

Higher Education

Academic Appeals Policy & Procedure

2024/2025

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Introduction

- 1.1. Welcome to Tameside College's (we) Higher Education (HE) Academic Appeals Policy, a vital document capturing our dedication to fairness, transparency, and adherence to the standards in the UK higher education sector. This policy is not only aligned with the [Office of the Independent Adjudicator \(OIA\) Good Practice Framework](#) but also reflects our dedication to the [Quality Assurance Agency for Higher Education \(QAA\) UK Quality Code](#). As such, it stands as a testament to our unwavering commitment to providing a robust and equitable process for students to address academic concerns.
- 1.2. At the core of our commitment to the OIA and QAA standards, this policy serves as a foundation for our approach to academic appeals, ensuring that our procedures meet regulatory requirements. The OIA framework ensures an independent and impartial review, while the QAA Quality Code provides the overarching principles that guide our commitment to academic excellence.

Purpose of the Policy

- 2.1. We are committed to maintaining the integrity of our academic awards and validity of our assessments. We support this aim by ensuring that we manage our academic appeals procedures in a transparent and effective way.
- 2.2. Students (you) have the right to appeal against an assessment, extenuating circumstances and/or academic misconduct decision without fear of reprisal or victimisation. We will treat each appeal seriously, impartially and within our set timescales.
- 2.3. We are committed to endorsing and support the principles of the [Equality Act 2010](#) and we believe that all individuals should be treated with fairness and respect regardless of their gender reassignment, sexual orientation, race, sex, ethnicity, religion or belief, age, disability or marriage and civil partnership.

Scope

- 3.1. The policy applies to all Higher Education (HE) students enrolled at Tameside College including Open University (OU) validated partnership students. It is intended to encompass all programmes delivered and assessed by the College.
- 3.2. Where you are enrolled onto programmes awarded through collaborative provision the policies of the awarding University (University of Chester and Huddersfield University) will apply (see [Appendix 1](#)).
- 3.3. This policy does not cover:
 - concerns about admissions decisions,
 - misconduct and disciplinary outcomes,
 - administrative appeals,
 - concerns about teaching or
 - other complaints about college services
- 3.4. The above concerns are dealt with under our [HE Complaints Policy and Procedure](#).

Roles and Responsibilities

Teacher/Programme Lead

All teaching and assessment staff are responsible for:

- 4.1. Informing students of the procedures and for its effective operation within their programmes.
- 4.2. Ensuring fair and unbiased grading and evaluation of students work.
- 4.3. Providing relevant information and support under stage one of the academic appeals procedures, by reviewing initial concerns and attempting to resolve issues informally.
- 4.4. Ensuring students are aware of the grounds for appeal and required documentation.

HE Quality Officer

HE Quality Officer is responsible for:

- 4.5. The day-to-day operation of each of the stages of the appeals procedure but is only involved in the details of the case at the review stage.
- 4.6. Providing guidance to students and staff members regarding the appeals policy.
- 4.7. Maintaining records of all appeals, decisions, and related documentation.
- 4.8. Ensuring the confidentiality of the appeal process in accordance with the [Data Protection Policy](#).
- 4.9. Coordinating training for staff involved in the appeals process.

Investigator

The investigator is responsible for:

- 4.10. Ensuring the effective implementation of the appeals procedure and will conduct the stage two formal appeal investigation. This role is normally conducted by a Head of Department, who will not have been involved in the decision-making process related to your appeal.
- 4.11. Collecting relevant evidence related to the appeal. This may include academic records, communications, and any other documentation pertinent to the case.
- 4.12. They may conduct interviews with relevant parties, such as the appellant, faculty members, and any witnesses. Obtain statements to gather a comprehensive understanding of the circumstances surrounding the appeal.
- 4.13. Ensuring a thorough understanding of our policies, procedures, and relevant regulations that pertain to the academic appeal and confirm that the appeal process is being conducted in accordance with the below procedures.
- 4.14. They will gather all relevant information related to the appeal case, along with the academic appeal form and supporting evidence. Conducting any interviews with relevant members of staff where required.

