

## ACADEMIC APPEALS – UG & PGT

---

<b>Classification:</b>	Code of Practice
<b>Version Number:</b>	1 03
<b>Status:</b>	Approved
<b>Approved by:</b>	Education Student Experience Committee (ESEC)
<b>Approval Date:</b>	22/05/2023
<b>Effective from:</b>	01/09/2023
<b>Next Review Date:</b>	2027/28
<b>Document Author:</b>	Quality Support Service
<b>Document Owner:</b>	Quality Support Service
<b>Department/Contact:</b>	Quality Support Service
<b>Collaborative provision:</b>	Mandatory
<b>Related documents:</b>	Good Practice Framework for Handling Complaints and Academic Appeals published by the Office of the Independent Adjudicators 2022. QAA UK Quality Code, 2018.
<b>Published location:</b>	Quality and Standards website – Student Information. <a href="https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality">https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality</a>

All printed or downloaded versions of this document are classified as uncontrolled.  
A controlled version is available from the university website.

---

This document is available in alternative formats from  
[policy@hull.ac.uk](mailto:policy@hull.ac.uk)

## ACADEMIC APPEALS – UG & PGT

### Table of Contents

1.	Introduction .....	3
2.	Definitions .....	3
3.	What is an academic appeal?.....	4
4.	Distinction between appeals and complaints .....	4
5.	Scope of academic appeals .....	4
6.	Appeals process .....	5
7.	Legitimate grounds for appeal .....	5
8.	Matters which do not constitute grounds for appeal .....	6
9.	Deadline for lodging an appeal .....	6
10.	Privacy, confidentiality and data protection .....	6
11.	Investigation of the Appeal .....	7
12.	Consideration of the Appeal .....	7
13.	Membership of the Appeals Panel .....	8
14.	Prior to the Appeal Panel .....	9
15.	The Appeal Panel .....	10
16.	Powers of the Appeal Panel .....	10
17.	Appeal Review.....	11
18.	Finality.....	12
19.	Recording and Monitoring of Appeals .....	12
20.	Appeals by students registered for Collaborative Programmes leading to University of Hull Awards.....	13
21.	Right of Appeal to the University of Hull.....	13

## ACADEMIC APPEALS – UG & PGT

### 1. Introduction

- 1.1 The University of Hull provides a high standard of education and related services, and encourages students to inform it of any issues which may have arisen in any of its processes. Where a student feels that a decision has been made by an academic body as outlined in section 5 below, that needs reviewing then this Code of Practice **should** be followed.
- 1.2 The University is committed to handling academic appeals in a way which:
- encourages informal resolution;
  - is clear, fair consistent and efficient;
  - treats appeals with appropriate seriousness and empathy;
  - treats those who are appealing, and those involved in the original decision with dignity and respect;
  - is as speedy as is consistent with fair and thorough consideration;
  - provides clear, detailed reasons for the decisions made;
  - allows the University to benefit from the consideration of the appeal and reflect, and if necessary act upon, the issues raised to drive improvements in the student experience.

### 2. Definitions

- 2.1 **Academic Appeal** - means a request for *a review of a decision* of an academic body charged with decisions on student progression, achievement, assessment and awards.
- 2.2 **Academic Body** – means a committee, board, panel, hearing or investigator making a decision on student progression, achievement, assessment and awards.
- 2.3 **Academic Judgement** - judgment that is made about a matter where the opinion of an academic expert is essential, for example a judgment about marks awarded, research methodology, or whether feedback is correct.
- 2.4 **Day** - means working day unless otherwise specified.
- 2.5 **Examiner** - means anyone involved in the assessment process or awarding of marks. This includes placements mentors, tutors, supervisors etc.
- 2.6 **Investigating Officer** - means the person who receives the appeals from the student and prepares the case for consideration.
- 2.7 **MyJourney** – University support system for students which provides guidance and instructions on University processes and procedures.
- 2.8 **MyHull Portal** – University Student Information System that holds personal details about a student including their course of study, module results and progression details.
- 2.9 **Programme** - means any academic activity undertaken by a student for the purpose of

achieving the award of credits, a certificate, a diploma or degree, or for the purpose of achieving progression as prescribed in the relevant regulations.

