

Quality Management System

Procedure Number

BAC-C-07

Procedure Title

Academic Appeals Procedure

Document Author	Julie Cairns Advanced Quality Assurance Practitioner
Approved By	Lee Phillips Head of Quality & Higher Education
Version	Issue 3 Rev 4
Effective from	August 2025
Last reviewed	August 2025
Next review due	August 2026
Equality Impact Assessed	August 2025

Alternative Format Statement

We are committed to ensuring all our materials are accessible to everyone. If you require this document in an alternative format please contact:

Quality Improvement Team

Email: Quality@bacoll.ac.uk

Phone: 01388 443069

Please note: On our website we have the Recite Accessibility toolbar. If you select Accessibility on the top toolbar, any text on the website, including linked policies and procedures can:

- be converted from text to speech
 - be translated into over 100 languages including 65 text to speak voices
 - have its colour, scheme, text, font style, size and spacing changed
-

Contents

Section and Title	Page Number
Alternative Format Statement	2
1.0 Purpose	4
2.0 Scope	4
3.0 Principles	6
4.0 References	7
5.0 Definitions	8
6.0 Procedure	8
7.0 RECORDS	11
8.0 Documentation	12
9.0 Quality Records Schedule	13
Contact Information	14
Summary of significant changes	14

Academic Appeals Procedure

	Responsibility
<p>1.0 Purpose</p> <p>1.1 The purpose of this procedure is to give staff and students a clear and comprehensive understanding and instruction on how to pursue an academic appeal, and the grounds on which a student has the right to make an academic appeal.</p> <p>1.2 To describe the associated appeals processes.</p>	
<p>2.0 Scope</p> <p>2.1 This procedure applies to Bishop Auckland College Group thereafter to be termed BACG.</p> <p>2.2 This procedure does not apply to students on HE courses. Please refer to the Higher Education Academic Appeals Policy (POL-HE-06)</p> <p>2.3 This procedure applies to academic appeals against:</p> <ol style="list-style-type: none"> i. Procedural and organisational irregularities in the conduct of assessment / examination(s) ii. Prevented progression from one stage to another of the programme iii. Where a student's health or personal circumstances, notified at / or before the time of the assessment, were not properly considered <p>The appeals process excludes the following, for which a separate Customer Complaints Procedure (ref 4.6) or the Student Behaviour and Disciplinary Procedure (ref 4.5) exist:</p> <ul style="list-style-type: none"> • complaints against services provided by the College • complaints about the delivery of a programme, teaching, or administration • complaints about misconduct by a member of staff or other students. 	

	Responsibility
<p>Students are informed of their rights of academic appeal during induction (Student induction checklist C-IN-01, ref 4.1)</p> <p><i>Note: The academic appeals process for sanctions imposed following disciplinary action is detailed in the Student Disciplinary Procedure (BAC-SS- 01, ref: 4.5).</i></p> <p>2.4 For academic appeals related to externally assessed work or examinations, the student must appeal directly to the relevant awarding organisation.</p> <p>2.5 The procedure may be used by anyone who is a student enrolled at BACG.</p> <p>2.6 BACG will only accept appeals from the students and not from a third party. Support/assistance can be provided at any stage of the procedure by another member of the BACG community, (which is a person who is currently an enrolled student of BACG, or a member of BACG personnel). This is an internal procedure and it is appropriate for students to represent themselves</p> <p>In the unlikely event that the student may be accompanied by a friend, family member, a Trade Union or professional association staff member, if applicable. The individual accompanying is not permitted to make representations, or ask or answer questions on behalf of the student, or attend in any legal capacity.</p> <p>2.7 As appeals are always related to individual assessment outcomes, it is unusual for students to submit collective appeals. However, the college recognises that there may be exceptional circumstances where the issues raised affect a number of students and therefore those students may wish to lodge a collective appeal. In these cases, each student is expected to show how they have personally been affected by the situation.</p>	

<p>In order to manage the progression of the academic appeal in such circumstances, the group must agree in writing that they nominate one student to act as the spokesperson for those students wishing to appeal. A copy of this agreement must be submitted alongside the appeal. In agreeing to act as a spokesperson the student accepts responsibility for representing the group views and to act as a key contact in relation to the academic appeal.</p> <p>2.8 The College will not consider appeals which are made anonymously.</p> <p>2.9 The College will endeavor to ensure holistic consideration is given to multi-issue complaints and that a coordinated response is given wherever possible.</p> <p>2.10 BACG defines a 'working day' as Monday to Friday, excluding bank holidays and other days when BACG is closed.</p> <p>2.11 Students should ensure that the issues being raised are pursued in accordance with the relevant College procedure and should seek advice from the BACG Quality Department.</p> <p>2.12 As this procedure involves processing personal data, data protection regulations will be adhered to. Please refer to the General Data Protection Regulation Policy (ref: POL-DP-01) for further information.</p> <p>3.0 Principles</p> <p>3.1 The decisions made will be reasonable and, where required, provide appropriate redress.</p> <p>3.2 Academic appeals submitted outside of the timescales prescribed in the procedure will only be considered in the most exceptional circumstance and where there is good reason, supported by evidence, for late submissions.</p>	<p>Responsibility</p>
---	------------------------------

