



UK COLLEGE
OF BUSINESS AND COMPUTING

Academic Appeals Policy and Procedure

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External reference points:	Quality Assurance Agency for Higher Education (QAA) UK Quality Code: Concerns, Complaints and Appeals (Guiding Principle 12); Office of the Independent Adjudicator (OIA) Good Practice Framework; academic regulations of the University of West London, Plymouth Marjon University and Ravensbourne University London
Linked policies:	ASQ 1.6 Academic Integrity and Misconduct Policy; ASQ 1.9 Assessment Marking & Feedback Policy; SLCC 6.12 Admissions Policy; SLCC 6.3 Complaints Policy; SLCC 6.4 Student Charter and Disciplinary Policy; SLCC 6.8 Attendance and Engagement Policy
Audience:	Students, Staff

1. Introduction and Purpose of the Policy

UK College of Business and Computing (UKCBC) is committed to maintaining fair, transparent and consistent academic standards and to supporting students to achieve the best possible outcomes in their studies. As part of this commitment, the College monitors and reviews its teaching, assessment and academic decision-making processes on an ongoing basis.

The Student Academic Appeals Policy explains when and how a student can request a review of certain academic decisions that affect their progress, assessment outcomes, or award. It is designed to ensure that students are treated fairly, that decisions are made consistently and that any concerns are handled with care, confidentiality and due process.

This policy applies to all students enrolled with UKCBC and should be read alongside other academic and student policies. Feedback on academic processes is welcomed, and students are encouraged, where appropriate, to raise concerns informally with lecturers or programme leaders before submitting a formal appeal.

2. Scope

This policy applies to all students registered on programmes delivered by UK College of Business and Computing (UKCBC), including programmes delivered in partnership with awarding universities. It covers appeals against decisions of academic bodies about assessment, progression and final award, and against decisions on academic misconduct, attendance monitoring and fitness to study. It does not cover complaints about services, which are dealt with under SLCC 6.3 Complaints Policy.

3. Definitions

For the purposes of this policy:

Academic appeal: a formal request for a review of a decision made by an academic body about a student's assessment, progression or final award, or about a decision on academic misconduct, attendance monitoring or fitness to study.

Academic judgement: a judgement made by academic staff about the quality of a piece of work or the mark or grade it deserves. Disagreement with academic judgement alone is not grounds for appeal.

Informal resolution: discussing a concern with a lecturer, module leader, Senior Lecturer or another appropriate member of staff before making a formal appeal.

Stage A: the first formal stage of appeal, considered by a Senior Lecturer, Module Leader or authorised nominee.

Stage B: the second and final internal stage of appeal, considered by a panel of at least three people.

Completion of Procedures (CoP) Letter: the letter confirming that the College's internal appeal procedures have been completed, which is needed before a student can take the matter to a partner institution or the Office of the Independent Adjudicator.

Office of the Independent Adjudicator (OIA): the independent body that reviews student complaints and appeals about higher education providers in England and Wales once internal procedures have been completed.

4. What Is an Academic Appeal?

An academic appeal is a formal request for a review of a decision made by an academic body that relates to a student's assessment, progression or final award. Appeals allow students to raise concerns where they believe that an academic decision has been affected by procedural irregularities, bias or other relevant factors that were not properly considered.

In the case of academic misconduct, attendance monitoring, or fitness-to-study decisions, an appeal may relate to the severity of the penalty imposed or the way the decision was reached.

All appeals are considered carefully, impartially and confidentially wherever possible.

5. Appeals That Can Be Made

You may have grounds for an appeal if you can show that one or more of the following applies.

You may be able to appeal if:

A procedure was not followed correctly

For example, an important step required by the relevant College policy was missed.

There is new evidence

You have important evidence that could affect the decision and that you could not reasonably have provided earlier.

There was bias or a conflict of interest

You have evidence that the person making the decision was not impartial.

There was a significant error

For example, an important factual or administrative error may have affected the decision.