- 2.10 **Student Cases Committee (SCC)** – A subcommittee of the Education Student Experience Committee (QSC) that is responsible for investigating appeals, and for the consideration of special cases pertaining to student progression.
- 2.11 **Chair of SCC** - means one of the Co-Chairs of the Student Cases Committee or their nominated deputy.
- 2.12 **Secretary of SCC** - means the Secretary of the Student Cases Committee or their nominated deputy.
- 2.13 **Supporter** - means friend, fellow student, HUSU Advice Centre staff member, or member of University of Hull staff who may assist the student with their appeal. Legal representation is not normally permitted (see section 14).

### 3. What is an academic appeal?

- 3.1 For the purposes of this Code of Practice, and in line with external sector requirements, an academic appeal is defined as ‘a request for a review of a decision of an academic body around a mark, outcome or decision. Students may appeal an outcome on the basis of evidence or procedure, but not on the basis of disagreement with academic judgement’.

### 4. Distinction between appeals and complaints

- 4.1 This Code of Practice will apply only to academic appeals. Students **should** carefully consider whether the issue is an appeal as defined above or a complaint. Guidance on these regulations can be found on MyJourney. Students may also seek independent advice and support from the HUSU Advice Centre.
- 4.2 A complaint is defined as an expression of dissatisfaction by one or more students about the University’s action or lack of action, or about the standard of service provided by or on behalf of the University.
- 4.3 Students whose issue is classed as a complaint **should** raise this directly with the area involved in the first instance. Support on complaints can be found on MyJourney.

### 5. Scope of academic appeals

- 5.1 This Code of Practice applies to:
- a) All University of Hull students on undergraduate and postgraduate taught programmes (students on postgraduate research degrees are covered by a separate appeal process through the Research Degrees Committee);
  - b) For students on University of Hull programmes delivered by partner institutions, that institutions’ policies and procedures for Academic Appeals **must** be exhausted first. **Should** students be dissatisfied with the result at the end of this process, an appeal may be raised at the University of Hull using the process outlined in this Code.
- 5.2 The decisions of the follow academic bodies are covered by appeals:
- Module or Programme Board of Examiners;
  - Additional Consideration Committees;
  - Academic Misconduct investigations;
  - Fitness to Practise Panel;

- University Student Cases Committee (SCC).

5.3 The following decisions of the above academic bodies can be appealed:

Module or Programme Board of Examiners	An appeal against a decision which impacts on the application of the pass, progression, award, or classification regulations including reaching a decision to terminate a programme of study or to transfer a student onto another classification. An appeal can also be raised where the student believes there has been an error in the calculation or recording of their marks and/or degree classification.
Additional Consideration Committee	An appeal against a decision of an Additional Consideration Committee to decline a request for an extension or additional considerations in accordance with the Code of Practice on Extension and Additional Consideration.
Academic Misconduct investigation	An appeal against a decision following on from an investigation into Academic Misconduct or an Academic Misconduct Panel to impose penalties in accordance with the Academic Misconduct Regulations.
Fitness to Practise Panel	An appeal against a decision of a Fitness to Practise Panel taken in accordance with the Fitness to Practise Regulations, including the termination of a programme of study.
University Student Cases Committee (SCC)	An appeal against a decision of the Student Cases Committee (SCC) such as a repeat year request, a suspension of studies request or a special case decision.

5.4 Generally, appeals are lodged from individual students. However, where the issues raised affect a number of students, those students can submit an academic appeal as a 'group appeal'. In such circumstances, the students may nominate one student to act as group representative. The University will then communicate only with the representative and expect them to liaise with the other students.

## 6. Appeals process

- 6.1 Students can be supported and advised by third parties during the appeals process. This third party may be from the HUSU Advice Centre but will not normally be a legal representative.
- 6.2 No person will take part in the making of a decision regarding an appeal where they have a conflict of interest including being a member of the academic body that made the original decision, or the academic unit delivering the award.
- 6.3 All communication with students relating to appeals will be to the address indicated by the student on the approved appeals form. It is the student's responsibility to check this account regularly.

## 7. Legitimate grounds for appeal

- 7.1 A student may appeal the decision outlined above on one or more of the following grounds:
- a) There is evidence of circumstances affecting the student's performance where, for good reason, the academic body was not made aware of these circumstances when it made its original decision;
  - b) Demonstrable procedural irregularities in the conduct of the academic body process which are likely to have materially affected the result. Procedural irregularities are when the procedures and regulations of the University have not been followed;
  - c) Evidence of prejudice or bias on the part of one or more of the examiners and/or members of the academic body.

