



# **Student Appeals Procedure**

## **Academic Appeals**

The appeals process enables students to appeal against an **academic decision** made by a Board in relation to progression, assessment or awards.

### **Grounds for appeal**

**There is no right of appeal against academic judgement and work cannot be remarked or have marks changed.**

The only valid grounds for appeals are the following:

- (a) Either that the student can establish that the assessment was missed or otherwise adversely affected due to a previously undisclosed illness or any other factors which the student was unable, or for valid reason unwilling, to divulge before the relevant assessment board reached its decision. The student's request must be supported by medical certificates or other documentary evidence as detailed in Section C7.4;
- (b) Or the student can establish that there has been an administrative error or material irregularity; or that the assessments were not conducted in accordance with current regulations or special arrangements formally agreed.

Disagreement with the academic judgement of an assessment board in assessing the merits of an individual element of assessment cannot constitute grounds for an appeal, nor complaints about the delivery or management of a programme expressed only after assessment.

### **Evidence**

Documentary evidence provided must meet the specific conditions relating to documentary evidence as set out in section C7.4 of the Regent's University London Academic Regulations:

- All claims must be substantiated by independent documentary evidence. This must be an official document and include the dates during which the circumstances applied.
- The evidence provided should be original. Where original documents are difficult to obtain, the University will accept a copy of evidence to support an extenuating circumstances claim, such as a faxed copy or PDF version that could be sent via email.
- Medical evidence must be in the form of a medical certificate or a doctor's letter, and must state the period of illness, be legible and signed by the doctor. Self-certification will not normally be accepted.
- Medical evidence must be from a doctor registered with the General Medical Council, or the equivalent overseas registration body.
- Medical evidence should demonstrate active engagement with a medical professional who is able to confirm a medical diagnosis which impacts the student's assessment during the relevant time period.

- In the event of a death of a close member of family / partner / friend, a death certificate or similar should be provided.
- Documentary evidence must be presented in English, where necessary, translations must be provided using an authorised translator.

*Please note that the University reserves the right to request additional evidence and original copies of evidence.*

### **Stage 1 Appeals**

Stage 1 Appeal Forms are available through the Student Hub.

To be considered, an appeal must be submitted in writing to the Student Hub not more than 10 working days after the publication of the results from any assessment period.

Students are advised to seek advice from the Student Support Team and/or the Student Hub prior to submitting their appeal with regards to the evidence and information required on the Appeals Form. Appeals will only be considered if the form is completed in full.

Two senior members of University staff, from Quality & Enhancement, usually review the appeal within 5 working days of receipt and make an assessment on whether the student has grounds for appeal. If Quality & Enhancement decides that there are no grounds for appeal then the appeal will be rejected. The student will be informed in writing by Quality & Enhancement of this decision, usually within two working days of the deadline for review. If the student disagrees with the decision made at Stage 1 they may have the option of submitting a further appeal at Stage 3.

Where the decision at Stage 1 is that the student does have grounds for appeal, the appeal will progress to Stage 2 of the appeals process.

### **Stage 2 Appeals**

Following the decision to progress a Stage 1 appeal to Stage 2, an Appeals Board will be convened to consider the appeal, usually within five working days.

Students are entitled to attend the Appeals Board meeting, and may be accompanied by a fellow student or a student union representative should they choose to do so. However, meetings are not arranged around the student's availability. The Board may convene digitally to ensure an outcome is reached within the recommended timeline.

After considering all evidence, the Appeals Board will reach a decision to either dismiss or uphold the appeal.

If the Appeals Board dismisses the appeal, a member of Quality & Enhancement will contact the student who has appealed, outlining the reasons for reaching the decision, and advising them of their right to appeal to the at Stage 3.

Where the appeal is upheld a recommendation must be made for reconsideration by the relevant reconvened assessment board, usually within 10 working days and subject to the availability of members. The assessment board, after duly considering the evidence, shall agree either to amend or confirm its original decision. A member of Quality & Enhancement will contact the student with the assessment board's decision.

### **Stage 3 Appeal**

Stage 3 Appeal Forms are available through the Student Hub.

To be considered, an appeal at Stage 3 must be submitted in writing to Quality & Enhancement not more than 10 working days after the notification of the decision at either Stages 1 or 2. If a student is unable to meet the deadline for appeal at Stage 1 on the grounds of valid extenuating circumstances supported by compelling and independent documentary evidence, the student may appeal directly to Stage 3. In this case the student must appeal to Stage 3 before the start of the next academic term. Appeals submitted to Stage 3 after the start of the next academic term will not usually be considered.

The only valid grounds for appeal at Stage 3 are the following:

- (a) a student believes that a decision on their appeal has not taken account of all relevant information, because additional evidence comes to light, which due to exceptional circumstances were not provided at Stages 1 or 2;
- (b) a student believes that there has been a material procedural irregularity in the appeals process;
- (c) a student believes that there has been procedural unfairness in the appeals process.

If the Registrar, or nominee, determines that there are grounds for a review of an appeal decision, they will convene a Review Board, usually within 10 working days of receipt. After considering all evidence, the Review Board will reach a decision to either dismiss or uphold the appeal.

Where the appeal is upheld a recommendation must be made for reconsideration by the relevant reconvened assessment board, usually within 10 working days, subject to the availability of members. The assessment board, after duly considering the evidence, shall agree either to amend or confirm its original decision. Quality & Enhancement will contact the student with the assessment board's decision.

If the appeal is dismissed, the Registrar, or nominee, will provide a Completion of Procedures letter to be sent to the student who has appealed to outline the reasons for reaching the decision and, where appropriate, advise the student of their right to appeal to the Office of the Independent Adjudicator (OIA).