- 4.15. Approaching the investigation with impartiality and objectivity, avoiding any conflicts of interest.
- 4.16. Analysing the gathered evidence and evaluate its relevance to the grounds of the appeal. They will consider how the evidence aligns with the academic appeals policy and procedure.
- 4.17. They will prepare a comprehensive report summarising the findings of the investigation and clearly present the evidence, interview summaries, and an objective assessment of the appeal in their outcome letter.

Reviewer

- 4.18. College review for non-OU students (stage three) will be conducted by the HE Quality Officer who will not have been previously involved in any of the stages of the appeal. The HE Quality Officer will present their outcome of the review to the Head of Quality for consideration and sign off.
- 4.19. The OU collaborative partnership student review will be conducted by a member of the OU Student Casework team, who does not have any prior knowledge of the appeal and in line with the [OU Handbook for Validate Awards](#) under Appendix 1: Student Complaints and Appeals Procedures (p149).
- 4.20. Conduct an impartial and thorough review of the appeal, considering all relevant documentation.
- 4.21. Clearly communicate the decision to the appellant, providing a detailed rationale.

Assistant Principal

- 4.22. Responsible for leading the developing and implementation of the academic appeals policy ensuring alignment with external bodies requirements (i.e., Office for the Independent Adjudicator) and that the policy is clear and transparent for students, staff, and relevant stakeholders.

- 4.23. Engage with key stakeholders to gather input, foster collaboration, and communicate the purpose and procedures of the appeals policy.
- 4.24. Facilitate training sessions to ensure a clear understanding among faculty, staff, and students.
- 4.25. Foster a culture of continuous improvement by regularly reviewing and updating the policy based on feedback and emerging needs.

Students

- 4.26. It is your responsibility to ensure that you have read and understood the academic appeal policy and procedures and seek advice when required.
- 4.27. You are responsible for being aware of the [timeframes](#) for submitting an informal appeal, formal appeal, and review request.
- 4.28. It is your responsibility to ensure that you submit relevant evidence that will support your appeal. You must make sure that your appeal is clear and concise to aid the investigator in reviewing your case.
- 4.29. If you require assistance with your appeal form or advice on the policy, you should contact your teacher or the HE Quality Officer. If you prefer to speak to an independent person, you could contact the [Student Welfare team](#) or the Student Representative.

Support Available

- 5.1. We are committed to fostering a supportive environment that empowers you to ask questions about the assessment of your work. If you require assistance or reasonable adjustments or have questions about any stage of the appeals process, you can discuss the matter with your teacher, Head of Department, or the HE Quality Officer (hequality@tameside.ac.uk).
- 5.2. Independent support is also available via the Student Welfare team at (safeguarding@tameside.ac.uk) or via your Student Union Representative.

5.3. Throughout all the stages of the Academic Appeal process, you can nominate someone to be your [advocate](#) to speak and deal directly with us on your behalf. You will need to contact us in writing by emailing the HE Quality Officer at hequality@tameside.ac.uk to confirm who your advocate is and that you give us permission to share data relevant to your Academic Appeal process with them. The Academic Appeal procedure is an internal college process and is not a formal legal proceeding, therefore [legal representation](#) is not required.

Policy Principles

- 6.1. We recognise the importance of providing you with a mechanism to address academic concerns, these principles aim to ensure a consistent and equitable appeals process. This policy has been created with the intention of promoting a supportive and accountable framework for addressing academic disputes while maintaining the integrity of our college's educational mission.
- 6.2. Through clear communication, unbiased evaluation, and a commitment to procedural integrity, we seek to create an environment that values your rights, upholds academic standards, and encourages continuous improvement.

What is an Academic Appeal?

- 6.3. An academic appeal is an appeal against the decision of an academic body that makes decisions on student progress, assessment, and awards (e.g., boards of examiners, teachers, etc) based on the below grounds:
- A procedural irregularity in the assessment process.
 - Bias or reasonable perception of bias.
 - Circumstances affecting performance where, for good reason, the board of examiners was not made aware of the significant factors relating to the assessment of your work when it made its original decision.

