



Academic Appeals Policy and Procedure

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Contents

1. Introduction	4
2. Grounds for Appeal	4
3. Matters excluded from Academic Appeals	Error! Bookmark not defined.
4. General Principles	11
4.1 Timely and transparent procedures	11
4.2 Anonymity or third-party complaints	11
4.3 Submission in good faith	12
4.4 Impartiality in investigation	12
4.5 Privacy	12
4.6 Group Appeals.....	12
4.7 Appeals and Complaints.....	12
5. Principles Relating to the Handling of Academic Appeals	12
6. Procedure for Notification of an Appeal	12
7. Discovery	13
8. Stage 1: Formal Appeal	13
9. Stage 2: Academic Appeals Panel Hearing	14
10. Authority of Academic Appeals Panel.....	16
11. Stage 3: Independent Review (External).....	16
12. Reporting to Academic Board	17
13. Monitoring and Review	17
14. Data Protection and Confidentiality.....	18
Annex 1 – Courage Consultants UK Limited Academic Appeals Flow Chart	19
Annex 2 – Courage Consultants UK Limited Academic Appeal Form.....	20

Annex 3 – Courage Consultants UK Limited Completion of Procedures Letter Template.....	23
Annex 4 – Variations to Partner Universities’ Academic Appeals Procedure for Student Studying at Courage Consultants UK Limited.....	24

1. Introduction

- 1.1. Decisions concerning student marks, progression and overall award can only be made by a Progression and Awards Board and an academic appeal can thus only be made following and in relation to a Progression and Awards Board decision. The decisions of Progression and Awards Boards are final and may only be modified in exceptional circumstances. In the context of this Policy and Procedure, a Progression and Awards Board is defined as the highest-level body within Courage Consultants UK Limited charged with both approving all of a students' overall module/unit marks for a year or level of study and making decisions on individual student's academic outcomes by programme and level/year of study, including decisions on completion, overall mark/grade, progression, award and classification.
- 1.2. An Academic Appeal, as described by the Office of the Independent Adjudicator, is "...a request for a review of a decision of an academic body charged with decisions on student progress, assessment, and awards".
- 1.3. The Office of the Independent Adjudicator for Higher Education (OIAHE) runs an independent scheme to review student complaints or appeals. Courage Consultants UK Limited is a member of this scheme. If you are unhappy with the outcome, you may be able to ask the OIAHE to review your complaint or appeal. You can find more information about making a complaint to the OIAHE, what it can and can't look at and what it can do to put things right here: <https://www.OIAHE.org.uk/students>.
- 1.4. This Policy and Procedure applies only to students at Courage Consultants UK Limited and should be read in conjunction with the respective academic regulations for these. For students at Courage Consultants UK Limited following programmes leading to awards of Courage Consultants UK Limited's partner universities, the relevant academic appeals policy & procedure will be as published on the University's website, with any adjustments to this standard process for students at Courage Consultants UK Limited detailed in Annex 4 to this document, once again to be read in conjunction with the University's academic regulations
- 1.5. Students at Courage Consultants UK Limited following programmes leading awards may make an academic appeal following the procedure detailed below and using the Academic Appeals Form. The Academic Appeals flowchart summarises the procedure involved. (Please see Annex 1 and Annex 2). The term "days" in the following means Courage Consultants UK Limited working days.
- 1.6. Where a procedural role is assigned to a specified Courage Consultants UK Limited postholder within this Policy & Procedure, this may be varied on the Courage Consultants UK Limited Provost's authority where the procedure cannot otherwise progress (for example should all specified postholders have prior involvement in the appeal).

2. Grounds for Appeal

- 2.1. An appeal against any decision made by a Progression and Awards Board may only be made on the following grounds:

- a) an assessment or calculation of a mark or grade was not conducted in accordance with the current regulations for the programme, or a material administrative error or some other material irregularity relevant to the assessment has occurred.
 - b) That the examiner has acted in a way which is manifestly unreasonable or was improperly affected by personal bias.. In this context, unreasonable shall be taken to mean perverse, i.e. the decision was not a possible conclusion that a similar examiner might have reached.
 - c) Misleading information was provided about the assessment(s) and/or examinations.
 - d) For a student with a disability or additional needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.
 - e) Where coursework was submitted, or an examination attended and extenuating/mitigating circumstances had a significant effect on the student's ability to complete a summative assessment and that the student can demonstrate that they did not disclose those circumstances to the timescale specified in the Mitigating Circumstances Procedure because:
 - i. circumstances beyond their control prevented this or
 - ii. that there was good reason for not disclosing, in either case supported via independent third-party evidence.
- 2.2. Appeals against academic judgement cannot constitute grounds for a request for reconsideration by a student. Such matters of academic judgement remain the exclusive prerogative of the Progression and Awards Board. Matters of academic judgement include:
- a) Whether or not a student has reached the academic standard required for the module/programme.
 - b) Whether or not a student would benefit academically from further study, for example, by repeating a unit of study on the programme.
- 2.3. Subject to the previous paragraphs, any academic appeal should relate to one or more of the following categories of Progression and Awards Board decision:
- a module result (or component thereof);
 - required withdrawal from a programme;
 - a verdict of, or penalty applied in respect of, academic misconduct;
 - a refusal to permit an extension or deferral in accordance with the relevant policy;
 - the calculation of an overall mark/grade for a level or levels of study or for an award or classification of award, where the appeal is on the grounds that the relevant academic regulations have not been applied correctly Progression and Awards Board
- 2.4. If you are unhappy or disappointed with the mark you receive for a piece of work, you should speak to the module tutor for feedback. Feedback will help you to understand how the mark was arrived at.

2.5. Mitigating Circumstances

- 2.5.1. Mitigating circumstances are defined as “recognisably disruptive or unexpected events, beyond the student’s control, that might have a significant and adverse impact on their academic performance.” "Beyond the student's control" means that you could not have reasonably prevented them from happening. "A significant and adverse impact on their academic performance" means that the circumstances were disruptive enough to have a meaningful adverse impact on your academic ability.
- 2.5.2. Courage Consultants UK Limited applies the principle that a student who attends, submits or participates in any form of assessment shall be considered by Courage Consultants UK Limited to be in a position to do so.
- 2.5.3. Because your circumstances are unique to your individual situation, and circumstances can impact on individuals in different ways, it is not possible to provide a full list of circumstances that would be considered valid.
- 2.5.4. Courage Consultants UK Limited has produced guidance on acceptable medical evidence that provides examples of the different types of circumstances that would usually be considered acceptable and the evidence needed to support the claim.
- 2.5.5. The following are examples of the kind of circumstances that are likely to be considered by the Mitigating Circumstances committee:

2.5.6. Illness

2.5.6.1. Confirmation of the illness, the impact the illness would have/has had on the affected assessment(s) and the dates concerned. This should be provided on:

- Letter from doctor or counsellor
- Recorded proof of attendance at hospital or doctor or counsellor
- Letter/evidence from independent professional
- Whilst you can, in some circumstances, self-certificate for a period of illness of up to seven days, you cannot do so at the appeal stage.

2.5.7. Long-standing medical condition or disability

2.5.7.1. Evidence on the Student Information Console (SIC) which confirms the medical condition or disability and explicitly states that this may be used as evidence to support mitigating circumstances.

2.5.7.2. Please note that most student’s information on SIC will not include this adjustment. If yours does not, you should follow the procedure for illness (as above). You may wish to discuss your future requirements directly with the Disability Officer

2.5.8. Hospitalisation

2.5.8.1. Confirmation of the illness, the impact the illness would have/has had on the affected assessment(s) and the dates concerned. This should be provided on:

- Letter from doctor or counsellor
- Recorded proof of attendance at hospital or doctor or counsellor
- Letter/evidence from independent professional
- Whilst you can, in some circumstances, self-certificate for a period of illness of up to

seven days, you cannot do so at the appeal stage.

2.5.9. Family Illness

2.5.9.1. Confirmation of the illness, the impact that this would have/has had on the affected assessment(s) and the dates concerned. This should be provided on:

- Letter from doctor or counsellor
- Recorded proof of attendance at hospital or doctor or counsellor
- Letter/evidence from independent professional
- Whilst you can, in some circumstances, self-certificate for a period of illness of up to seven days, you cannot do so at the appeal stage.

2.5.10. Bereavement

2.5.10.1. A letter confirming the death from an independent person (usually not a family member) with their contact details provided and including a view on the closeness of the relationship to you.

2.5.10.2. A death certificate or order of service are other forms of acceptable evidence, and are all that would be required where the closeness of the relationship is evident (e.g. for a close relative - a parent, sibling, or child). Where the closeness of the relationship is less obvious, a certificate/order of service also should be accompanied by a letter from an independent person, as outlined above.

- Letter from doctor or counsellor
- Letter/evidence from independent professional
- Death certificate
- News/media report

2.5.11. Acute Personal Difficulties

2.5.11.1. Confirmation of the circumstances, the impact that these would have/have had on the affected assessment(s) and the dates concerned. This should be provided on

- An original medical certificate/GP letter; or
- A letter from Students First department who have been actively supporting you; or
- A letter from external support services who have been actively supporting you.

