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exclusive prerogative of the Progression and Awards Board. Matters of academic judgement include:

- (a) Whether or not a student has reached the academic standard required for the module/programme.
- (b) Whether or not a student would benefit academically from further study, for example, by repeating a unit of study on the programme.

2.3. Subject to the previous paragraphs, any academic appeal should relate to one or more of the following categories of Progression and Awards Board decision:

- a module result (or component thereof);
- required withdrawal from a programme;
- a verdict of, or penalty applied in respect of, academic misconduct;
- a refusal



participation is necessary for a resolution. All parties are required to respect the confidentiality of the process.

#### **4.6 Group Appeals**

4.6.1 Where an appeal is submitted by a group of students, one member of the group must be nominated as the main contact. Each member of the group must confirm in writing that they wish the nominated individual to act in this capacity and that the appeal reflects their concerns. The nominated contact will receive updates on the appeal on behalf of the group. All members of the group will receive notification of the outcome individually.

#### **4.7 Appeals and Complaints**

4.7.1 GBS operates a separate Complaints Process and Procedures.

4.7.2 Where it is considered that an academic appeal contains elements of a complaint, Student Casework may direct the appellant to address these via the Student Complaints Process and Procedures instead. Similarly, upon making a complaint, the student may be advised by Student Casework that resolution of elements of this would be more appropriately served by making an academic appeal.

### **5. Principles relating to the Handling of Academic Appeals.**

5.1 All appeals must be logged, and progress kept updated on the Student 0 1 154.4 66pc0(.)] T&T







implemented.







9.6 Where the Panel determines that an appeal should be justified, in part or in full, the relevant Progression and Awards Board will be convened (where necessary as an extraordinary meeting and/or by correspondence) to decide the appropriate action, in



### **11. Stage 3: Independent Review (External)**

11.1 Where the appellant has exhausted GBS' internal procedures and is not satisfied with the outcome, he/she may request the case be reviewed by the [Office of the Independent Adjudicator for Higher Education \(OIAHE\)](#). GBS subscribes to the independent scheme for the review of student appeals.

11.2 Under the Higher Education Act 2004, provision is made for a student to refer a complaint to the OIAHE when the institution's internal academic appeals procedures have been exhausted, and the student remains dissatisfied with the outcome. Details about the



11.5 The findings of any case considered by the OIAHE shall be considered directly by Academic Board. Academic Board shall take the recommendations of the OIAHE into account in reaching a final decision about any action that should be taken in response to the appeal. The decision of Academic Board will be final and there shall be no further appeal against this decision.

## **12. Reporting to Academic Board**

12.1 The Dean or nominee and Academic Standards and Quality Office shall analyse the key features and outcomes of any Academic Appeals and any outcomes of review by the Office of the Independent Adjudicator for Higher Education made during the previous year. A Student Casework Report on this information will be presented at the appropriate meeting of Academic Board

12.2 Data concerning equal opportunities monitoring shall also be provided. Any overall recommendation(s) arising from the reviews will be drawn to the attention of Academic Board.

## **13. Monitoring and Review**

13.1 This policy may be amended by GBS at any time. GBS will ensure that all staff receive appropriate training to enable them to comply with this policy. GBS will regularly







## Annex 1 Flow Chart



## Annex 2 GBS Academic Appeal Form

*GBS policy and procedure for making an Academic Appeal must only be used for students on the GBS Pearson Programmes. Students on a university programme or HND through our partners must use their appropriate policy and procedure. If in doubt, please consult Academic Standards and Quality Office via [studentcasework@globalbanking.ac.uk](mailto:studentcasework@globalbanking.ac.uk). Please read the*

<b>Date of Progression and Award Board at which your results were considered:</b>	
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	Misleading information was provided about the assessment(s) and/or examinations
	For a student with a disability or additional needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.
<i>Please provide further details with respect to each of the grounds of appeal indicated by the box(es)</i>	
<b>Revised Assessment</b>	
<i>Please provide a statement about the nature of the revised assessment sought from the</i>	



*I hereby consent for any sensitive and/or confidential data, such as notes in your file, held by GBS to be made available to the Academic Appeals Panel and the Associate Dean/Cohort Leader for use as evidence or supporting documentation as appropriate. I understand that as part of the investigation into my appeal, the Academic Appeals Panel and the Associate Dean/ Cohort Leader may be required to share this information with other staff at GBS solely on a need-to-know basis.*

*I declare that to the best of my knowledge all the information I have supplied is true, accurate and complete.*

*I give my consent for information from this form and any attached documents, and personal data held -to-know basis for the purpose of investigating my appeal.*

**Student Signature**

**Date:**

**FOR STUDENT CASEWORK OFFICE USE ONLY**

<b>Has the form been filled in fully:</b>	<b>YES/NO</b>
<b>Is there evidence attached:</b>	<b>YES/NO</b>
<b>GBS Staff Name:</b>	<b>Position:</b>

**GBS Staff Signature**

**Date:**



### **Annex 3 GBS Completion of Procedures Letter Template**

***Please note this template has been taken directly from the Office of the Independent Adjudicator for Higher Education (OIAHE) website. The***



<https://www.OIAHE.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIAHE for a form. **You should send a copy of this letter to the OIAHE with your**

