

Kirklees College

Higher Education Academic Appeals Policy

2022-2024

Document: Kirklees College Higher Education Academic Appeals Policy	
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Higher Education Academic Appeals Policy 2022-2024

The College has an Academic Appeals Policy which ensures that procedures will:

1. give students full opportunity to raise matters of proper concern without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected
2. ensure that its procedures are fair and decisions are reasonable and have regard to any applicable law
3. ensure that student appeals are dealt with in a timely manner, using simple and transparent procedures
4. ensure that where a complaint or appeal is upheld, appropriate remedial action is implemented

This will also inform students of the next stages if they are unhappy with the procedures/decision/outcome.

Stage 1 – Early Resolution

- If a grading decision is appealed, the unit tutor will discuss grading decisions in more depth with the learner within 5 days of the grade being received
- If the unit tutor and learner are still in disagreement, the Programme Leader will refer the matter in writing to the Head of Faculty
- The Head of Faculty will then arrange for the work to be re-marked by an independent tutor within 10 days of the date of the Appeal.
- Student will be informed in writing of outcome within 10 days
- If the student disagrees with the decision they are invited to request a formal investigation through the quality team complaints procedure by emailing; quality@kirkleescollege.ac.uk

Stage 2 – Formal Stage

- If the outcome from this re-marking remains the same, an independent panel, from another curriculum area, will be convened within 10 days by the Head of Faculty where the assessment decision will be reviewed and a final decision made
- Student will be informed of the outcome in writing within 10 days
- If the student disagrees with the decision they are invited to request an appeal of formal investigation through the quality team complaints procedure by emailing; quality@kirkleescollege.ac.uk

Stage 3 – Appeal/Review Stage

- The appeal will be looked at by a higher independent body, ie a member of the Senior Leadership Team (SLT), where the processes undertaken will be reviewed to establish if the decision was reasonable and fair.
- Student will be informed of the outcome in writing within 10 days and a Completion of Procedures letter will be posted to the student.

Throughout the review process, the Head of Faculty must ensure that those responding to, investigating or adjudicating upon complaints or appeals must do so impartially, and must not act in any matter in which they have a material interest or in which any potential conflict of interest might arise.

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review complaints. Kirklees College is a member of this scheme. If the student is unhappy with the outcome they may be able to ask the OIA to review their appeal. Students can find more information about making a complaint to the OIA, what can and can't be looked at and what it can do put things right if something has gone wrong here; <https://www.oiahe.org.uk/students>

Students normally need to have completed the academic appeals procedure before they complain to the OIA. Kirklees College will send the student a letter called 'a completion of procedures letter' when they have reached the end of their processes and there are no further steps students can take internally. Students can find more information on completion of procedures letters here;

<https://www.oiahe.org.uk/providers/completion-of-procedures-letters>