2.5.12. Pregnancy-related illness

2.5.12.1. The requirements for illness, hospitalisation etc. should be followed if there is a specific incident during pregnancy.

2.5.13. Victim of crime

2.5.13.1. Police report (including a crime reference number). If the incident has resulted in your seeking medical attention then the requirements for illness should be followed.

2.5.14. Domestic Disruption including divorce/separation

2.5.14.1. Confirmation of the circumstances, the impact that these would have/have had on the affected assessment(s) and the dates concerned. This should be provided on:

- A letter from an independent authority (e.g. social worker, counsellor); or
- A police report (Inc. crime reference number); or
- A letter from Students First who have been actively supporting you.

2.5.15. Representing Courage Consultants UK Limited or your Country at a significant/prestigious event

2.5.15.1. A letter of confirmation from the relevant organising body and a supporting statement from the student and/or member of staff explaining why the event should be considered as significant/prestigious.

2.5.15.2. Student athletes with an international commitment (such as an international training camp or world-standard competition) should supply third-party evidence of the commitment.

2.5.16. Jury Service (UK)

2.5.16.1. A letter from the Court.

2.5.17. Court Attendance (UK)

2.5.17.1. If you are required to attend a tribunal or court as a witness, defendant (not for 'Criminal Conviction') or plaintiff, please provide a solicitor's letter including the dates of the legal proceedings and the requirement for you to attend.

2.5.18. Military Service

2.5.18.1. A letter from your Military Branch.

2.5.19. Road Traffic Incident

2.5.19.1. If you have been involved in a road traffic incident, either as a passenger or as the driver, evidence must be provided detailing the time and place that the incident occurred including:

- A police report (including a crime reference number); or
- Insurance reference number/record of the event.

2.6. Unacceptable Circumstances

2.6.1. The following are examples of the kind of circumstances that are likely to be considered unacceptable. However, the university will consider every case individually and on its own merit.

2.6.2. Transport Issues

2.6.2.1. It is your responsibility to arrive at the assessment on time, irrespective of the form of transport used or relied upon.

2.6.2.2. Exceptions to this might be industrial action or other significant disruption that is beyond your control.

2.6.2.3. Evidence of any significant disruption would be required.

2.6.3. Holidays

2.6.3.1. All holidays and vacations should take place at a time that will not impact on your availability to study or undertake or prepare for an assessment(s).

2.6.4. Misreading the examination timetable or submission deadline

2.6.4.1. It is your responsibility to ensure that you have an accurate understanding of the location, time and duration of all formal assessments.

2.6.5. Paid employment or voluntary work

2.6.5.1. It is your responsibility to manage other commitments so that they do not adversely interfere with your studies.

2.6.5.2. If you are experiencing acute personal difficulties which have led to you needing to undertake unexpected levels of paid work, then these may meet the definition of mitigating circumstances. Please refer to the evidence required for this category above.

2.6.6. IT and/or computer failure

2.6.6.1. It is your responsibility to ensure that all work which is electronically stored, generated and/or submitted is sufficiently backed up and the correct piece of work is submitted in the correct format.

2.6.7. Foreseeable/preventable circumstances

2.6.7.1. Where the circumstances are within your control.

2.6.8. Scheduling of assessments/deadlines

2.6.8.1. Deadlines or exams being close together

2.6.9. Not disclosing circumstances

2.6.9.1. Courage Consultants UK Limited can only consider circumstances if they are disclosed in accordance with the regulations.

2.6.9.2. If you had good reason, which can be documented, for not disclosing your circumstances you should speak to your personal tutor.

2.6.10. Poor Teaching

2.6.10.1. A student may not make an academic appeal on the grounds that poor teaching, supervision, academic advice, or guidance affected his or her performance.

2.6.10.2. In such circumstances the student should make a complaint under the Student Complaints Policy and Procedure. which is available on Courage Consultants UK Limited' website.

2.6.11. Other Service Complaints

2.6.11.1. A complaint about any service that Courage Consultants UK Limited provides to its students and is not directly related to marks awarded for assessed work, progression on a course and/or awards should be dealt with through the Courage Consultants UK Limited Students Complaints Policy and Procedure.

2.6.12. Unhappy with Result

2.6.12.1. Being unhappy with your result is not valid grounds for an appeal.

2.6.12.2. The assessments system is robust because it is not based on one person's opinion. There are a group of people involved in 'verification' (the writing of the assessment such as the question paper or the essay title in the first place) and also in the 'moderation' process where work is checked to make sure that the assessment and marking schemes have been applied properly.