	Responsibility
<p>3.3 Academic appeals will be treated seriously and students should be assured that they will not suffer any disadvantage or recrimination as a result of making an appeal in good faith.</p>	
<p>3.4 This procedure will be fair and transparent.</p>	
<p>3.5 The process for the academic appeal will be evidence-based.</p>	
<p>3.6 BACG is committed to dealing with academic appeals as quickly as possible, and to complete the processing of a formal appeal and any associated review within 90 calendar days, wherever possible (in line with the Good Practice Framework – OIA).</p>	
<p>3.7 BACG will make every reasonable effort to meet the time limits as stated in this procedure; however, for complex cases additional time may be required to ensure a thorough review. Where an exception to the standard time limit is needed you will be notified of this in writing and you will be kept informed of when you can expect to receive an outcome response.</p>	
<p>4.0 References</p>	
<p>4.1 Student Induction Checklist C-IN-01</p>	
<p>4.2 Internal Verification Procedure BAC-C-14</p>	
<p>4.3 Student Overview of Academic Appeal Process C-AA-02</p>	
<p>4.4 Student Academic Appeal Form C-AA-01</p>	
<p>4.5 Student Behaviour and Disciplinary Procedure BAC-SS-01</p>	
<p>4.6 Customer Complaints Procedure BAC-Q-05</p>	
<p>4.7 Joint Council for Qualifications (JCQ): A guide to the awarding organisations appeals processes</p>	
<p>4.8 Guidelines for Completing a Quality Records Schedule Q-QR-01</p>	
<p>4.9 The Good Practice Framework OIA</p>	
<p>4.10 General Data Protection Regulation POL-DP-01</p>	
<p>4.11 Blended Learning Policy POL-C-07</p>	
<p>4.12 Conflict of Interest Policy POL-C-08</p>	

	Responsibility
<p>5.0 Definitions</p> <p>5.1 EO: Examination officer(s)</p> <p>5.2 LM: Line Manager</p> <p>5.3 IQA: Internal Quality Assurer (can include Internal Verifier and Internal Moderator)</p>	
<p>6.0 Procedure</p>	
<p>6.1 Stage 1: Early Resolution/Informal</p>	
<p>6.1.1 Students who believe that they have evidence on which to base an academic appeal should firstly raise the academic appeal related matter/query informally with one of the following appropriate staff members: Examinations Officer / Course Tutor / Assessor / Course Coordinator / Module Lead/ Module Tutor or Programme Leader, as soon as possible and within 15 working days of publication of results or believing an administrative/ academic error has occurred.</p>	<p>Student</p>
<p>6.1.2 The Examinations Officer / Course Tutor / Assessor / Course Coordinator / Module Lead/ Module Tutor or Programme Leader, will try to resolve the issue. They will inform the student of the outcome within 5 working days of submission of the query.</p>	<p>EO/Course Tutor /Course Coordinator /Assessor/Module Tutor/Module Lead/Programme Leader</p>
<p>6.1.3 If the issue is unresolved, and the student wishes to make a formal academic appeal, they must inform the Quality Department, and follow the Academic Appeal Process C-AA-02 (ref: 4.3). The student must complete a Student Academic Appeal Form C-AA-01 (ref. 4.4) and submit all supporting evidence, as required within 5 working days of receiving the outcome from the early resolution stage.</p>	<p>Student</p>

	Responsibility
<p>6.3 Stage 3: Academic Appeal Panel</p>	
<p>6.3.1 The Quality Assurance Manager/ designate, on receipt of the request from the student to progress to stage 3, will acknowledge the request, within 2 working days of <u>receipt</u> (using Model response to Stage 3 Academic Appeal letter as a template, ref C-AA-06).</p>	<p>Quality Assurance Manager/ Designate</p>
<p>6.3.2 Appeals which are submitted outside the 10 College working day period will not be considered, and the student will be notified accordingly. The decision is considered final, and as such the student will be provided with a Completion of internal Procedure's letter.</p>	
<p>6.3.3 The Quality Assurance Manager/designate will forward all relevant details of the academic appeal to the Manager/ Director of Curriculum. The Director of Curriculum, will convene an Academic Appeal Panel within 10 working days from the date of receipt of the student confirming their wish to proceed to stage 3.</p>	<p>Quality Assurance Manager/ Designate/ Manager/Director of Curriculum (Chair)</p>
<p>6.3.4 The Academic Appeal Panel will comprise of:</p> <ul style="list-style-type: none"> • Manager / Director of Curriculum (Chair) • Course Coordinator • IQA • Exam Officer (if appropriate) • BACG Quality Nominee or representative 	<p>Panel</p>
<p>6.3.5 The Panel will consider evidence from the Academic Appeals process and, if required, from the student, EO / Course Tutor / Assessor / Course Coordinator/ Module Lead/ Module Tutor/ Programme Leader, and IQA</p>	<p>Panel</p>
<p>6.3.6 The Chair will complete stage 3 on the Student Academic Appeal Form C-AA- 01 (ref: 4.4) indicating the action to be taken/confirm what action has been taken</p>	<p>Chair</p>