- A challenge to the outcome of an extenuating circumstance consideration of personal circumstances which have affected your performance.

6.4. There is no right of appeal over matters of academic judgement for example decisions that can only be made by applying an academic expert opinion. Therefore, you cannot appeal because you disagree with the examiners' assessment of how well you met the assessment criteria, or you are unhappy with your results.

How to submit a Formal Appeal

6.5. You should submit your formal academic appeal by sending the [academic appeal form](#) along with your supporting evidence to the HE Quality Officer at hequality@tameside.ac.uk within 15 working days of the decision being made or within 5 working days of your stage one outcome.

6.6. The appeal form sets out all the information you need to include to enable the investigation to be started. If the form has missing information or supporting evidence is not attached the process will not start until a completed form has been submitted.

6.7. You should include all the supporting evidence and any information you wish to be considered as part of your academic appeals investigation. Any additional evidence that is submitted at a later date in addition to the original appeal may cause a delay to the investigation and consideration timeframe.

Timeframes

6.8. Below are the timeframes for each stage of the academic appeals procedures:

Stage One: Informal Considerations

- **Submission deadline:** The initial appeal for Stage One must be submitted within 10 working days of the academic decision in question.
- **Acknowledgement:** HE Quality Officer will acknowledge receipt of the appeal within 3 working days of submission.

- **Response:** A response to the Stage One appeal will be provided by the Programme Lead within 10 working days of the acknowledgment date.

Stage Two: Formal Appeal

- **Submission Deadline:** A formal appeal must be submitted within 15 working days of the academic decision or within 5 working days from the outcome of the Stage One informal consideration, whichever is later.
- **Acknowledgment:** HE Quality Officer will acknowledge receipt of the formal appeal within 3 working days of submission.
- **Response:** A response to the formal appeal will be provided by the Head of Department within 20 working days from the submission date.

Stage Three: Tameside Review (Non-OU students)

- **Submission Deadline:** Non-OU students can request for College Review within 10 working days of receiving the Stage Two: formal appeal outcome.
- **Acknowledgment:** HE Quality Officer will acknowledge receipt of the formal appeal within 3 working days of submission.
- **Response:** The College Review decision will be provided within 10 working days from the date of submission.

Stage Three: OU Students Review

- **Submission Deadline:** OU students may submit a request for OU Review within 28 working days of receiving the Stage Two outcome.
- **Acknowledgement:** The Student Casework team will acknowledge receipt of the review within 10 working days of submission.
- **Response:** The OU Review decision will be provided within 15 working days from the date of acknowledgement eligibility letter.

6.9. In exceptional situations where we deem it necessary to extend the established timeframes for any stage of the appeal process, we will inform you as early as practicably possible and provide a clear rationale for the extension.

Late Appeals

6.10. If you submit your formal appeal (stage two) or review request (stage three) after the [timeframe](#) deadline your appeal/request will be considered out of time unless you can provide evidence to support your late submission.

6.11. A formal appeal and/or review request should be submitted within the requested timeframe and if you are submitting late, you must provide a reason for the late submission and the following reasons will not be accepted (but not limited to):

- Not knowing about the academic appeal procedures and timeframes
- Being on holiday or work commitments

6.12. If your appeal or review request is out of time, you will receive an outcome letter informing you of this and why this decision has been made.

Group Appeals

6.13. In instances where an issue arises that affects several students, you may submit a group appeal. The group should nominate a representative and must all agree that this person can speak and liaise on their behalf.

6.14. The response will be focused on the factors affecting the group as a whole and will not detail individual circumstances.

6.15. Should you wish for your individual circumstances to be considered alongside the group appeal, you can submit a separate individual formal appeal for consideration.

