

Appeals Procedure (ED-SOP-072)

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Department	Professional Affairs
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Related Documents	<p>ED-Pol-063 – Academic Integrity Policy for Learners</p> <p>ED-Pol-067 – Academic Integrity Policy for Faculty</p> <p>ED-Pol-065 – Complaints Policy and Procedure for Learners</p> <p>ED-Pol-069 – Complaints Policy and Procedure for Faculty</p> <p>ED-Pol-066 – Disciplinary Policy and Procedure for Learners</p> <p>ED-Pol-070 – Disciplinary Policy and Procedure for Faculty</p> <p>ED-Pol-071 – Appeals Policy</p>

1. Procedural Steps for Appeal of a Decision

- 1.1 An appeal must be made in writing **within 10 working days** of receipt of notice of the outcome of the original decision.
- 1.2 Appeals relating to decisions or outcomes arising from the Academic Integrity Policies, Disciplinary Policies and Complaints Policies will proceed directly to Stage 2 of the process.
- 1.3 The appeals process consists of two stages:
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| <u>Stage One</u> | Review of the original decision by the relevant decision maker(s) |
| <u>Stage Two</u> | Review of the decision of Stage One* by the Appeals Committee |
- 1.4 At each stage of the process, the appellant required to complete the relevant appeals form detailing their grounds for appeal as outlined in the [Appeals Policy \(ED-Pol-071\)](#)

2. Stage One - Review of the original decision

- 2.1 Following notification of the outcome of a decision, the appellant may submit their appeal form with the Student Support Officer or the Education Development Manager (as appropriate) who will arrange for the review to be progressed in the manner set out in this procedure. The appellant must include:
- The completed Application for Review of a Decision (where the appeal is lodged by a member of faculty) in relation to an Education Programme (Stage 1)
 - Verifiable supporting evidence which addresses the appeal criteria
 - Payment of the relevant fee (where appropriate)
- 2.2 If the original decision maker is no longer available to review the decision, an appropriate person will be identified to review the matter or progress the matter to stage two.
- 2.3 The relevant decision maker will review the matter as efficiently as possible and endeavour to communicate their decision to the learner via the Student Support Officer or the Education Development Manager (where the appeal is lodged by a member of faculty) no later than 10 working days following the receipt of the request to review the decision. Where it is not possible to provide a decision within this timeframe, the appellant will be notified of this fact in writing.
- 2.4 The relevant decision maker will reassess all the facts and circumstances relating to the decision (including any additional material provided by the appellant) and make a new decision or uphold their original decision. The relevant decision maker will provide a rationale for the decision.
- 2.5 The Student Support Officer or the Education Development Manager (as appropriate) will notify all stakeholders of the decision by email or telephone. In the case where the original decision is upheld, the appellant is informed of their right to appeal the Stage 1 decision.
- 2.6 Where the appellant seeks a review of the Stage 1 decision and an Appeal Committee is to be convened, the Programme Board will nominate and communicate with suitable nominees from the Appeals Panel to

convene an Appeal Committee in accordance with the [Appeals Policy \(ED-Pol-071\)](#).

3. Stage Two – Review of the decision of Stage One* by the Appeals Committee

- 3.1 The appellant who wishes to have a Stage 1 decision reconsidered must complete the Application to Appeal A Decision Form (Stage Two) and submit it to the Student Support Officer or the Education Development Manager. The appellant should include on the form, any additional information and supporting documentation which they wish to be brought to the attention of the Appeals Committee.
- 3.2 The Student Support Officer or the Education Development Manager will notify the Appeals Committee members of the date, time, and location of the Stage 2 Appeal, including copies of all relevant documentation pertaining to the appeal.
- 3.3 The Appeals Committee will review all the facts and circumstances relating to the previous process (including any relevant additional material provided by the appellant or obtained by the original decision maker) and make a finding in relation to the original decision. The appropriate finding will depend on the process and may include upholding a decision (in whole or in part) or recommending an alternative course of action.
- 3.4 The Student Support Officer or the Education Development Manager will communicate the decision to the Chair of the Academic Board, the appellant and relevant stakeholders in writing.
- 3.5 Decisions of the Appeals Committee are final.