	Responsibility
6.3.7 The Chair of the Panel will inform the student of the panel's decision, in writing, within 5 working days of the Panel meeting taking place (using Model Response to Stage 3 Academic Appeal letter ref. C-AA-07 as a template).	Chair
6.3.8 If the appeal is upheld, the Academic Appeal Panel will recommend reconsideration of the original decision by the IQA.	Panel
6.3.9 If the appeal is rejected as invalid, the student will be informed of the reason why, i.e., because it is made against academic judgement, or for another good reason identified by the Academic Appeal Panel.	Panel/Chair
6.3.10 The response letter (Model response to stage 3 Academic appeal letter, ref:8.6) will be issued and will inform them that they have reached the end of the internal procedures and that if they are still dissatisfied with the outcome for Stage 3 Academic Appeal Panel, they will be informed they can appeal direct to the relevant awarding organisation and then further to the relevant qualification regulator if applicable, once all other avenues have been exhausted. (JCQ Guide to awarding organisations appeals process, ref: 4.7)	Student
6.4 Consistency of outcomes	
6.4.1 To ensure consistency of outcomes, all appeals and outcomes associated with the Academic Appeal Process are logged, monitored and reviewed by the Quality Assurance Manager/ designate. The Director of Quality & HE reports on academic appeals to SLMT	Quality Assurance Manager/ Director of Quality & HE
7.0 RECORDS	
7.1 The Quality Assurance Manager/ designate is responsible for maintaining the documented records associated with this procedure.	Quality Assurance Manager/ Designate

	Responsibility
<p>They will determine the records to be held, their location, retention period and disposition using the 'Guidelines for Completing a Quality Records Schedule' (ref 4.8) for reference. The Quality Records Schedule associated with this procedure is included as section 9.</p>	
<p>8.0 Documentation</p>	
<p>8.1 C-AA-01: Student Academic Appeal Form</p>	
<p>8.2 C-AA-02: Student Overview of Academic Appeals Process</p>	
<p>8.3 C-AA-04: Model Acknowledgment of Academic Appeal – Stage 2 letter</p>	
<p>8.4 C-AA-05: Model Response to Stage 2 Academic Appeal letter</p>	
<p>8.5 C-AA-06: Model Acknowledgment of Academic Appeal – Stage 3 letter</p>	
<p>8.6 C-AA-07: Model Response to Stage 3 Academic Appeal letter</p>	

9.0 Quality Records Schedule

Identification of Record	Medium	Storage Location/ Protection	Retention Period	Access Rights/ Retrieval	Method of Disposal
C-AA-01: Student Academic Appeal Form	Paper Based/ Electronic	Server files/ Quality folder/Academic Appeals folder (restricted by access rights)	6 Years	QAM/Designate Director of Quality & HE	Confidential (shredded)/ Deleted
Minutes of appeal Committee meetings	Paper Based/ scanned in	Server files/ Quality folder/Academic Appeals folder (restricted by access rights)	6 Years	QAM/Designate Director of Quality & HE)	Confidential (shredded)/ Deleted
Letters/emails of appeal received from Student	Electronic emails/ Paper Based - scanned in	Server files/ Quality folder/Academic Appeals folder (restricted by access rights)	6 Years	QAM/Designate Director of Quality & HE)	Confidential (shredded)/ Deleted
Acknowledgment letters stage 2,3 and 4 C-AA-04, C-AA-06, C- AA-08	Electronic	Server files/ Quality folder/Academic Appeals folder (restricted by access rights)	6 Years	QAM/Designate Director of Quality & HE	Deleted
Response letters stage 2, 3 and 4 C-AA-05, C-AA-07, C- AA-09, Q-CC-18	Electronic	Server files/ Quality folder/Academic Appeals folder (restricted by access rights)	6 Years	QAM/Designate Director of Quality & HE)	Deleted

Contact Information

For questions or feedback regarding this Procedure, please contact:

Julie Cairns

Advanced Quality Assurance Practitioner

Email: Julie.Cairns@bacoll.ac.uk

Phone: 01388 443069

Summary of significant changes

For information about changes made to this Procedure see the [Change log](#) found on our website.