2.7. Material Irregularity (an administrative or procedural error)

- 2.7.1. A Material Irregularity is an administrative or procedural error which has a significant, negative impact on a student's performance at summative assessment or a situation in which the integrity of summative assessment has been compromised.
- 2.7.2. A Material Irregularity may affect one student or a group of students.
- 2.7.3. It does not include disagreement with an academic judgement about the quality of student work submitted for assessment.

2.8. Biased/Prejudiced Examiner/s

- 2.8.1. A biased/Prejudiced examiner is identified when there is substantive evidence that one or more of the examiners can be shown to have been biased or prejudiced against the student in one or more specific assessments that has resulted in a significant, negative impact on a student's performance at summative assessment or a situation in which the integrity of summative assessment has been compromised. A biased/prejudiced examiner may affect the outcome of one student or a group of students.
- 2.9. Pending the outcome of an academic appeal, the student will be treated as if the assessment had not yet taken place. This means that progression or the making of an award/qualification will not take place, where such progression or the making of an award would depend on the assessment concerned.

3. Evidence

- 3.1. The information below gives an indication of the type of evidence which may help to support an Academic Appeal.
- 3.2. It is not comprehensive and there will be circumstances that do not fall within the examples given. You are encouraged to provide appropriate evidence to support your case.
- 3.3. Reviewers will look specifically at the nature of the evidence provided and the time period which the evidence relates to see if this correlates to the timing of the relevant assessment.
- 3.4. It may not be necessary to supply all the various forms of evidence listed for each circumstance below, but independent evidence is necessary to support each request.
- 3.5. Medical Problem / Problems at Home / Personal Matters
 - Letter from doctor or counsellor
 - Recorded proof of attendance at hospital or doctor or counsellor
 - Letter/evidence from independent professional
 - Whilst you can, in some circumstances, self-certificate for a period of illness of up to seven days, you cannot do so at the appeal stage.
- 3.6. Bereavement
 - Letter from doctor or counsellor
 - Letter/evidence from independent professional

- Death certificate
 - News/media report
- 3.7. Victim of Crime
- Official witness report/Police report (it is likely that a letter which just provides a crime number may not be sufficient evidence)
- 3.8. Housing Problems
- Student Loan Company/debt letters
 - Tenancy agreement
- 3.9. Natural/Environmental Matters (e.g. extreme weather conditions)
- News/media report
 - Evidence of travel arrangements/Statement from independent third party
 - Meteorological Office report
- 3.10. Please be aware that healthcare professionals may charge for any letter or medical evidence which they provide and you are responsible for the payment of these fees. You will not be reimbursed by Courage Consultants UK Limited for any costs associated with obtaining medical evidence.
- 3.11. Appointment cards are unlikely to provide sufficient evidence of a health condition alone, as they will not confirm a medical condition or the period during which you were affected.
- 3.12. As mentioned above, evidence needs to be from an independent person, so if you have an injury for example, it would not be appropriate to provide a photography of your injury but it would be appropriate to provide some kind of medical record (i.e. fit note, hospital discharge paperwork, letter from a doctor) which confirms the injury and the impact it has had on you.
- 3.13. Photographs are not normally considered as appropriate evidence; however, a photograph of a document generated by a third party will normally be reviewed and considered.
- 3.14. Please note that you do not need to provide original versions of evidence, copies are sufficient.
- 3.15. If concerns arise regarding the authenticity of evidence provided to support an Academic Appeal, Courage Consultants UK Limited reserves the right to check the authenticity of such evidence with the identified originating source.

4. General Principles

4.1 Timely and transparent procedures

- 4.1.1. All appeals are dealt with in a timely manner and through processes which are clear, straightforward and transparent.

4.2 Anonymity or third-party complaints

- 4.2.1. Courage Consultants UK Limited expects that students submit appeals themselves. Appeals made by a third-party will only be admitted to these procedures under exceptional circumstances and with the student's written consent.

4.3 Submission in good faith

- 4.3.1. Courage Consultants UK Limited presumes that all appeals are submitted in good faith and will not disadvantage any student for bringing forward an appeal.
- 4.3.2. Appeals that Courage Consultants UK Limited considers to be unreasonably persistent or vexatious will not be considered and could result in action through the Student Disciplinary Regulations.

4.4 Impartiality in investigation

- 4.4.1. All appeals are investigated by staff who have no material interest in the appeals.

4.5 Privacy

- 4.5.1. Staff investigate appeals with due regard for the privacy of all parties. The appeal is only disclosed to those immediately involved and/or those whose participation is necessary for a resolution. All parties are required to respect the confidentiality of the process.

4.6 Group Appeals

- 4.6.1. Where an appeal is submitted by a group of students, one member of the group must be nominated as the main contact. Each member of the group must confirm in writing that they wish the nominated individual to act in this capacity and that the appeal reflects their concerns. The nominated contact will receive updates on the appeal on behalf of the group. All members of the group will receive notification of the outcome individually.