Evidence Standards

6.16. The evidence provided for an academic appeal should be factually supportive and should make it clear in your appeal form why you believe this evidence supports your appeal. Examples of the type of evidence you can provide are:

- Extenuating circumstances application that was submitted for the Board of Examiners to consider.
- Email correspondence with Programme Lead, Teachers, and other College staff members
- Examiner feedback forms
- Medical or other urgent cause evidence (see [third party evidence](#)) relating to extenuating circumstances that could not have been provided earlier (see [HE Extensions and Extenuating Circumstances Policy](#)).
- Alternative arrangement agreements
- Academic Misconduct outcome letter

6.17. Supporting evidence that will not be beneficial for your appeal can include (but not limited to):

- Statements commenting on expected results or highlighting surprise at the outcome of the assessment.
- Statements challenging the examiner's academic judgement.

Outcomes

6.18. There are four types of outcomes given to an academic appeal case:

- Upheld
- Partially Upheld

- Not upheld
- Out of time

Upheld

- 6.19. If your appeal is upheld this means that the investigator found evidence to support one or more of the grounds of appeal. Your outcome letter will detail the next steps and if any action will take place. In most cases the decision maker (e.g., Board of Examiners, Academic Penalty Panel) will be asked to revisit their considerations.
- 6.20. The upholding of an appeal does not guarantee that there will be a change of results/classification or outcome decision. If, after the correct procedures have been followed the decision makers consider that there is no change to be made, this decision is final and cannot be challenged.
- 6.21. Upheld appeals will not negatively affect your academic results, they will either stay the same or change in a positive manner.

Partially Upheld

- 6.22. Partially upheld appeal/review means that the investigator found evidence to support one or more of your grounds of appeal/review, but not all of them. Your outcome letter will detail the next steps for the upheld grounds of your appeal/review and explain why some of the grounds were not upheld.
- 6.23. You may request a review of your stage two formal appeal outcome under stage three if you have grounds to do so. For review requests you can submit an external complaint to the OIA following the procedures below.
- 6.24. Partially upheld appeals will not negatively affect your academic results or your relationship with the college or its staff.

Not Upheld

- 6.25. If your appeal is not upheld, you will be given the reasons why in your outcome letter and that stage of the process will be closed. You may request a review of the stage two outcome under [stage three](#) if you have grounds to do so.

Out of Time

- 6.26. If your appeal is considered out of time this means that your formal appeal or review request was submitted outside of the required timeframe, and you did not have a suitable reason for doing so. For stage two, you may request a review of this outcome under [stage three](#) if you have grounds to do so.

Academic Appeals Procedure

Stage One: Informal Stage

- 7.1. If following the publication of your results or outcome decision you believe you have identified an issue, you are able to seek clarification by contacting your Teacher or Programme Lead. Your informal appeal should be sent to your Teacher or Programme Lead via email copying in the HE Quality Officer (hequality@tameside.ac.uk) within 10 working days of the decision being made.
- 7.2. The HE Quality Officer will acknowledge your informal appeal within 3 working days of receipt.
- 7.3. Your Teacher or Programme Lead will be able to provide you with information on how the decision or outcome was made and why. For example, if you are concerned that your results are significantly out of line with what you expected, your Teacher or Programme Lead can confirm how the marks were considered in accordance with the marking criteria.
- 7.4. Your Teacher or Programme Lead will respond to your informal appeal via email within 10 working days of when your informal appeal was submitted. If you feel that the informal stage has not addressed your concerns and you feel you have grounds

to do so, you can submit a formal academic appeal under stage two within 5 working days of the informal appeal outcome.

- 7.5. You are expected to raise your initial concerns as soon as possible, and within 10 working days of the decision being made. If you have had difficulties contacting your Teacher or Programme Lead and this has delayed your submission of your formal appeal, you should refer to this in your reasons for submitting your formal appeal late.

