

1. Principles

1.1. We use rigorous and robust processes in the design and delivery of assessments. Academic Appeals are a way for you to ask us to check that the expected process has been followed and applied correctly and for us to respond in a timely and proportionate way.

1.2. Our approach to Academic Appeals is:

- a. Clear and accessible. This means this section of the Academic Regulations is widely available and written in such a way that you should not need additional support in understanding what an Academic Appeal is, the process to follow, your responsibilities, and our responsibilities. Despite this, you may seek support from the Student Experience and Wellbeing team by emailing ASK@Regents.ac.uk.
- b. Confidential, impartial, and fair. This means that we will treat Academic Appeals as being serious and ensure that those considering them have no reasonable perception of bias or conflict of interest. We will not share your Academic Appeal with anyone unless there is a good reason to do so. You will not be treated less favourably as a result of making an Academic Appeal.
- c. Timely, flexible, and proportionate. This means that we will work as quickly as we can to respond to Academic Appeals as far as is reasonably possible. We will follow the process outlined below unless we think there is a better way of handling your Academic Appeal. If this is the case, we will tell you that we intend to use a different process, and the reason why. We aim to complete both formal stages within ninety days of a Formal Academic Appeal being received.
- d. Embedded and informative. This means we will use the Academic Appeals we receive to inform enhancements and improvements to your student experience. We do this through our formal committees and through annual monitoring of our academic delivery.

1.3. We understand that understanding assessment decisions and making an Academic Appeal can be personal. However, we reserve the right to close – without further action – Academic Appeals that are deemed to be malicious or vexatious (as defined below).

1.4. The applicability of these Regulations under the University's Collaborative Provision arrangements is detailed in Schedule A.

1.5. Any designated role (e.g. Head of School or Director of Programme) within this regulation will be taken to include 'or nominee'.

1.6. If you have a disability, you may make a request for a reasonable adjustment to the process of making an Academic Appeal set out below. This may include requesting additional time to make or respond to an Academic Appeal.

1.7. Unless because of an agreed reasonable adjustment due to a disability, we expect you to act on your own behalf in making an Academic Appeal. This means we will normally communicate only with you, and not a representative. However, we may allow you to nominate a representative to act on your behalf: in such circumstances we require your express permission to communicate with your named representative and, thereafter, will communicate only with them, not with you directly.

1.8. You are allowed to have one companion with you at any meeting you are invited

to attend related to your Academic Appeal. Normally, your companion cannot be someone acting in a legal capacity. This is because this Regulation is clear and easy to follow, and we expect you to speak for yourself in any meeting. At our discretion, your companion may help you if you have trouble engaging. However, you are responsible for the conduct of your companion at all times. If your companion's conduct is abusive or threatening, they will be excluded from the meeting and all future meetings. In such cases, we may continue with the meeting or reschedule. If the meeting is rescheduled, we will expect you to identify a new companion.

- 1.9. We expect you to provide evidence in support of your Academic Appeal. We reserve the right to request originals of all evidence you provide and to undertake reasonable checks to authenticate evidence. The provision of false or misleading evidence may be taken forward as a misconduct matter.
- 1.10. We do not routinely record Academic Appeal meetings. However, meetings are attended by a notetaker, and you will receive a copy of these notes. If you have agreed reasonable adjustments in place and require a meeting to be recorded, you must tell us at least three working days before any meeting. Where we decide to make an audio recording of a meeting, you will be provided with a copy of the recording for your own personal use.
- 1.11. You are required to read and understand this Regulation, including being familiar with any updates made during your studies.

2. Definitions

- 2.1. We define an Academic Appeal either as a request to reconsider a decision not to grant you exceptional circumstances or an academic decision made about your summative assessment, progression, or award. This means the remedies you may ask for include: an apology and/or a practical remedy and/or an academic remedy.
- 2.2. You are not permitted to challenge properly exercised academic judgment. We use the OIA's definition of academic judgment:
"a decision made by academic staff on the quality of the work itself or the criteria being applied to mark the work (rather than the administrative marking process)...not any judgment made by an academic; it is a judgment that is made about a matter where the opinion of an academic expert is essential. So for example a judgment about marks awarded, degree classification, research methodology, whether feedback is correct or adequate, and the content or outcomes of a course will normally involve academic judgment."
However, you may informally request an administrative check that the expected marking process has been followed.
- 2.3. Only current students may make an Academic Appeal using this Regulation. This means that only those who are currently enrolled on a course of study with the University or who have recently completed a course of study may make an Academic Appeal. Specifically:
 - a. 'Currently enrolled' means having completed your enrolment. Anyone that has not completed enrolment is not considered to be a current student and therefore cannot appeal using this Regulation.
 - b. A 'currently enrolled' student does not have to be currently studying at Regent's

University London: anyone currently enrolled but on an Interruption of Studies, or undertaking a period of Study Abroad may make an Academic Appeal using this Regulation.