The decision or penalty was unreasonable or disproportionate

For example, where the relevant procedure allows it, you believe a disciplinary or academic penalty was too severe in the circumstances.

While the appeals process exists to review certain academic decisions, there are specific areas that **cannot** be appealed:

- **Academic judgement:** Students cannot appeal against the marks or grades awarded by academic staff. Disagreement with the academic assessment of work is not grounds for appeal.

6. What Cannot I Appeal?

You cannot normally appeal simply because you disagree with an academic judgement.

For example, you cannot normally appeal because:

- you think your assignment deserved a higher mark;
- you disagree with the marker's academic opinion;
- you expected a higher grade;
- another student received a higher mark; or
- you are unhappy with your grade but cannot identify a recognised ground of appeal.

Important: You may still appeal where you can show that a recognised ground, such as a procedural error, bias, significant error or relevant new evidence, affected the decision.

7. What Should I Do Before Making a Formal Appeal?

Before submitting a formal appeal, students are encouraged to try to resolve concerns informally, where appropriate. This can help address issues quickly and may prevent the need for a formal process.

You could speak to:

- your lecturer
- module leader
- Senior Lecturer or
- another appropriate member of staff.

This may be the quickest way to resolve a misunderstanding or minor administrative problem.

For example, informal discussion may be appropriate if:

- you do not understand your feedback
 - there appears to be a simple administrative error;
 - you need clarification about a decision; or
 - you believe there has been a minor procedural problem.

You do not have to try informal resolution

You can go directly to a formal appeal if:

- the matter is serious or sensitive;
- informal resolution is not appropriate;
- you are concerned about bias;
- the decision concerns academic misconduct or discipline;
- you believe the procedure was seriously unfair; or
- you simply do not feel able to resolve the matter informally.

8. How Do I Make an Appeal?

There are two formal stages.

9. Stage A – First Formal Appeal

You submit your appeal through the Evision student portal.

Your appeal must normally be submitted within **10 working days of receiving the decision you want to appeal.**

You should clearly explain:

1. What decision are you appealing?
2. Why are you appealing?
3. What grounds are you relying on?
4. What evidence supports your appeal?
5. What outcome are you asking for?

Try to provide all relevant evidence when you submit your appeal.

10. Stage A – What Happens Next?

Step 1: You submit your appeal: Submit the Stage A Appeal Form through Evision.

Step 2: UKCBC acknowledges your appeal: You will normally receive written confirmation within: 3 working days. The *acknowledgement will tell you: when your appeal was received, who will consider it, what happens next and the expected timescale.*

Step 3: Your appeal is reviewed: Your appeal will normally be considered by the:

Senior Lecturer, Module Leader or an appropriately authorised nominee.

The person reviewing your appeal should not have a conflict of interest or inappropriate prior involvement in the decision.

They may consider:

- your appeal;
- your supporting evidence;
- the original decision;
- relevant academic records;
- relevant College policies and regulations; and
- information from relevant staff.

They may contact you if they need more information.

Step 4: You receive a decision: UKCBC will normally provide the Stage A outcome within: 10 working days of receiving your appeal.

10.1 What Can the Stage A Decision Be?

There are three possible outcomes.

Appeal upheld

Your appeal is accepted.

UKCBC will explain:

- what has been decided;
- what action will be taken; and
- any remedy or adjustment that applies.

Appeal rejected

Your appeal is not upheld.

UKCBC will explain:

- the decision;
- the reasons for the decision; and
- whether you can request a Stage B review.

Appeal referred to Stage B

In some cases, the matter may be sent directly to Stage B.

This may happen where the case is particularly complex or involves significant procedural or policy issues. You will be told if this happens.

11. What If I Am Not Happy with the Stage A Decision?

- You may be able to request a Stage B review.
- You must normally submit your Stage B Appeal Form within: 10 working days of the date of your Stage A outcome letter.
- Stage B is not simply another opportunity to say that you disagree with the decision. You must explain why the Stage A decision should be reviewed.

12. What Are the Grounds for Stage B?

You may request a Stage B review if you can show one or more of the following.