4.7 Appeals and Complaints

- 4.7.1. Courage Consultants UK Limited operates a separate Complaints Process and Procedures.
- 4.7.2. Where it is considered that an academic appeal contains elements of a complaint, Student Casework may direct the appellant to address these via the Student Complaints Process and Procedures instead. Similarly, upon making a complaint, the student may be advised by Student Casework that resolution of elements of this would be more appropriately served by making an academic appeal.

5. Principles Relating to the Handling of Academic Appeals

- 5.1. All appeals must be logged, and progress kept updated on the Student Casework Database.
- 5.2. Adequate records must be maintained of all appeals received.
- 5.3. Findings from appeal investigations will be used to improve services for students and the student experience. Recommendations are monitored by the Learning and Teaching Committee and Academic Board.

6. Procedure for Notification of an Appeal

- 6.1. There are three stages in the Academic Appeals procedure:

Stage 1: Formal Academic Appeal

Stage 2: Academic Appeals Panel Hearing

Stage 3: Independent Review

optionally preceded by a discovery process.

7. Discovery

- 7.1. Discovery is an informal process and is not mandatory. If a student considers that they may have grounds for an academic appeal, or is seeking clarification of a Progression and Awards Board decision, they are advised to first discuss this with Student Casework courage@courageconsultants.co.uk, noting the timescale at 8.1 below.
- 7.2. If an academic appeal includes issues that fall within the remit of other procedures, such as the Student Complaints Procedure and vice-versa, students will normally be informed of this and directed to the relevant procedure by Student Casework, although in all cases it remains the student's responsibility to ensure that the correct procedures are followed.

8. Stage 1: Formal Appeal

- 8.1. To proceed, the student must submit their academic appeal using only the Academic Appeal Form (Please see Annex 2) to courage@courageconsultants.co.uk This must normally be completed within ten days after publication of the results from the relevant Progression and Awards Board. From here on in a permanent record of the progress and outcomes of the appeal will be maintained in the Student Casework Database,
- 8.2. In submitting a Stage 1 appeal, the Academic Appeal Form must be properly completed and contain the following information:
 - a) A clear statement of the actual decision of the Progression and Awards Board being appealed against.
 - b) A brief and clear summary of the grounds for the appeal and stating, as appropriate, the following:
 - i. The ways in which it is alleged that the assessment failed to accord with the regulations pertaining to the programme. It would be helpful to precisely identify the regulation(s) which has/have been breached.
 - ii. If an administrative error is thought to have occurred, then state the nature of the error or other material irregularity relevant to the assessment(s) which has/have occurred.
 - iii. How it is alleged that, for a student with a disability or additional needs, the needs assessment was flawed, the provisions recommended were not implemented, or the agreed assessment procedures failed to be implemented.
 - c) Evidence, other than personal testimony from the student, in corroboration of the factual base of the appeal, or an indication of how such corroboration will be provided.
 - d) A statement about the nature of the revised assessment sought from the Progression and Awards Board if the appeal was to be upheld.

also noting that a properly completed form must not include or be accompanied by material submitted by or in the name of someone acting as a legal representative to the appellant.

- 8.3. On receipt of the Academic Appeal Form, a manager from Student Casework will work with the Cohort Leader and Associate Dean Assessment having oversight of the student's programme, to consider the appeal and establish whether there is a clear case for the appeal. The grounds for appeal above will be referred to in helping to make this decision.
- 8.4. Where the Student Casework manager or Associate Dean Assessment or Cohort Leader deem there to be a case for an academic appeal, a meeting of the Academic Appeals Panel shall be called to hear the appeal, normally within fifteen days of receipt of the appeal form.
- 8.5. The student making the appeal will be informed by Student Casework whether there is a case or whether the appeal is dismissed because there are not proper grounds for an appeal. If there is deemed to be a case, Student Casework will inform the student in writing of the date of the meeting of the Academic Appeals Panel, giving at least five days' notice.
- 8.6. An appeal may be dismissed in the following circumstances:
 - a) When the appeal is not properly completed or made on the appropriate form, or is incomplete, or is submitted late and without an explanation agreed as satisfactory by the Student Casework manager, Associate Dean Assessment and Cohort Leader.
 - b) When the Student Casework manager, Associate Dean Assessment and Cohort Leader agree that the appeal does not fall into any one or more of the categories detailed at 2. above.
- 8.7. A decision will be made and communicated to the appellant by Student Casework within seven days of their receipt of the Academic Appeal Form. Where applicable, this will include at least five days' notice of the date of the Appeals Panel Hearing

