of School Appeals Committee has had a previous involvement in the matter that is the subject of an academic appeal being made this shall be disclosed and he or she shall appoint a

member of academic staff in the School or other Schools with appropriate experience to conduct the consideration of the appeal, ensuring that such a member of staff has had no previous involvement in the appeal.

- 6.6 The outcome of an academic appeal shall normally be determined within 14 days of receipt of the academic appeal and all required supporting documentation by the Chair of School Appeals Committee. Every reasonable effort will be made to meet this time limit. Students should be aware that timescales may need to be extended in order to ensure proper consideration of the matter in hand. Students should be aware that the academic appeals process is investigative in nature, and that this can impact on the length of time it takes for the outcome of an academic appeal to be determined.
- 6.7 At the conclusion of his or her consideration of the academic appeal, the Chair of School Appeals Committee should ensure that the School Academic Appeal Form (Office Use column) is fully completed with the reasons for the decision reached in respect of the academic appeal. The student will be advised, in writing, of the outcome and the reasons for the judgement, any remedial action to be taken, and the subsequent right of further appeal if the academic appeal is rejected.
- 6.8 The student will normally be notified of the outcome within 5 days of the decision on the outcome being made. He/She is required to acknowledge on the outcome and the remedial action to be taken within 5 days from the date of the notification letter.
- 6.9 School Appeals Committee will keep a record of all academic appeals considered and submit the report to the Academic Administration for inclusion in Exam Board meeting with addendum added to the appropriate meeting(s).

7. Appeal to the University Appeals Committee

(Refer to the process flow of Academic Appeal to University Appeals Committee)

- 7.1 An appeal lodged with University Appeals Committee will usually need to satisfy the grounds that new evidence, not known to the student at the date of the decision that is the subject of the appeal, which has become apparent since the date of that decision.
- 7.2 A student who wishes to submit an academic appeal to the University Appeals Committee should complete the appropriate University Academic Appeal Form available online. The University Academic Appeal Form must be submitted not later than 30 days after receipt of the information which forms the basis of the academic appeal.
- 7.3 An acknowledgement of receipt of a University Academic Appeal will be sent to the student within 5 days of receipt of the academic appeal. If the student has not received an acknowledgement within this timeframe, he or she should contact the Manager of Academic Services.
- 7.4 The Deputy Vice Chancellor or the nominee will normally be the Chair of University Appeals Committee.
- 7.5 If the Chair of University Appeals Committee has had a previous involvement in the matter that is the subject of an academic appeal being made, this shall be disclosed and he or she shall appoint a replacement Chair with appropriate experience to conduct the consideration of the appeal, ensuring that such a member of staff has had no previous involvement in the appeal.
- 7.6 The outcome of an appeal to the University Appeals Committee shall normally be determined within 30 days of receipt of the appeal and all required supporting documentation by the Chair who will undertake the review.

- 7.7 Every reasonable effort will be made to meet this time limit. Students should be aware that timescales may need to be extended in order to ensure proper consideration of the matter in hand. Students should be aware that the academic appeals process is investigative in nature, and that this can impact on the length of time it takes for the outcome of an academic appeal to be determined.
- 7.8 The University Appeals Committee shall have the following powers:
- To refer the academic appeal back to the School Appeals Committee with recommendations for resolving the academic appeal;
 - To determine that the academic appeal be upheld or partially upheld;
 - To determine that there is a *prima facie* case or that the complexity of the case requires further investigation. The University Appeals Committee may choose to convene a hearing to consider the academic appeal. Where a case requires further hearing, the student will be informed in writing;
 - To determine that valid academic appeal submission grounds do not exist for the academic appeal to be considered and that there is no requirement for further investigation;
 - To dismiss the academic appeal as vexatious or frivolous.
- 7.9 In each case, the Chair of University Appeal Committee should ensure that the University Appeals Form (Office Use column) is completed outlining the reasons for the decision. The student will normally be advised in writing within 5 days of the outcome and the reasons for the judgement. Student is required to acknowledge on the outcome and the remedial action to be taken within 5 days from the date of the notification letter.
- 7.10 The University Appeals Committee will keep a record of all academic appeals considered and submit a monthly report to the Academic Administration for inclusion in Exam Board meeting with addendum added to the appropriate meeting(s).

8. Records and Reports

- 8.1 Full notes should be taken of all proceedings and the Secretary responsible for recording proceedings shall be as follows:
- School Appeals Committee: Manager, Academic Services;
 - University Appeals Committee: Manager, Academic Services.
- 8.2 With regard to the nature of reports on proceedings, the following should be observed:
- Reports should be sufficiently full to reflect the reasoning by which conclusions and recommendations have been reached;
 - Reports should be sufficiently comprehensive to allow the appropriate officer of the University or committee, depending upon the stage of academic appeal, to use them as a basis for the review of a case;
 - Reports should be compiled with all due regard for confidentiality.
- 8.3 The Secretary to an academic appeal committee must ensure that minutes and reports on meetings of a committee are agreed by the members of the committee.
- 8.4 The Secretary of the committee will keep a record of all academic appeals considered and submit a monthly report to the Academic Registrar/Programme Administrator and Chair of Exam Board with addendum added to the appropriate meeting(s).
- 8.5 All academic appeals must be recorded in the student administration system.

9. Urgent Appeals

- 9.1 In some absolute exceptional situations when urgent decision on an appeal is needed, the student should follow the procedure in submitting the appeal. The Chair of School/University Appeals Committee may receive the appeal and take 'chair's action' upon advice by the Secretary of the School/University Appeals Committee. The outcome of such cases must be reported to the School Appeals/University Committee and recorded accordingly.
- 9.2 In cases where the Chair of School/University Appeals Committee is unavailable, the urgent appeals may be submitted to Vice Chancellor or his/her nominee for consideration. The School/University Appeals Committee must be advised of the outcome and recorded accordingly.