## 8. Matters which do not constitute grounds for appeal

- 8.1 The following are not considered to be legitimate grounds for appeal:
- a) Where a student questions the exercise of academic judgement. Academic judgement is defined as a judgement that is made about a matter where opinion of an academic expert is essential, so for example includes marks awarded, the feedback presented and disagreements about academic approach;
  - b) Where a student disagrees with the conclusions reached by the academic body, unless further evidence can be provided and where there was a good reason this was not presented at the time, as in section 7 above;
  - c) Lack of awareness or knowledge of the relevant University regulations, policies and processes, including the requirements for the submission of extensions and additional considerations.

## 9. Deadline for lodging an appeal

- 9.1 A student wishing to appeal **must** do so through their MyHull Portal by selecting 'Talk to Us', 'Useful Forms' and selecting 'Request to appeal academic decision'. If the student no longer has access to their University account then an appeal form can be requested by emailing [scc@hull.ac.uk](mailto:scc@hull.ac.uk). Complaints by third parties (i.e. by individuals or organisations other than the actual student) are not normally accepted.
- 9.2 The completed form **must** be submitted within 15 working days of the date on which the notice of recommendation or decision of the academic body was served on the student in writing (including via email). Appeal forms received after this deadline will not normally be considered.
- 9.3 Results or decisions will normally be released on the MyHull Portal or sent via email to the student's University email address. It is the responsibility of the student to check both the portal and emails regularly for the notification of these decisions.
- 9.4 Late appeals will be referred to one of the Co-Chairs of SCC to determine whether exceptional circumstances have been demonstrated as to why the appeal was not submitted within the accepted timeframe, and may be rejected.
- 9.5 Failure to submit an appeal as outlined in 9.1 - 9.4 above will result in the rejection of the appeal, and forfeit of the right to appeal.
- 9.6 The completed appeals form **must** be accompanied by supporting evidence at the time of lodging an appeal. In exceptional circumstances where a student is unable to provide supporting evidence at the time of lodging an appeal, they **should** indicate on the form the nature of the evidence, the reasons for the difficulty in obtaining it and the date by when it can be submitted. Evidence **must** normally be received within 10 working days following submission of the appeal.
- 9.7 If evidence is found not to be genuine, the appeal may be dismissed and a referral made for the matter to be considered under the Student Disciplinary Regulations as deemed appropriate.

## 10. Privacy, confidentiality and data protection

- 10.1 Any appeal raised by a student will be treated with the highest level of confidentiality that can be maintained. The University of Hull will only disclose confidential information relating to any appeal to members of staff who are directly involved in the administration and consideration of an appeal, and as necessary to allow an open and fair investigation and for the outcome of the investigation to be reported appropriately. In the first instance this will

be the Investigating Officer and the members of SCC. This may also include sharing the appeal with the relevant academic body who made the decision.

- 10.2 Depending on the nature of the appeal, the evidence may include third party data, opinion and information which was provided in confidence. This information will be handled consistently and fairly and in accordance with data protection principles, making it clear to all parties that the sharing of this information is only agreed for the purposes of reaching an informed and fair decision. Students **should** only share third party data when they have been given explicit permission to do so.
- 10.3 Detailed records of the appeal submission, investigation and outcome, as well as any review, will be kept in accordance with our Data Retention Policies.

## **11. Investigation of the Appeal**

- 11.1 Students **should** note that the appeals process can take time to complete and that appeals submitted close to the start of the next stage of their course or graduation may not be resolved in time or in the way that students are expecting. This may cause delays in progression resulting in the inability to start the next year of the course as expected or to attend the graduation ceremony as expected.
- 11.2 Appeals **should** normally be resolved within 90 calendar days of the date of appeal. However, on occasions the process may continue beyond 90 calendar days where there are a number of complexities and subject to factors such as awaiting further information from the student. Throughout the investigation of the Appeal, and any following processes, the student will be informed if any delays occur in the timeline outlined below.
- 11.3 On receipt of the Appeals form, a member of Academic Services or a nominee shall be appointed as the Investigating Officer and investigate the appeal.
- 11.4 The Investigating Officer will check that the appeal was submitted within 15 working days of the decision (see section 9), that the appeal is against a decision outlined at section 5.3, and that the grounds for appeal are clearly stated and constitute a legitimate ground for appeal outlined at section 7.1. The appeal will be rejected where it falls outside the time frame, is outside those areas which constitute legitimate grounds for appeal or falls outside of the decisions which can be appealed. The rejection of the appeal and the reasons behind the decision will be notified to the student in writing.
- 11.5 During this investigation, the Investigating Officer may contact the student, academic unit or relevant academic body who **must** make a formal written response to the issues raised within 10 working days of receipt of the request.
- 11.6 If further evidence is provided by the academic body, this will be shared with the student, and they will be allowed to respond within 10 working days.
- 11.7 For cases where further evidence or information is required, this may delay the appeal being presented to SCC.