9. Stage 2: Academic Appeals Panel Hearing

- 9.1. Academic Appeals Panel
 - 9.1.1. The student making the appeal shall have the right to appear before the Academic Appeals Panel and to be accompanied and assisted by a friend. The friend must be either an enrolled student at Courage Consultants UK Limited or a member of staff at Courage Consultants UK Limited. The student may not be accompanied by someone acting as their legal representative.
 - 9.1.2. Academic Appeals Panel Constitution:
 - the Academic Appeals Panel shall comprise of a Dean as Chair, (not of the appellant's Faculty)
 - two members of Courage Consultants UK Limited academic staff who do not teach, assess, or are otherwise involved with the appellant, including in Stage 1 of this procedure
 - a member of the Academic Standards and Quality Office, as the Secretary to the Panel.
 - 9.1.3 The Chair of the relevant Progression and Awards Board (or his or her nominee) shall have the right to be present at the Academic Appeal hearing.

- 9.1.4 The student making the appeal, the friend, and the Progression and Awards Board, through its representatives, shall have the right to call and to question witnesses.
- 9.1.5 The Academic Appeals Panel shall be entitled to call witnesses as it deems appropriate and to call to produce relevant documents.
- 9.1.6 The appeal shall only be heard on the grounds stated and accepted by the Student Casework Manager, Associate Dean Assessment and/or Cohort Leader and as laid out on the Academic Appeals Form unless the Academic Appeals Panel decides otherwise. In the latter event, an adjournment of no more than one week in total shall be granted if so requested by the appellant and/or the Chair of the Progression and Awards Board;
- 9.1.7 The student making the appeal and the Chair of the Progression and Award Board shall have the right to receive a copy of any written submission that is made on the part of the other.
- 9.1.8 The student making the appeal shall be invited to provide details of any reasonable adjustment that may need to be made for the hearing to accommodate the appeal, as long as the student has a declared disability.
- 9.2. If the student making the appeal does not appear at location, time and date set for the Appeal Hearing, the Academic Appeals Panel shall consider whether any reasons sent by the student in advance of the hearing are valid, and:
 - a) If members of the Panel so judge, adjourn proceedings to a later date and time.
 - b) If no reasons are advanced, or if they are judged to be invalid, proceed in the student's (appellant's) absence.
- 9.3. If invited witnesses do not attend the Appeal Hearing, the Panel may determine either to adjourn proceedings or to proceed without the witness(es).
- 9.4. The Panel, having considered the evidence, will decide whether the appeal should be justified, partially justified, or not justified. The decision of the Panel is final and will be reported to the student, Student Casework and relevant Progression and Awards Board
- 9.5. Outcomes
 - 9.5.1. The student can expect to hear the outcome of the Panel, in writing via Student Casework, within five working days of the Panel meeting. The student will also be informed within that time if the complexity of the case prevents an outcome being reached and advised of the likely timescale for further action and notification of the outcome. In all cases, regardless of whether the appeal was justified, in full or in part, or not justified, the outcome letter will give a full and clear explanation of the decision and rationale.
 - 9.5.2. Where the Panel determines that an appeal should be justified, in part or in full, the relevant Progression and Awards Board will be convened (where necessary as an extraordinary meeting and/or by correspondence) to decide the appropriate action,

in the context of the student's overall profile and the relevant assessment regulations. The outcome may include, but is not limited to:

- a further attempt at one or more components of assessment; the subsequent mark(s) for which may or may not be subject to a cap;
- a revised penalty in relation to a verdict of academic misconduct;
- retrospective granting of a deferral;
- any other action to correct procedural irregularity, unfair treatment, prejudice or bias. In exceptional circumstances, this may include the remarking of previously submitted work

9.5.3. The Chair of the Progression and Awards Board will notify the student, in writing, of the decision of the Progression and Awards Board and any appropriate action, along with the rationale for the decision, within ten days of the date of the letter informing the student of the Panel's decision. A copy of the letter will be sent to Student Casework. For programmes leading to the relevant awards, Student Casework will inform the appropriate awarding body within the required timescale.