Stage Two: Formal Stage

- 7.6. A formal academic appeal should be submitted to the HE Quality Officer at hequality@tameside.ac.uk, within 15 working days of the decision being made or within 5 working days of the informal appeal outcome, using the academic appeals form along with supporting evidence.
- 7.7. Your appeal will then be acknowledged by the HE Quality Officer within 3 working days of receipt.
- 7.8. Your appeal will be investigated by a Head of Department who will be impartial from the decision you are submitting your appeal against. The investigation will involve collecting all the relevant information relating to your appeal case which may include but not limited to:
- Mark sheets and feedback
 - Reconciliation sheets (discussions made between examiners when agreeing a final mark)
 - Comments from examiners/external examiners
 - Comments from the Board of Examiners
 - Marking criteria
 - Course programme details

- Academic Misconduct Panel notes and outcome report
- Assessment briefing

- 7.9. All the gathered materials along with your appeal form and supporting evidence will be considered carefully. Staff involved in the decision process that led to your appeal will be asked to provide their comments on the matter. The investigator will assess whether procedures have been followed in line with the [Assessment Policy](#) and [Exams Policy](#) and whether there any evidenced grounds in which to uphold your appeal.
- 7.10. Based on the gathered evidence and policy considerations, the Head of Department will make a recommendation regarding your appeal. The outcome of these considerations, along with a detailed explanation of the decision, rationale, and any actions to be taken will be sent to you via the email address given on your academic appeals form within 20 working days of submission of the formal appeal.
- 7.11. If the formal appeal cannot be investigated within this period, the HE Quality Officer will contact you via email to explain what action is being taken and provide an estimated timeframe of when you will receive a full response.

Stage Three: Review Stage (HE Tameside Students)

- 7.12. If you are unsatisfied with the conclusion of your formal appeal and you have evidenced grounds, you can submit a review request of the appeal outcome to the HE Quality Officer at hequality@tameside.co.uk. If you are a student studying on an OU programme, please see your review stage below.
- 7.13. You should ensure that your review request is submitted within 10 working days of the stage two outcome and evidence one or more of the grounds given below:
- A review of the procedures followed at the formal stage.
 - A consideration of whether the outcome was reasonable.
 - new evidence that could make a difference to the outcome and which you could not reasonably have provided earlier in the process.

- 7.14. Your appeal will then be acknowledged by the HE Quality Officer within 3 working days of receipt.
- 7.15. The review will not reconsider the original academic appeal case unless there is material information provided, that could not have been provided previously (evidenced reason will need to be given why it was not put forward in the original case).
- 7.16. The review will be conducted by the HE Quality Officer who will be impartial to the original appeal investigation and will consider how the appeal procedures were followed. Once the considerations are complete the reviewer will provide you with an outcome within 10 working days.
- 7.17. If your review is not upheld your outcome letter will include a completion of procedures information which will conclude the college's academic appeal procedures (see [Office of the Independent Adjudicator for Higher Education \(OIA\)](#) section below).
- 7.18. If your review is upheld the reviewer will detail the next steps, we will take to put things right in your outcome letter.

Stage Three: Review Stage (Open University Partner Students)

- 7.19. If you are a student studying in partnership with the OU, you should submit your review request directly to the OU if you meet the grounds to do so. Your request should be submitted as soon as possible and within 28 calendar days of receiving your stage two outcome to [OU Student Casework Office](#) or by post to The Vice-Chancellor's Delegate, Academic Services, Student Casework Office, The Open University, Walton Hall, Milton Keynes, MK7 6AA.
- 7.20. Disagreement with the academic judgement of an institutional body - an assessment board, or an admissions board - cannot of itself constitute grounds for an appeal. Reconsideration of decisions may only take place if:

- You produce documentary evidence that performance was affected by factors which you were unable, or for valid reasons unwilling, to divulge before the institutional body made its decision or,
- You produce evidence that there has been a material administrative error, or that the assessments were not conducted in accordance with the current regulations for the programme, or that some other material irregularity has occurred.
- If the matter that concerns you does not meet these conditions, it may be possible to request further consideration by requesting that the OU review a complaint about the matter. Please refer to the OU's Complaints Procedures (section 6 of Appendix 1 in the [OU Handbook for Validated Awards](#)) for further information.

