

## Academic Appeals Procedure

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### A. Introduction

1. City St Georges, University of London (City St George's) validates Higher Education programmes offered at ArtsEd as leading to awards of the University. Decisions about student progression and awards of Higher Education qualifications for ArtsEd programmes are made by Assessment Boards, which are chaired by a senior member of City St George's academic staff. Assessment Boards are sub-committees of City St George's, University of London's Senate, which is the most senior academic committee.
2. Students have the right to appeal against a decision of an Assessment Board under [City St George's, University of London Senate Regulation 20b: Student Academic Appeals \(Taught Programmes at Validated Institutions\)](#). This procedure outlines ArtsEd's responsibilities under this regulation.
3. All students are encouraged to report concerns to a member of staff at ArtsEd (such as a Personal Tutor, course leader or course administrator) as soon as they can. The earlier a problem is reported, the more we will be able to do to assist in minimising disruption to studies.
4. This procedure should be read in conjunction with the following documents, available on the [Policies page of our website](#):
  - Extenuating Circumstances Policy
  - Academic Integrity and Misconduct Procedure
  - Fit to Sit Policy
  - Assessment and Feedback Policy
  - Student Complaints Procedure
  - Disability Policyand the following external provisions:
  - [City St George's, University of London Senate Regulation 20b: Student Academic Appeals \(Taught Programmes at Validated Institutions\)](#)
  - [Good Practice Framework - OIAHE](#)
5. All policies are carried out in accordance with our Equal Opportunities Policy and Data Protection Policy.

## B. Principles and procedure

6. A student being unhappy with the Assessment Board's decision or marks is not in itself a valid reason for an appeal. Furthermore, marks presented to the Assessment Board are final and cannot be altered or changed.
7. City St George's procedure for validated institutions has the following two stages;
  - Stage 1: Validated Institution-level appeal
  - Stage 2: University-level review
8. ArtsEd and City St George's aim to conclude both Stage 1 and Stage 2 within 90 calendar days.
  - i. **Stage 1: Validated Institution-level appeal**
9. This stage is considered internally by ArtsEd. A Stage 1 appeal must meet at least one of the following criteria:
  - a. there has been a **material error** that has affected the Assessment Board's decision  
*and/or*
  - b. you were subject to previously **undisclosed extenuating circumstances** at the time of the assessment that are relevant to the Assessment Board's decision  
*and/or*
  - c. that staff/bodies have shown **bias or a reasonable perception of bias** towards the student in the way they have made the relevant academic decision
10. Students must complete the '[Stage 1: Academic Appeals Form](#)' within **20 working days** of the release of results by the relevant Assessment Board.
11. Students must submit appropriate evidence with their appeal, which is usually written confirmation from an objective, independent third party, e.g. a doctor's note, death certificate, police report.
12. ArtsEd will normally acknowledge receipt of your '[Stage 1: Academic Appeals Form](#)' within five working days. If we require further information or revision of your application, you will be asked to provide this within 10 working days.
13. Appeals will be considered by at least two members of staff with knowledge of the relevant policies, procedures and regulations. Both members of staff must agree on an outcome and record the reasons for their decision. Where consensus cannot be reached, an Institution Appeal Panel will be convened in accordance with Senate Regulation 20b.
14. Our aim is to take no more than **20 working days** to conclude this stage. However, please note that complex cases may take longer. Where we require more time, we will notify you of the new timeframe.
15. The possible outcomes are:
  - a. that your appeal is upheld (in full or part) with commentary and/or a recommendation to the Assessment Board. Note that alteration of the original marks is not possible, but there may be a recommendation for corrective action or to permit you to resit some/all failed assessments as a first or additional attempt, repeating part of the programme if necessary.

- b. that your appeal is upheld (in full or part) with referral of the extenuating circumstances claim to an Extenuating Circumstances Panel for consideration.
  - c. that your appeal is rejected as you have not demonstrated the grounds for appeal.
16. The format and content of any resits will be considered on a case-by-case basis, recognising that resits for assessments such as public performances and showcases may not be possible and students could be required to repeat part of their programme. Information about resits is detailed in the Assessment and Feedback Policy.
17. Please refer to City St George's Senate Regulation 20b: Student Academic Appeals (Taught Programmes at Validated Institutions) for more information about bringing a Stage 1 appeal including more detail about the grounds above.

**ii. Stage 2: University-level review**

18. This stage is considered by City St George's because it allows for independent review of the Stage 1 appeal considered by ArtsEd. A Stage 2 review is not a reconsideration of your original appeal. You cannot ask for a review simply because you are unhappy about the Stage 1 decision.
19. You may request a review of ArtsEd's decision about your Stage 1 appeal if you think that:
- a. there has been a material error at Stage 1 that has affected the decision of the Stage 1 appeal
  - and/or*
  - b. new information has become available which is relevant to the decision of the Stage 1 appeal and which could not have been made available before
20. Stage 2 appeals must be submitted to City St George's, together with your supporting evidence, within **15 working days** of receiving the outcome of your Stage 1 appeal.
21. City St George's will usually tell you the outcome within 20 working days and will also notify ArtsEd of any required action.
22. Please refer to City St George's Senate Regulation 20b: Student Academic Appeals (Taught Programmes at Validated Institutions) for more information about bringing a Stage 2: University-level review including more detail about the grounds above.

**C. Office of the Independent Adjudicator (OIA)**

23. If, having completed both stages, a student is dissatisfied with the final decision on their case, they may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA). Information and eligibility rules are available at [www.oiahe.org.uk](http://www.oiahe.org.uk).

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