- c. 'On a course of study' means any credit-bearing module or modules at any level of the [Framework for Higher Education Qualifications](#). This includes inbound Study Abroad students that are primarily registered with one of our partner organisations.
- d. 'With the University' means any course or module that is validated or conferred by the University, whether study is directly at Regent's University London or through one of our partner organisations.
- e. 'Recently completed a course of study' means anyone that has been withdrawn from the University within the previous twenty working days (whether or not having been granted an award) or within twenty working days following graduation (whether or not attended).

2.4. 'No reasonable perception of bias' means that anyone making a decision about your Academic Appeal will have no previous involvement in the assessment or progression decision or have been the subject of a prior formal complaint you have made. They will also not have any close personal connection to you or anyone involved in your Academic Appeal.

2.5. 'No conflict of interest' means that anyone making a decision about your Academic Appeal will have no personal interest in the outcome of any decision being made.

2.6. Some Academic Appeals may be referred to other processes as follows:

- a. Academic Appeals that include complaints about the conduct of another student may be taken forward using either the Academic or General Misconduct Regulations. Although we will tell you if we refer your Academic Appeal to another process, we may not be able to tell you the outcome of any action taken, or if any action will be taken. This is because of the right to privacy per current data protection legislation. However, we will balance this against any legitimate interest you may have in receiving information to mitigate harm or distress.
- b. Academic Appeals that include complaints about the conduct of staff may be taken forward by Human Resources. Although we will tell you if we refer your Academic Appeal to another process, we may not be able to tell you the outcome of any action taken, or if any action will be taken. This is because of the right to privacy per current data protection legislation. However, we will balance this against any legitimate interest you may have in receiving information to mitigate harm or distress.
- c. Academic Appeals relating to service delivery may be referred through the Student Complaints Policy.

2.7. An Academic Appeal may be deemed vexatious or malicious as follows:

- a. A vexatious Academic Appeal is one where we believe you are doing so primarily to cause harassment; or you make repeated Academic Appeals related to a matter that we have formally concluded. This may include making unreasonable and/or unrealistic demands of an individual.
- b. A malicious Academic Appeal is one where we believe you are attempting to insult, offend or make a false statement about a member of the University or its representatives; or where the remedy requested is disproportionate or not possible.

Vexatious and/or malicious Academic Appeals will be closed and any right of

escalation or appeal removed.

3. Responsibilities

3.1. We will:

- a. Give you clear information about this Regulation, the stage your Academic Appeal is at, who is handling your Academic Appeal, the timescales relevant to each stage and required actions, and the sources of support available to you.
- b. Handle your Academic Appeal at the appropriate level. This means that the School responsible for the assessment decision will be expected to consider the Academic Appeal at the informal stage. This ensures effective academic delivery that embraces continuous improvement.
- c. Attempt to put in place a proportionate remedy that does not compromise academic standards but aims to put you back in the position you were in before any identified error occurred.

3.2. We expect you to:

- a. Be familiar with this Regulation, including understanding and meeting the timescales and deadlines set out below. If, for good reason, you cannot meet the timescales set out below, we expect you to provide a comprehensive explanation and independent evidence covering the period of the delay.
- b. Be respectful and courteous, and to respond to requests for information promptly and accurately.
- c. Let us know as soon as possible if you require any reasonable adjustments to be made because of a disability to the way we process or handle your Academic Appeal under this Regulation. If required, you should provide evidence to support any request for reasonable adjustments that you have made.
- d. Attend all meetings you are invited to in connection with your Academic Appeal.
- e. Tell us in advance of all meetings the name and their relationship to you of your companion.

3.3. You have the right to access our Students' Union (StudentUnion@Regents.ac.uk) for support and guidance at any stage of this Regulation.

3.4. There are one Informal and two Formal stages to this Regulation: Informal Academic Appeal > Formal Academic Appeal > Request for a Review.

4. Informal Academic Appeal

4.1. Informal Academic Appeals must be made within fifteen working days of the confirmation of the outcome of an assessment decision.

4.2. Your Informal Academic Appeal should be raised with the most relevant person: this is the relevant marker/Module Leader/Course Leader for the assessment you would like to request is reconsidered. As noted above, you cannot challenge properly exercised academic judgment. This means you cannot ask for a mark to be reconsidered without credible evidence that the expected [marking process](#) as set out in the Academic Regulations has not been followed.