## **12. Consideration of the Appeal**

- 12.1 Once the Investigating Officer has gathered the evidence, the case will be presented to the next available SCC. The committee will then consider:
- If there are grounds for appeal
  - The need for further investigation before a decision can be taken
  - To reject the appeal
  - Possibility of an informal resolution

- 12.2 Any member of SCC who has been involved in the decision that is being appealed **must** declare a conflict of interest and remove themselves from the discussion and decision.
- 12.3 Where SCC decide that grounds for appeal have not been demonstrated, the appeal will be rejected and the student will be informed in writing within 5 working days, setting out the reasons for the rejection.
- 12.4 The student will have the right to request a review of this decision as outlined in section 17. If the student feels they do not have grounds for a review, they can request a Completion of Procedures letter to indicate that they have exhausted the University's internal procedures. They **must** request this no later than 25 working days from the decision of SCC.
- 12.5 Where grounds for appeal have been demonstrated, SCC will seek an informal resolution with the academic body concerned, requesting a decision normally within 5 working days.
- 12.6 Informal resolutions may include the request for the academic body to reconsider their decision in light of the new evidence presented or review their process to ensure the correct procedures were followed at the time or are now followed, to reach the decision.
- 12.7 Where informal resolution is supported by the academic body, the student will be contacted with a proposal and will need to decide whether to accept or reject this proposal and respond normally within 5 working days.
- 12.8 If the student accepts the informal resolution, the appeal will be withdrawn and the matter will be considered closed.
- 12.9 Where SCC determine grounds for appeal at the completion of their investigation, but no informal resolution has been agreed by either the academic body or the student, or where there is a discrepancy in the decision formed by SCC and the view of the academic body, an Appeals Panel will be convened.

### **13. Membership of the Appeals Panel**

- 13.1 The membership of the Appeals Panel **must** take into consideration the context of the University Equal Opportunities Policy. No-one who was involved in the decision being appealed, or consideration of the case at SCC, shall be part of a panel. The Panel will consist of the following members:
- a) The Chair of the Appeal Panel, who will normally be the Co-Chair of SCC who did not first hear the case (or their nominee) unless there is a conflict of interest, in which case an appropriate authorised representative will be invited to act as Chair;
  - b) Two senior academic colleagues who **must** not be members of the academic area to which the student belongs, who are responsible for the delivery of any module(s) to which the appeal relates or been a member of the academic body that made the decision;
  - c) There shall be a Secretary to the Appeal Panel who is responsible for ensuring that all documentation and notifications are dealt with in accordance with this Code, but **must** not otherwise participate in the making of decisions by the panel;
  - d) The Chair will be responsible for ensuring that members of the panel are familiar with the contents of this Code of Practice prior to the Appeals Panel;
  - e) Where possible and without diminishing panel experience or expertise, consideration **should** be given to the diversity of the panel members to mitigate against factors such as unconscious bias.