New evidence

- You have important evidence that could not reasonably have been provided at Stage A.
- You should explain why the evidence was not available earlier.

A procedural problem

- You believe the Stage A process was not followed correctly or fairly.

The Stage A decision was unreasonable

- You believe the Stage A decision was unreasonable based on the information available.

Relevant evidence was not considered

- You believe important information you provided at Stage A was not properly considered.

Simply being unhappy with the Stage A decision is not, by itself, sufficient grounds for Stage B.

13. Stage B – What Happens?

Step 1: Submit your Stage B appeal

- **Submit the Stage B Appeal Form through Evision within 10 working days of your Stage A outcome.**

Step 2: UKCBC acknowledges your appeal

- You will normally receive written confirmation within: 3 working days.

Step 3: A Stage B panel is appointed

Your appeal will normally be considered by a panel of at least three people.

Panel members must:

- be appropriately authorised,
- have no conflict of interest, and
- have had no inappropriate prior involvement in your appeal.

Step 4: The panel reviews your appeal

The panel may consider:

- your Stage B submission
- your Stage A appeal
- the Stage A decision
- relevant evidence
- relevant policies and regulations; and
- any additional information needed to reach a fair decision.

The panel may ask for further information if necessary.

Step 5: The panel decides

The Stage B investigation will normally be completed within 30 working days of the panel being convened.

If there is likely to be a delay, UKCBC will tell you why and provide a revised expected date.

14. What Can the Stage B Panel Decide?

The panel may:

Uphold the Stage A decision

- The Stage A decision remains unchanged.

Overturn or change the decision

- The panel may substitute or vary the Stage A decision where the appeal is justified and the relevant regulations allow this.

Refer the matter for further action

- Where necessary, the panel may refer the matter to the appropriate academic or institutional body.

You will receive the outcome in writing.

The outcome will explain:

- what decision was made;
- why it was made;
- what evidence was considered;
- any action that will be taken; and
- what further options are available to you, where applicable.

Stage B is normally the final internal UKCBC appeal stage.

15. How Long Will My Appeal Take?

UKCBC aims to deal with appeals as quickly as possible while making sure they are properly considered.

What happens?	Target timescale
Stage A acknowledgement	Within 3 working days
Stage A decision	Normally within 10 working days
Stage B submission	Within 10 working days of Stage A outcome

What happens?	Target timescale
Stage B acknowledgement	Within 3 working days
Stage B investigation	Normally within 30 working days of panel being convened

If UKCBC cannot meet a published timescale, we will tell you:

- why there is a delay;
- what is being done to progress your appeal; and
- when you can now expect a response.

16. What Does "Working Day" Mean?

A working day means: Monday to Saturday

but does not include:

- public holidays;
- College closure days; or
- periods when the College is officially closed.

If a deadline falls when the College is closed, you will normally be given until the next working day.

17. What If I Miss the Appeal Deadline?

You should submit your appeal as soon as possible.

If you submit an appeal late, explain why you were unable to meet the deadline and provide supporting evidence where possible.

UKCBC may accept a late appeal where there is a reasonable or compelling explanation for the delay.

A late appeal will not automatically be rejected without consideration of the reason for the delay.

18. Who Deals with My Appeal?

Different people have different responsibilities.

You – the student

You are responsible for:

- submitting your appeal;
- explaining your grounds clearly;
- providing relevant evidence;
- meeting deadlines where possible; and
- responding to reasonable requests for information.

You do not need to be an expert in College regulations to make an appeal.

Student Support and Experience Team

The Student Support and Experience Team may:

- help explain the process;

- acknowledge appeals;
- monitor deadlines;
- maintain appeal records;
- provide procedural guidance; and
- support the administration of the process.

Stage A Reviewer

The Senior Lecturer, Head of School or authorised nominee will:

- review the appeal;
- consider the evidence;
- investigate where necessary;
- make a fair and reasoned decision; and
- communicate the outcome.