4.3. Academic Appeals about an Exceptional Circumstances decision should skip the Informal Academic Appeal stage and move straight to the Formal Academic Appeal stage (below). Formal Academic Appeals about an Exceptional Circumstances decision must be made within ten working days of that decision being sent to you.

- 4.4. The person responding to your Informal Academic Appeal should do so within fifteen working days. The Informal Academic Appeal outcome should be copied to Registry (casework@regents.ac.uk) to facilitate monitoring and to determine eligibility to move to the next stage.
- 4.5. Informal Academic Appeals end when an outcome is issued or if you have not received an outcome within fifteen working days of raising your Informal Academic Appeal.
- 4.6. If you have not received the outcome to your Informal Academic Appeal within fifteen working days or you are not satisfied with the outcome, you may be able to submit a Formal Academic Appeal.

5. Formal Academic Appeal

- 5.1. Formal Academic Appeals must be made within ten working days of the end of the Informal Academic Appeal or, in the case of an Exceptional Circumstances decision, within ten working days of that decision being sent to you.
- 5.2. To be eligible for consideration, Formal Academic Appeals must demonstrate at least one of the following grounds:
 - a. There is evidence of a procedural error or mistake in:
 - i) The conduct of the assessment (for example, there is evidence that the assessment was not marked according to the published assessment criteria or there is a reasonable perception of bias in the assessment).
 - or
 - ii) The conduct of the assessment board (for example, the decision made by the board was not within its remit to make).
 - or
 - iii) The consideration of an Exceptional Circumstances claim.
 - b. There is new evidence that was not reasonably available when the decision being appealed was made and which would have resulted in a substantially different, more favourable, decision being reached.
 - c. The decision being appealed is not reasonable.
- 5.3. All Formal Academic Appeals must be made using the form provided (unless a reasonable adjustment has been agreed). You should provide all relevant evidence when you submit your completed Formal Academic Appeal form. If some of the evidence you want to rely on in your Academic Appeal is not available, you must make this clear when you submit your form and indicate when you expect to be able to provide it.
- 5.4. All Formal Academic Appeals are subject to an initial assessment by Registry. Initial assessment includes consideration of:
 - a. Whether the Formal Academic Appeal is eligible (received in time, using the appropriate form, has completed the Informal Stage, is supported by evidence, is seeking a reasonable remedy, is not an attempt to challenge properly exercised academic judgment, and demonstrates at least one of the possible grounds).
 - b. Whether the matter raised should be referred to another process.
- 5.5. Within five working days of receiving a Formal Academic Appeal, Registry staff will contact you:
 - a. To confirm receipt and eligibility of your Formal Academic Appeal and to confirm next steps (which may include agreeing a deadline for you to provide any

outstanding evidence). This receipt will include who your Formal Academic Appeal is being considered by, and the deadline for them to issue an outcome on your Formal Academic Appeal. The person identified as being responsible for considering your Formal Academic Appeal may request to meet you (see below).
or

- b. To confirm receipt of your Formal Academic Appeal and to explain that the matter is being referred through another process. Where known you will be given the name of the person looking at the matter and the expected timescale for responding to you and (if relevant) a deadline for you to provide outstanding evidence.
or
- c. To confirm that your Formal Academic Appeal is ineligible for any consideration. If this happens, we will tell you the reason why and tell you if you can make a Request for a Review.

5.6. Eligible Formal Academic Appeals must be completed within twenty working days of confirmation of receipt.

5.7. Formal Academic Appeals will normally be considered as follows:

- a. In the case of an assessment decision: by the Director of Programmes for the module/assessment.
- b. In the case of an Exceptional Circumstances decision: by a senior member of Registry staff.
- c. In the case of a progression or award decision: by an Assessment Board Chair, or by the Associate Provost Learning and Teaching.

As part of this consideration, you may be invited to a meeting to discuss your Formal Academic Appeal in more detail. However, it may be possible to conclude consideration of your Formal Academic Appeal without such a meeting: it is the decision and discretion of the person considering your Formal Academic Appeal to determine.

5.8. If a Formal Academic Appeal meeting is to be held, you will be given:

- a. The date, time, location of the meeting, and your right to bring a companion with you. If to be held online, you will be given a link to the meeting.
- b. Instructions on what to do if you cannot attend the meeting on the set date and time.
- c. The names of all those attending the meeting, including their purpose at the meeting (e.g. notetaker, observer).
- d. Information about how to alert the University to any potential bias in relation to the meeting attendees.
- e. An outline agenda for the meeting.
- f. Copies of (or access to) all documents being considered during the meeting.