#### 14. Prior to the Appeal Panel

- 14.1 The panel meeting will be held as soon as is reasonably practicable, but normally within 25 working days of the decision that grounds for appeal have been demonstrated and no informal resolution has been agreed.
- 14.2 The student will be informed in writing of the time and date of the meeting and the members of the panel, with at least 10 working days' notice. The student will be emailed with the details to the address notified by the student on the approved appeals form.
- 14.3 The student may object to the proposed panel membership no later than 7 working days before the panel, with details of the grounds for their objection(s).
- 14.4 Any such objection will be considered by the Chair of the panel, or, if the objection relates to the Chair, by one of the Co-Chairs of SCC.
- 14.5 The Chair or the Co-Chairs of SCC has discretion to determine the validity of such objections and may direct that the panel proceed with the proposed membership or direct that an alternative panel member be appointed. The panel may be postponed where necessary to facilitate this. The student **must** be informed in writing of the decision.
- 14.6 The student can request that the meeting be held online, face-to-face or as a hybrid meeting, and the panel will seek to facilitate this wherever possible.
- 14.7 The student **must** confirm their attendance at the Appeal Panel. Should they be unable to attend, evidence will need to be provided as to why. Students also have the right to be accompanied by a supporter such as a friend or HUSU Advice Centre staff member. The student **must** notify the Secretary of the Appeal Panel of the details of any supporter at least 5 working days prior to the panel meeting.
- 14.8 Legal representation is not normally permitted. However, in exceptional circumstances the student may seek permission to be accompanied by a practising member of the legal profession and this **must** make the request in writing. When considering the request for permission the following criteria shall be considered:
  - (i) The complexity of the appeal.
  - (ii) The capacity of the Student to present their case.
- 14.9 If permission is granted the University accepts no liability for the payment of legal fees incurred by the student irrespective of the outcome.
- 14.10 Where permission is granted for the student to be accompanied by a practising member of the legal profession, any appeal panel may also be supported by, a practising member of the legal profession for the purpose of providing advice and support throughout the duration of the panel process.
- 14.11 A representative of the academic body who made the decision which is being appealed will also be invited to the meeting.
- 14.12 The appointed Secretary will ensure that all parties are provided with copies of any written statements or other evidence which is likely to be relied on at the panel meeting, as well as a list of people attending.
- 14.13 Failure of the student to attend the panel without good cause will be taken as evidence of the student's intention to withdraw the appeal. Good cause will be determined by the Chair of the Appeal Panel. An appeal may be heard in absentia with the agreement of the student.
- 14.14 In the event a panel member is unable to attend the panel due to unforeseen circumstances such as sickness, or compassionate leave at short notice (within 48 hours of the panel being

due to commence), the Chair in conjunction with the remaining panel member **must** consider if it would be appropriate to continue with the panel.

- 14.15 Where it is deemed it would be appropriate, the Chair or Secretary to the panel **must** contact the student to inform them of this and seek their agreement to proceeding with a reduced panel.
- 14.16 Where such agreement cannot be obtained or where it would not be deemed appropriate to continue with a reduced panel the panel **must** be re-arranged.
- 14.17 Where such notice is received more than 48 hours in advance of the panel the Chair/Secretary **should** attempt to secure an alternative panel member and notify the student or rearrange the panel.

## **15. The Appeal Panel**

- 15.1 The student will have the right to be heard in person by the Appeal Panel. If accompanied by a supporter, they are permitted to speak on the student's behalf but the student will be required to answer any questions put to them and to provide information directly as required by the Appeal Panel.
- 15.2 The student may call any witness or other person whom they deem qualified to provide relevant evidence, which may include representatives from the academic body against whose decision the appeal was lodged. It is the responsibility of the student to inform the Secretary of any witnesses they wish to attend and to ensure they have the details of the panel.
- 15.3 The Appeal Panel may call any other witness or other person whom it deems qualified to provide expert advice.
- 15.4 Both parties are entitled to be present while evidence is presented by any witness and to question any witness through the Chair. Questions can be raised during the panel; however questions can also be sent to the Chair in advance of the meeting. The Chair and/or panel shall be entitled to filter any questions submitted by the student as deemed appropriate.
- 15.5 The meeting agenda will consist of the following:
  - a) Panel introductions;
  - b) Case presentation by the Chair;
  - c) Evidence presented by the student;
  - d) Evidence presented by the witness(es);
  - e) Questions for student and witness(es).

## **16. Powers of the Appeal Panel**

- 16.1 The duty of the Appeal Panel will be to consider all the evidence presented and determine whether the appeal **should** be upheld or rejected by deciding whether any or all of the grounds have been satisfied.
- 16.2 Where the Appeal Panel determines that the appeal **should** be rejected, the student will be informed of this decision in writing (including via email). This letter will advise the student of their right to request a review of that decision in accordance with section 17, unless the Appeal Panel is a result of a review of a previous appeal decision.
- 16.3 Where the Appeal Panel determines that the Appeal **should** be upheld, it will declare the decision against which the appeal was lodged invalid and make one or more of the following decisions as appropriate:
  - a) That the relevant academic body be required to reconsider its decision in light of

the evidence presented.