Stage B Panel

The Stage B panel will:

- consider the Stage B grounds;
- review relevant evidence;
- investigate where necessary;
- ensure the process is fair and impartial; and
- make the final internal decision.

Quality of Education Committee

The Committee monitors appeal information and trends to identify opportunities to improve academic processes and the student experience.

19. Will the Person Who Made the Original Decision Review My Appeal?

UKCBC will take reasonable steps to ensure that your appeal is considered impartially.

A person should not review an appeal where they:

- made the original decision and their involvement would create a conflict;
- have a personal interest in the outcome;
- have another conflict of interest; or
- may reasonably be perceived as biased.

Where necessary, another appropriately authorised person will be appointed.

20. Can Someone Help Me with My Appeal?

Yes.

You can seek guidance from:

- Student Support and Experience Team;
- a Student Representative;
- your Senior Lecturer;
- an Academic Adviser; or
- another appropriate member of staff.

A Student Representative may support or represent you at formal meetings where this is permitted.

UKCBC can also consider reasonable adjustments if you need support to access or participate in the appeals process.

For example, you may request appropriate support with:

- accessing documents;
- communicating with the College;
- attending meetings; or
- understanding the process.

You should tell UKCBC about any support or reasonable adjustment you need as early as possible.

21. Will My Appeal Be Confidential?

UKCBC will handle appeals confidentially.

Information will normally only be shared with people who need it to:

- administer the appeal;
- investigate the issues raised;
- make a decision or
- meet legal or regulatory requirements.

Appeal records will be stored securely in accordance with UKCBC's information governance and data protection requirements.

22. What If I Am Suspended or Expelled?

Submitting an appeal does not automatically cancel or suspend the decision being appealed.

If you have been suspended, excluded or expelled, the relevant academic or disciplinary policy will determine whether that decision remains in effect while your appeal is considered.

UKCBC will explain the relevant arrangements to you.

23. What Happens After Stage B?

Stage B is normally the end of UKCBC's internal appeal process.

Where applicable, UKCBC will issue you with a:

Completion of Procedures (CoP) Letter

The CoP letter confirms that UKCBC's internal process has finished.

It will normally explain:

- the final decision;
- the reasons for the decision;
- the date the internal process ended; and
- any external route available to you.

24. Can I Appeal to My Partner Institution?

Students enrolled under University of West London (UWL), Plymouth Marjon University (PMU) or Ravensbourne University London (RUL) partnerships may appeal to their partner institution only after completing both Stage A and Stage B of the UKCBC Appeals Policy and receiving a Completion of Procedures (CoP) letter from UKCBC.

24.1 Completion of Procedures Letter

- A CoP letter is always issued after the conclusion of Stage B, summarising the outcome of your appeal and confirming that UKCBC's internal processes are complete.
- This letter is required before making an appeal to a partner institution or the Office of the Independent Adjudicator (OIA).

24.2 Making an Appeal to a Partner

- If you remain dissatisfied after receiving your CoP letter, you may submit your appeal to the relevant partner institution.
- Appeals are received and processed according to the partner institution's procedures.

24.3 Partner Institution Links

UWL Academic regulation link - https://www.uwl.ac.uk/sites/uwl/files/2025-08/UWL_AcademicRegulations_2025-26.pdf

PMU Academic regulation link - <https://www.marjon.ac.uk/about-marjon/institutional-documents/student-regulations-framework/SRF-2025-26-complete.pdf>

RUL Academic regulation link - <https://www.ravensbourne.ac.uk/asset-bucket/prod/2025-09/Ravensbourne%20University%20General%20Academic%20Regulations%20for%202025-26%20publishing%20v2.pdf>

24.4 Links to QAA Quality Code and OIA Good Practice Framework

This document is designed to ensure confidence in the College's dealings with appeals and to actively improve its operation of academic judgements thereby enabling students to progress through their learning and development in a timely fashion. In doing so it takes reference from the Quality Assurance Agency for Higher Education (QAA) UK Quality Code expectations for standards and expectations for quality core practices:

Concerns, Complaints and Appeals – Guiding Principles 12

Additionally, this policy resonates with the "Good Practice Framework" published by the Office of the Independent Adjudicator. Following the guidance of the Good Practice Framework, UKCBC is committed to concluding all formal appeals (stage A and B) within three months (90 calendar days) of receipt of an appeal.