5.9. Within five working days following a Formal Academic Appeal meeting you will be provided with a copy of the meeting notes. You will be asked to confirm the notes as an accurate reflection of the Formal Academic Appeal meeting. We will add a record of any disagreement/comments to the meeting notes.

5.10. Formal Academic Appeals end when an outcome is issued or if you have not received an outcome within twenty working days of confirmation of receipt of your Formal Academic Appeal.

5.11. Your Formal Academic Appeal outcome will explain:

- a. Our understanding of your Formal Academic Appeal (sometimes referred to as 'aspects of appeal').
 - b. Who considered your Formal Academic Appeal.
 - c. What evidence was considered and if relevant, any weight given to that evidence.
 - d. Whether your Formal Academic Appeal has been upheld, partially upheld, or not upheld. Different decisions may be reached for each of the aspects of your appeal. For example, we may uphold one aspect of your appeal but no others. If all aspects have been upheld the outcome of your Formal Academic Appeal will be Upheld. If no aspects have been upheld the outcome of your Formal Academic Appeal will be Not Upheld. If at least one aspect has been upheld, and at least one aspect is not upheld the outcome of your Formal Academic Appeal will be Partially Upheld.
 - e. The reason for the outcome for each aspect of your appeal.
 - f. Any remedy being offered, and how you can accept that offer. Even if your Formal Academic Appeal is Not Upheld, we can make an offer to put things right.
 - g. Your right to escalate your appeal to a Request for a Review of your Academic Appeal ('Request for a Review') and the timescale for doing so.
- 5.12. If you have not received the outcome to your Formal Academic Appeal within twenty working days or you are not satisfied with the outcome of your Formal Academic Appeal, you may submit a Request for a Review.

6. Request for a Review

- 6.1. Requests for a Review must be made within ten working days of the end of the Formal Academic Appeal.
- 6.2. Requests for a Review will not normally consider the matter afresh or involve an investigation. To be eligible, your Request for a Review must demonstrate any one of the following grounds:
 - a. There is evidence of a mistake at an earlier stage of the Academic Appeal that – if it had not occurred – would have resulted in a different, more favourable outcome.
 - or
 - b. There is new evidence that was not reasonably available at an earlier stage, and which would have made a difference to the outcome reached.
 - or
 - c. The outcome of an earlier stage was not reasonable.
- 6.3. All Requests for a Review (with the exception of Level 8 requests, see section 7 below) must be made using the form provided (unless a reasonable adjustment has been agreed). You should provide all evidence relevant when you submit your completed Request for a Review form. If some of the evidence you want to rely on in your Request for a Review is not available, you must make this clear when you submit your form and indicate when you expect to be able to provide it.
- 6.4. All Requests for a Review are subject to an initial assessment by Registry. Initial assessment includes consideration of:
 - a. Whether the Request for a Review is eligible (received in time, using the appropriate form, has completed the Formal Academic Appeal stage, is supported by evidence, is seeking a reasonable remedy, has established any of the chosen grounds).
 - b. Whether the matter raised should be referred to another process.

- 6.5. Within five working days of receiving a Request for a Review, Registry staff will contact you:
- a. To confirm receipt and eligibility of your Request for a Review and to confirm next steps (which may include agreeing a deadline for you to provide any outstanding evidence). This receipt will include who your Request for a Review is being considered by, and the deadline for them to issue an outcome on your Request for a Review.
 - or
 - b. To confirm receipt of your Request for a Review and to explain that the matter is being referred through another process. Where possible you will be given the name of the person looking at the matter and the expected timescale for responding to you and (if relevant) a deadline for providing any outstanding evidence.
 - or
 - c. To confirm that your Request for a Review is ineligible for any consideration. If this happens, we will tell you the reason why and tell you about making a complaint to the Office of the Independent Adjudicator for Higher Education.
- 6.6. Requests for a Review will normally be considered by the Head of Registry or their nominee and be completed within twenty working days following confirmation of receipt.
- 6.7. Requests for a Review end when an outcome is issued or if you have not received an outcome within twenty working days of confirmation of receipt of your Request for a Review.
- 6.8. Your Request for a Review outcome will explain:
- a. Our understanding of your Academic Appeal.
 - b. Who considered your Academic Appeal.
 - c. What evidence was considered and if relevant, any weight given to that evidence.
 - d. Whether your Request for a Review has been upheld, partially upheld, or not upheld. Different decisions may be reached for each aspect of your Request for a Review.
 - e. The reason for the outcome for each aspect of your Request for a Review.
 - f. Any remedy being offered, and how you can accept that offer. Even if your Request for a Review is Not Upheld, we can make an offer to put things right.
 - g. The outcome of the Request for a Review is final and will result in a Completion of Procedures Letter being issued.
- 6.9. If you have not received the outcome to your Request for a Review within twenty working days or you are not satisfied with the outcome of your Request for a Review, you may request a Completion of Procedures Letter.
- 6.10. Once you have completed the Academic Appeal process you may be entitled to ask the Office of the Independent Adjudicator for Higher Education (OIA) as the independent ombuds service, to review your complaint about the outcome of your academic appeal. Any complaint you make to the OIA must be submitted within twelve months of the date of the Completion of Procedures Letter. Further information is available at: www.oiahe.org.uk.