- b) That in the case of a decision resulting from assessment of a piece of coursework, dissertation, project or similar, the student be permitted to submit a fresh piece of work within a deadline determined by the Appeal Panel and for a fresh decision to be made on the basis of its fair assessment;
  - c) That in the case of a decision resulting from an examination mark, the student be entitled to sit a further examination as a first attempt (or second attempt if the appeal is against a reassessment mark);
  - d) That the student be reinstated and permitted to proceed with their programme of study;
  - e) That another decision be made as the Appeal Panel deems appropriate (subject to 16.5 that they cannot be empowered to award any credit or qualification).
- 16.4 Any decision detailed above may be accompanied by guidance from the Appeal Panel to the relevant academic body.
- 16.5 The Appeal Panel will not be empowered to award any credit or any other qualification (including achievement of progression requirements) or raise or lower a mark or degree classification.
- 16.6 The Appeal Panel will be empowered to make any additional recommendation relating to issues arising from the appeal as it deems appropriate, for example, advice for the future on the way any similar decision-making process is conducted.
- 16.7 The student will be notified in writing of the Appeals Panel's decision with reasons within 5 working days of the Appeals Panel meeting. The student will also receive a copy of the minutes of the meeting once they have been finalised.

## 17. Appeal Review

- 17.1 Where an appeal has been rejected by SCC or an Appeal Panel, the student can request a review of that decision, unless that decision was already in response to an Appeal Review (at this point a Completion of Procedures letter will be issued to the student). The request to review a decision **must** be sent to [scc@hull.ac.uk](mailto:scc@hull.ac.uk) within 10 working days of the decision being communicated to the student. Any requests received after this period will normally be rejected and a Completion of Procedures letter will be issued to the student. The request **must** set out the basis of review on one of the following grounds:
- a) There is evidence of procedural irregularity in the initial consideration of the appeal;
  - b) The submission of new evidence, which the student had not, for valid reasons, been able to provide earlier.
- 17.2 If the student feels they do not have grounds for a review, they can request a Completion of Procedures letter to indicate that they have exhausted the University's internal procedures. They **must** request this no later than 25 working days from the decision of the Appeals Panel.
- 17.3 The review stage will not usually consider the issues afresh or involve a further investigation.
- 17.4 A request for review will be referred to a Co-Chair or a senior member of SCC who may uphold the original decision, request that the decision be reconsidered or recommend a new Appeal Panel be convened. The reviewer **must** not have been involved in the initial consideration of the case. The issues to be considered are as follows:
- a) Was the appeal conducted in accordance with Code of Practice: Academic Appeals?

- b) Has any new evidence been provided which was not previously considered, and there is a good reason why it was not presented earlier?

17.5 At the review stage, the following decisions can be reached:

- a) Uphold the decision;
- b) Request that the decision be reconsidered by SCC;
- c) Recommend that a new Appeal Panel consider the case.

17.6 The review will be undertaken as soon as is reasonably practicable, but normally within 10 working days of the request being received. The final decision will be communicated to the student in writing outlining the reasons for the decision. A Completion of Procedures letter will be issued to indicate that the student has exhausted the University's internal procedures. The letter will provide guidance on how to submit a request for review to the Office of the Independent Adjudicator for Higher Education (OIA).

## 18. Finality

18.1 The decision shall be final and not subject to further challenge within the University of Hull.

18.2 The Education Student Experience Committee (ESEC) is the final arbiter of the application and interpretation of these Regulations if an appeal is within the scope of this Code of Practice and/or if exceptional circumstances exist.

## 19. Recording and Monitoring of Appeals

19.1 Academic Services will be responsible for keeping a record of the following information in relation to each appeal:

- a) the type of decision against which the appeal is lodged;
- b) the grounds on which the appeal is based;
- c) the outcome of the appeal;
- d) the time taken for each stage;
- e) the panel composition.

19.2 SCC will consider an annual anonymised report on appeals within each academic year, summarising the information above.

19.3 As part of this annual report, SCC will, where it is appropriate to do so, make recommendations to the University as to the:

- a) adequacy of advice, guidance and support mechanisms for students;
- b) adequacy of staff development and support for those operating the appeal procedures;
- c) level of understanding of staff and students of the procedures;
- d) evidence of persistent appeals about certain processes or academic bodies;
- e) effectiveness of the overall procedures in meeting their aims.