24.5 Issue of Completion of Procedures Letter

- The Completion of Procedures (CoP) Letter formally confirms that UKCBC's internal student appeals procedures have been fully completed and that no further internal review routes remain available within the College.

The CoP Letter serves as:

- Official confirmation that the student has exhausted all internal appeal procedures at UKCBC
- A formal record of the College's final decision
- Guidance for the student on the options available after the internal process concludes
- Required evidence should the student wish to seek an independent external review
- The letter also ensures that students clearly understand:
- The final position of the College
- The reasons for the outcome
- Their right to escalate the matter externally if they remain dissatisfied

24.6 Options Available After Receiving the CoP Letter

- If a student remains dissatisfied with the outcome of their appeal, or believes that the procedures were not followed fairly, reasonably, or properly, they may request an independent review by the Office of the Independent Adjudicator for Higher Education (OIA).
- The CoP Letter is required by the OIA as evidence that all internal procedures at UKCBC have been completed before the OIA can consider the complaint.
- Students should normally submit their complaint to the OIA within 12 months of the date of the Completion of Procedures Letter.
- Further information about the OIA complaints process can be found at: <https://www.oiahe.org.uk/>

25. Independent Review by the OIA

- The Office of the Independent Adjudicator (OIA) is an independent body established to review student complaints and appeals in higher education.
- The OIA does not normally re-assess academic judgement. However, it may review whether:
- Procedures were followed correctly
- The student was treated fairly
- Decisions were reasonable and proportionate
- Relevant evidence was properly considered
- The College acted in line with its published policies and procedures
- Further information on how to escalate to the OIA can be found at: <https://www.oiahe.org.uk/>

26. What Happens to Appeal Records?

UKCBC keeps appropriate records of appeals.

This may include:

- the date the appeal was received;
- the grounds of appeal;
- relevant evidence;
- the people involved in the review;
- the outcome;
- any action taken; and
- relevant information about delays or external escalation.

Appeal information is reviewed as part of UKCBC's quality assurance processes.

This helps UKCBC identify recurring problems and improve its academic procedures.

27. Your Appeal Checklist

Before submitting your appeal, check that you have:

- Identified the decision you want to appeal.
- Checked that the decision is eligible for appeal.
- Identified your grounds for appeal.
- Explained what happened clearly.
- Provided relevant evidence.
- Explained why any new evidence was not available earlier.
- Explained what outcome you are seeking.
- Submitted your appeal within the required timeframe.

- Kept a copy of your submission and evidence.

28. Quick Guide: What Should I Do?

I disagree with my mark.

- Ask yourself whether you have evidence of a procedural error, material error, bias, new evidence or another recognised ground.
- If not, disagreement with academic judgement alone is not normally grounds for appeal.

I think something went wrong with the process.

- You may have grounds for an appeal. Explain what went wrong and provide evidence.

I have new evidence.

- Explain what the evidence is and why you could not reasonably provide it earlier.

I think the penalty was too severe.

- Where the relevant procedure permits an appeal against the penalty, explain why you believe it was unreasonable or disproportionate.

I am unsure whether I can appeal.

- Speak to the Student Support and Experience Team, a Student Representative or an appropriate member of staff for procedural guidance.

I want to make a formal appeal.

- Submit the Stage A Appeal Form through Evision within **10 working days** of receiving the decision.

Version History

Version	Date	Author	Summary of changes	Approved by
1.1	23 October 2026	Head of School	Role titles updated following organisational restructure; front sheet, footer and cross references updated for approval. Restructured in line with GA 3.1: Scope and Definitions sections added, headings and numbering corrected, front sheet title and external reference points completed, partner university names spelt out (25 October 2026).	Quality of Education Committee