7. Request for Review (Level 8 students)

- 7.1. For Level 8 (doctoral) students on courses validated by partner universities, your request for review should be referred to the relevant validating partner for it to conduct the review in accordance with the relevant regulations of the

partner. You will be directed to the relevant information once you receive the outcome of your formal academic appeal. You can request details and links to the relevant regulations and procedures from partner universities at any time from the Casework Team in Registry.

- 7.2. The validating partner university will issue you with a Completion of Procedures letter. You may be entitled to ask the OIA to review your complaint about the outcome of your academic appeal.

8. Student Death

- 8.1. If a student submits an academic appeal (at any stage) and we subsequently receive formal notification of their death before that stage has been concluded, we will immediately stop all related communications and close it as being void.

9. Schedule A

The applicability of these Regulations under the University's Collaborative Provision arrangements is detailed below.

Where the Regent's University London Regulations apply, collaborative partners may use different terminology, e.g. 'programmes' and 'units' instead of 'courses' and 'modules'.

Cours Florent

- 9.1. The Academic Appeal regulations of Regent's University London will apply to the Regent's University London degree and award, with the following variations:
- Within the regulations where it states Head of Registry this will be the Academic Managers at Cours Florent.
 - Appeal applications will be submitted to Cours Florent and will be heard by Cours Florent in line with the principles and premises of the regulations.
 - The review stage will be heard by Regent's University London.

DOMUS Academy

- 9.2. The Academic Appeal regulations of Regent's University London will apply to the Regent's University London degree and award, with the following variations:
- Appeal applications will be submitted to Domus and will be heard by Domus in line with the principles and premises of the regulations.
 - The review stage will be heard by Regent's University London. For matters relating to the outcome of an assessment board, requests to review the outcome of an appeal should be directed to Regent's University London, who will consider the appeal under Section 6 of these Regulations. Students who wish to request a Review by the University should contact casework@regents.ac.uk.

Istituto Marangoni (London)

- 9.3. Students who wish to make an appeal should refer to Istituto Marangoni London's Academic Appeals Policy. However, requests for review (for matters relating to the outcome of an assessment board) should be directed to Regent's University London, who will consider the appeal under Section 6 of these Regulations. Students who wish to request a Review by the University should contact casework@regents.ac.uk.

Istituto Marangoni (Paris)

- 9.4. Students who wish to make an appeal should refer to Istituto Marangoni's Academic Appeals Policy. However, requests for review (for matters relating to the outcome of an assessment board) should be directed to Regent's University London, who will consider the appeal under Section 6 of these Regulations. Students who wish to request a Review by the University should contact casework@regents.ac.uk.

Liverpool Media Academy (LMA)

- 9.5. LMA students who wish to make an appeal at stage one or two should refer to LMA's Appeals and Complaints Policy. However, for matters relating to the outcome of an assessment board, requests for review should be directed to Regent's University London, who will consider the appeal under Section 6 of these Regulations. Students who wish to request a Review by the University should contact casework@regents.ac.uk. For matters unrelated to assessment board decisions, LMA will manage Stage 3 appeals.

MACROMEDIA

- 9.6. The Academic Appeal regulations of Regent's University London will apply, with the following variations:
- a. Appeal applications will be submitted to Macromedia and will be heard by Macromedia in line the principles and premises of the regulations.
 - b. The review stage will be heard by Regent's University London. For matters relating to the outcome of an assessment board, requests to review of the outcome of an appeal should be directed to Regent's University London, who will consider the appeal under Section 6 of these Regulations. Students who wish to request a Review by the University should contact casework@regents.ac.uk.

Nuova Accademia di Belle Arti (NABA) London

- 9.7. Students who wish to make an appeal should refer NABA London's Appeals Policy. However, requests for review (for matters relating to the outcome of an assessment board) should be directed to Regent's University London, who will consider the appeal under Section 6 of these Regulations. Students who wish to request a Review by the University should contact casework@regents.ac.uk.