10. Authority of Academic Appeals Panel

10.1. There shall be no appeal against the findings of an Academic Appeals Panel. However, if the appellant alleges procedural irregularity in the conduct of an appeal, they may put this in writing to Student Casework, no later than ten days following the appellant's receipt of the outcome at 9.5.3. above. Student Casework will refer to the Director of Academic Quality and Standards. If the Director of Academic Quality and Standards determines that procedural irregularity has occurred, they will arrange for all or part of the procedure at 9 above to be repeated, with different panel members, at their discretion. Student Casework will write to the Student with the Director of Academic Quality and Standards' decision, within 10 days of receipt of the allegation of irregularity. If the Director of Academic Quality and Standards determines that no such irregularity has occurred, or no such allegation is received within the above timescale, the appellant will be considered to have exhausted Courage Consultants UK Limited internal procedures for Academic Appeals

11. Stage 3: Independent Review (External)

- 11.1. Where the appellant has exhausted Courage Consultants UK Limited' internal procedures and is not satisfied with the outcome, he/she may request the case be reviewed by the Office of the Independent Adjudicator for Higher Education (OIAHE). Courage Consultants UK Limited subscribes to the independent scheme for the review of student appeals.
- 11.2. Under the Higher Education Act 2004, provision is made for a student to refer a complaint to the OIAHE when the institution's internal academic appeals procedures have been exhausted, and the student remains dissatisfied with the outcome. Details about the OIAHE can be found on their website: <https://www.OIAHE.org.uk/>. Further guidance about submitting a complaint for appeals to the OIAHE is available at their website: <https://www.OIAHE.org.uk/students/how-to-complain-to-us/>.

- 11.3. On completion of Courage Consultants UK Limited' internal Academic Appeals procedure, the student(s) will be issued with a Completion of Procedures Letter by the Academic Standards and Quality Office. This letter will provide information of the services available to the student from the Office of the Independent Adjudicator. (Please see Annex 3 Courage Consultants UK Limited Completion of Procedures Letter Template). The Completion of Procedures Letter will:
- a) provide a description of the Academic Appeal
 - b) confirm that Courage Consultants UK Limited' internal Academic Appeal procedure has been completed
 - c) state the outcome of the internal Academic Appeals process
 - d) confirm that the student has the right to take the appeal to the OIAHE
 - e) indicate how the student can contact the OIAHE
 - f) stipulate that the OIAHE will only consider complaints from students within a period of twelve months from the date of the Completion of Procedures Letter
 - g) enclose an explanatory leaflet on the OIAHE.
- 11.4. Further advice and/or assistance concerning the OIAHE, or in contacting and submitting a complaint to the OIAHE, should be obtained from the Academic Standards and Quality Office, or Dean of Students.
- 11.5. The findings of any case considered by the OIAHE shall be considered directly by Academic Board. Academic Board shall take the recommendations of the OIAHE into account in reaching a final decision about any action that should be taken in response to the appeal. The decision of Academic Board will be final and there shall be no further appeal against this decision.

12. Reporting to Academic Board

- 12.1. The Dean or nominee and Academic Standards and Quality Office shall analyse the key features and outcomes of any Academic Appeals and any outcomes of review by the Office of the Independent Adjudicator for Higher Education made during the previous year. A Student Casework Report on this information will be presented at the appropriate meeting of Academic Board
- 12.2. Data concerning equal opportunities monitoring shall also be provided. Any overall recommendation(s) arising from the reviews will be drawn to the attention of Academic Board.

13. Monitoring and Review

- 13.1. This policy may be amended by Courage Consultants UK Limited at any time. Courage Consultants UK Limited will ensure that all staff receive appropriate training to enable them to comply with this policy. Courage Consultants UK Limited will regularly test our systems and processes to monitor compliance. Any issues related to the monitoring and review of this policy, please contact courage@courageconsultants.co.uk

14. Data Protection and Confidentiality

- 14.1. Courage Consultants UK Limited is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the Information Commissioners website. Courage Consultants UK Limited as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).
- 14.2. By submitting an appeal, students are agreeing that Courage Consultants UK Limited can process, use, and share information it contains to enable the appeal to be considered. Information may be shared with relevant people to facilitate actions and recommendations after investigation. For Data Protection purposes and compliance matters, please contact courage@courageconsultants.co.uk
- 14.3. All documentation will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the appeals process.

Annex 1 – Courage Consultants UK Limited Academic Appeals Flow Chart



Version 1.3
 Date Created 01/07/2021
 Most Recent Review Date 02/05/2023
 Next Review Date 02/05/2024

Annex 2 – Courage Consultants UK Limited Academic Appeal Form

Courage Consultants UK Limited policy and procedure for making an Academic Appeal must only be used for students on the Courage Consultants UK Limited Programmes. Students on a university programme or HND through our partners must use their appropriate policy and procedure. If in doubt, please consult Academic Standards and Quality Office via courage@courageconsultants.co.uk

Please read the policy and procedure carefully before completing the form. The flow chart may also be of help. Both these documents together with the Academic Appeal Form are available on VLE. Once the form has been completed it should be sent to courage@courageconsultants.co.uk for review.