19.4 An annual report will be presented to the Education Student Experience Committee.

19.5 This annual review of the appeal process and procedures **should** ensure that they remain effective and consistent with current regulations.

19.6 Where appeals highlight improvements that can be made to University systems, processes and behaviors these will be recorded and followed up with the relevant areas, with a report back into SCC. These actions will also be part of the annual report. Academic appeals will be viewed as one part of our Student Voice mechanisms.

## 20. Appeals by students registered for Collaborative Programmes leading to University of Hull Awards

- 20.1 It shall be the responsibility of all Institutions (hereafter 'partner institution') offering programmes of study which lead to awards of the University of Hull (hereafter 'collaborative programmes') to establish regulations and procedures which reflect the expectations set out in the Quality Assurance Agency UK Quality Code of Higher Education, the OIA Good Practice Framework, and the general principles embodied in the UoH Appeals Regulations.
- 20.2 An appeal by a student on a collaborative programme (leading to a University of Hull award) shall be made to the partner institution using their appeals procedures.
- 20.3 Partners **must** designate an officer or committee responsible for the Institution's appeals procedures and inform the Secretary of the SCC of the identity of the officer or committee.
- 20.4 The officer or committee **must** lodge with the Secretary of SCC a copy of the current appeals regulations and procedures. This **should** conform with the OIA Good Practice Framework and allow for both a formal appeal and review stage.

## 21. Right of Appeal to the University of Hull

- 21.1 Where a student on a collaborative programme is dissatisfied with the outcome of their appeal made to, and determined by, the partner institution they may complain to the University in accordance with the following paragraphs:
- a) An appeal shall be limited to challenging the application of the procedure through which the original appeal was considered by the partner institution;
  - b) An appeal may only be made where the student has exhausted the procedures at the partner institution or where they can demonstrate that the partner institution has failed to follow its procedures in such a way that this failure is likely to have materially affected the outcome of the appeal;
  - c) An appeal **must** be made in writing using the University's Academic Appeals form - and be submitted to the Secretary of SCC within 15 working days of receiving the final decision of the partner institution. The appeal shall include a copy of the partner institution's final determination and any other evidence which the student believes is relevant to the matter.
- 21.2 On receipt of a valid appeal (as outlined in 21.1) an investigation will be made and submitted to SCC for consideration. The investigation **should** involve:
- i. requesting from the student further evidence if required;
  - ii. providing a copy of the appeal and supporting evidence to the partner institution, requesting a formal response and providing any further evidence that the partner institution wishes to make;
  - iii. providing a copy of the partner institution's response and further evidence to the student inviting any final comment which the student may wish to make.
- 21.3 SCC will consider the appeal conducted in accordance with Code of Practice: Academic Appeals.
- 21.4 Where the appeal is upheld the partner institution shall re-consider the original appeal, taking into account any evidence, other than new material, obtained through the University's investigation, addressing any defect in the application of the partner institution's procedures identified.



## Version Control

Version	Author	Date approved	Relevant sections
1 03	UoH Working Group, Helen Fenwick ADE FACE	May 2023	Revisions include: <ul style="list-style-type: none"> <li>• a new introductory section to outline the purpose and principles,</li> <li>• expansion and revision of definitions,</li> <li>• an outline of the academic bodies of which decisions can be appealed, to introduce consistency in terminology,</li> <li>• further specifics on declarations of interest,</li> <li>• further information on academic judgement,</li> <li>• clarification of the role of SCC,</li> <li>• and the broad tracking of issues to aid ongoing enhancement in this area.</li> <li>• Some adjustments have been made to timeframes to support a timely and consistent process.</li> <li>• Replaces Education Committee with Education Student Experience Committee.</li> </ul>
1 02	Lisa Tees, Quality Manager, Quality Support Service	May 2021, Housekeeping	Minor revision. This is to align the Code to the revised Terms of Reference to the Student Cases Committee. The change clarifies that where there is a request for review of the SCC decision, it will be referred to the Academic Registrar or Head of Academic Unit (or equivalent) [para 49].
1 01	Lisa Tees, Quality Manager, Quality Governance	Nov 2019, Housekeeping	Reflects new committee structure.
1 00	Nikki Davies, Registry, Student Services.	For Sept 2018, Senate	This new University Code of Practice: Academic Appeals replaces the University Regulations for Academic Appeals.