7.21. The [OU Student Casework Office](#) will contact you within 10 working days of this request being received to inform you if your review request is eligible to be considered for review.

7.22. For full details of the process and what the OU will consider please refer to [OU Handbook for Validated Awards](#) under Appendix 1: Student Complaints and Appeals Procedures (p149). If the OU considers that you have grounds for a review, they will consider your case within 40 working days.

Office of the Independent Adjudicator for Higher Education (OIA)

7.23. Once you have completed all the internal procedures if you are still dissatisfied with the outcome of your appeal, you may be able to apply for a review of the matter to the [Office of the Independent Adjudicator for Higher Education](#) (OIA).

7.24. You will normally need to have completed the academic appeals procedures before you complain to the OIA (all three stages of the process). If your review (stage three) is not upheld, we will issue you with a Completion of Procedures Letter automatically. If your appeal is upheld or partly upheld, you can ask for a Completion of Procedures Letter if you would like one. You can find more information about

Completion of Procedures Letters and when you should expect to receive one on the [OIA website: Completion of Procedures letters](#).

- 7.25. **If you are studying in partnership with the OU, you will receive your completion of procedures letter from the OU and not from Tameside College. This will be given to you once you have completed the OU review stage.**
- 7.26. You must make your complaint to the OIA within 12 months of completing the appeals procedures. The 12-month period will begin from the date of the Completion of Procedures Letter.

Review and Monitoring

- 8.1. We are committed to ensuring the effectiveness and relevance of the academic appeals policy. Therefore, a systematic and annual review process has been established to assess the policy's performance. The frequency of these reviews, conducted by the Senior Leadership Team (SLT), will be determined to align with the college's needs, OIA and other external bodies best practices. These reviews will take into account feedback from stakeholders, changes in legal requirements, and emerging trends in academic administration.
- 8.2. Stakeholder feedback is integral to the continuous improvement of the appeals process. A structured feedback mechanism will be in place to gather insights from students, staff, university partners and administrators involved in the appeals process. Feedback surveys, focus group discussions, and other methods will be used to collect input. The results of these feedback mechanisms will be analysed to identify areas of strength and improvement, guiding adjustments to the policy and its procedures.
- 8.3. To enhance transparency and accountability, we will implement a robust data analysis and reporting system related to academic appeals. The HE Quality team will compile and analyse anonymised data regarding the frequency, types, and outcomes of appeals (no personal data will be used for these reports). Regular reports will be generated and shared with the SLT and other relevant committees, providing insights

into trends, areas of concern, and the overall effectiveness of the appeals process. This data-driven approach will inform future policy revisions and interventions to better support students and maintain fairness in decision-making.

- 8.4. Based on the outcomes of reviews, stakeholder feedback, and data analysis, the institution reserves the right to revise the academic appeals policy. Proposed revisions will undergo a thorough consultation process involving representatives from teaching staff, administration, and student bodies to ensure broad input. The revised policy will be disseminated widely to the academic community, and any significant changes will be communicated well in advance. This iterative process of review, feedback, and revision aims to create a dynamic and responsive appeals policy that aligns with the evolving needs of the college and its students.
- 8.5. This policy and procedure are available on our website under the [Policy and Procedures page](#) and is reference in our [Terms and Conditions and Student Handbook](#).

Confidentiality & Record Keeping

- 8.6. We are committed to upholding the privacy and confidentiality of all parties involved in the academic appeals process. In line with our [Privacy policy and Data Protection Policy](#) all information related to appeals, including written statements, evidence, and decisions, will be treated with the utmost confidentiality. Only individuals directly involved in the appeals process, such as the teachers or Programme Lead, investigators, Reviewers, and relevant administrative staff, will have access to this information.
- 8.7. Accurate and comprehensive record-keeping procedures have been established to document all aspects of the academic appeals process. This includes the submission of appeals, communication between parties, decisions, and any supporting documentation. Records will be securely maintained by the HE Quality Officer and be stored on secure servers with restricted access, and physical records will be stored in a secure location. At the end of the designated retention period, records will be disposed of securely and in accordance with our [Data Retention Policy](#). Access to

these records will be restricted to authorised personnel involved in the administration of the appeals process.

- 8.8. You have the right to access all the information presented in your academic appeal investigation and this will be given to you upon the completion of stage two and stage three alongside your outcome letter.

Equality, Diversity, and Inclusion statement

- 9.1. At the core of our institution's academic appeal policy is a steadfast commitment to fostering equality, diversity, and inclusion in full accordance with the [Equality Act 2010](#). We are dedicated to eliminating discrimination, advancing equal opportunities, and fostering an inclusive environment for all members of our college community. This commitment extends to every aspect of our academic appeal process, ensuring that it adheres to the legal obligations outlined in the [Equality Act 2010](#).
- 9.2. Policies are inclusive of all Tameside College Students, Enquirers and Alumni, regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background, sex, sexual orientation, or trades union membership status.

Related documents

[Data Protection Policy](#)

[Privacy Policy](#)

[Data Retention Policy](#)

[HE Complaints Policy & Procedure](#)

[HE Term and Conditions](#)

[Student Handbook](#)

[OU Handbook for Validated Awards](#)

[Students - OIAHE](#) : Office of the Independent Adjudicator information

[Equality Act 2010](#)

[Data Protection Act 2018](#)

Glossary

Academic Appeal: A formal process allowing students to challenge decisions related to academic matters, such as grades, disciplinary actions, or program requirements.

Academic Appeals Form: A formal document submitted by the student outlining the grounds for appeal, along with supporting documentation.

Advocate: An advocate for an internal college process is a person who supports and represents the interests of the student in the college's internal procedures. This advocate can be a fellow student, member of staff or family member.

Confidentiality: The protection of sensitive information related to the appeal process, ensuring privacy for all parties involved.

Decision-Maker(s): The person or committee responsible for reviewing the appeal and making a final determination.

Evidence: Information or documentation provided by the appellant to support their appeal and demonstrate the validity of their claims.

Extenuating Circumstances: Factors beyond the student's control that may have affected their academic performance and are considered during the appeal process.

Grounds for Appeal: The specific reasons or circumstances that justify filing an academic appeal, often defined by the institution's policy.

Investigator: A designated individual responsible for gathering relevant information, conducting interviews, and assessing the facts surrounding the appeal. The investigator plays a crucial role in ensuring a comprehensive and impartial review of the appeal case.

Legal Representation: College internal processes are typically administrative proceedings conducted within the college. Unlike formal legal proceedings, these internal processes are governed by the college's policies and procedures rather than by the legal system. While students can seek support from an advocate who is knowledgeable about the college's policies, legal representation is generally not part of the process.

OIA (Office of the Independent Adjudicator): An independent body in the UK that reviews unresolved student complaints against higher education institutions.

QAA (Quality Assurance Agency for Higher Education) UK Quality Code: A set of expectations and guidelines outlining the academic standards and quality expected from higher education institutions in the UK.

Procedural Error: An error in the process followed during the initial decision-making, which may be cited as a basis for an appeal.

Record-Keeping: The systematic documentation and storage of all relevant information related to the appeals process, including appeals, decisions, and communications.

Substantive Error: An error related to the content or substance of the decision being appealed, such as misinterpretation of policies or facts.

Timeline for Appeal: The specified period within which an academic appeal must be submitted, considered, and resolved.

Third Party Evidence: This is evidence obtained from an independent body other than the student themselves or their family, friends and acquaintances providing it. The evidence must be from a professional body, for example a medical certificate from the GP or the hospital where the treatment has been carried out.

Appendix 1: Partnership University Academic Appeal Procedures

If you are studying with one of our University Partners, please refer to their Academic Appeal Policy and Procedures below:

Course code	University	Link to regulations
MHF018MQ MHF019MQ MHF020MQ MHF027MQ	Huddersfield	Appealing a result procedure - University of Huddersfield
MHF009MQ MHF017MQ MHF021MQ	Chester	Academic Appeals University of Chester