Your Details:			
Student Name:		Student ID:	
Programme of Study:		Campus:	
Tel:		Email:	
Contact Address:			
Date of Progression and Award Board at which your results were considered:			

Grounds for Appeal:	
<p>An appeal should be lodged no longer than fifteen days after the publication of your results following the meeting of the Progression and Award Board that considered your results. Please remember that you may only appeal on grounds detailed in Section 2.1 of Courage Consultants UK Limited's Policy and Procedure for making an Academic Appeal.</p> <p>Please indicate on which grounds you are appealing by ticking the appropriate box(es) given below:</p>	
<input type="checkbox"/>	an assessment or calculation of a mark or grade was not conducted in accordance with the current regulations for the course/module, or there has been a material administrative error or some other material irregularity relevant to the assessment has occurred.
<input type="checkbox"/>	The judgement of an examiner or examiners was improperly affected by personal bias.
<input type="checkbox"/>	Misleading information was provided about the assessment(s) and/or examinations
<input type="checkbox"/>	For a student with a disability or additional needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.

Please provide further details with respect to each of the grounds of appeal indicated by the box(es) you have ticked above....

Revised Assessment:

Please provide a statement about the nature of the revised assessment sought from the Progression and Award Board if your appeal was to be upheld...

Evidence/Documentation

You must provide supporting documentation in which you provide supporting evidence for the grounds of your appeal detailed above. Please list the documentation below and attach them to this form...

Student Declaration

I hereby consent for any sensitive and/or confidential data, such as notes in your file, held by Courage Consultants UK Limited to be made available to the Academic Appeals Panel and the Associate Dean/Cohort Leader for use as evidence or supporting documentation as appropriate. I understand that as part of the investigation into my appeal, the Academic Appeals Panel and the Associate Dean/ Cohort Leader may be required to share this information with other staff at Courage Consultants UK Limited solely on a need-to-know basis.

I declare that to the best of my knowledge all the information I have supplied is true, accurate and complete.

I give my consent for information from this form and any attached documents, and personal data held elsewhere within Courage Consultants UK Limited, to be shared with relevant members of

Courage Consultants UK Limited' staff on a need-to-know basis for the purpose of investigating my appeal.

Student Signature:

Date:

For Student Casework Office Use Only

Has the form been filled in fully?

Yes/No

Is there evidence attached?

Yes/No

Staff Name:

Signature:

Position:

Date:

Annex 3 – Courage Consultants UK Limited Completion of Procedures Letter Template

Please note this template has been taken directly from the Office of the Independent Adjudicator for Higher Education (OIAHE) website. The format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [Name of complainant],

Completion of Procedures Letter

This letter confirms that the internal procedures of [name of higher education provider] in relation to your complaint / appeal etc* regarding [please describe] have been completed.

The issues that you raised in your complaint / appeal etc* were [details]

The issue(s) that were considered in relation to your complaint / appeal etc was / were*: [brief summary of the complaint etc].

The final decision of [name of higher education provider] is* [detail] because [reasons].

The procedures / regulations applied were*: [details and date as supplied to the OIAHE's electronic Regulations Bank].

[Name of provider] subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome, you may be able to apply for a review of your complaint / appeal etc* to the Office of the Independent Adjudicator for Higher Education (OIAHE) provided that the complaint you take to the OIAHE is eligible under its Rules. Should you decide to make a complaint to the OIAHE, your OIAHE Complaint Form must be received by the OIAHE within 12 months of the date of this letter, that is, it must be received by the OIAHE on or before [insert date - e.g., if the Completion of Procedures Letter is dated 9 July 2015, this date should be 9 July 2016].

[Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.]

You can fill in the OIAHE's complaint form online or download a copy from the OIAHE website. <https://www.OIAHE.org.uk/students/how-to-complain-to-us/>. The OIAHE also publishes An Introduction to the OIAHE Scheme for Students, which can be downloaded from <https://www.OIAHE.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIAHE for a form. You should send a copy of this letter to the OIAHE with your OIAHE Complaint Form.

Guidance on submitting a complaint to the OIAHE and the OIAHE Complaint Form can also be found on the OIAHE's website <https://www.OIAHE.org.uk/students/how-to-complain-to-us/>. You may also wish to seek advice from the Students' Union about taking your complaint to the OIAHE. Please note that the OIAHE will normally only review issues that have been dealt with through the provider's internal procedures.

Yours sincerely,

[Authorised signatory]

Annex 4 – Variations to Partner Universities’ Academic Appeals Procedure for Student Studying at Courage Consultants UK Limited

For programmes at Courage Consultants UK Limited leading instead to awards of our partner Universities, the relevant policy and procedure will be documented on that University’s website, with any adjustments to standard process for students studying at Courage Consultants UK Limited as follows: