



Global Banking School
+44 (0) 207 539 3548

info@globalbanking.ac.uk

www.globalbanking.ac.uk

891 Greenford Road, London

UB6 0HE

GBS Academic Appeals Policy and Procedure

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1. Introduction

1.1.

2. Grounds for Appeal

2.1 An appeal against any decision made by a Progression and Awards Board may only be made on the following grounds:

- a) an assessment or calculation of a mark or grade was not conducted in

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 Casework Database.

5.2 Adequate records must be maintained of all appeals received.

5.3 Findings from appeal investigations will be used to improve services for students and the student experience. Recommendations are monitored by the Learning and Teaching Committee and Academic Board.

6. Procedure for Notification of an Appeal

6.1 There are three stages in the Academic Appeals procedure:

Stage 1: Formal Academic Appeal

Stage 2: Academic Appeals Panel Hearing

Stage 3: Independent Review

optionally preceded by a discovery process.

7. Discovery

7.1 Discovery is a process by which the parties to an appeal are required to disclose to each other any documents or information which are relevant to the appeal. This process is designed to ensure that the appeal is based on the facts and is not a fishing expedition. The process is governed by the Academic Appeals Procedure and the Student Casework Database.

in all cases it remains the student's responsibility to ensure that the correct procedures are followed.

8. Stage 1: Formal Appeal

8.1 To proceed, the student must submit their academic appeal using only the Academic Appeal Form (*Please see Annex 2*) to studentcasework@globalbanking.ac.uk. This must normally be completed within ten days after publication of the results from the relevant Progression and Awards Board. From here on in a permanent record of the progress and outcomes of the appeal will be maintained in the Student Casework Database,

8.2 In submitting a Stage 1 appeal, the Academic Appeal Form must be properly completed and contain the following information:

- (a) A clear statement of the actual decision of the Progression and Awards Board being appealed against.
- (b) A brief and clear summary of the grounds for the appeal and stating, as appropriate, the following:
 - i. The ways in which it is alleged that the assessment failed to accord with the regulations pertaining to the programme. It would be helpful to precisely identify the regulation(s) which has/have been breached.
 - ii. If an administrative error is thought to have occurred, then state the nature of the error or other material irregularity relevant to the assessment(s) which has/have occurred.
 - iii. How it is alleged that, for a student with a disability or additional needs, the needs assessment was flawed, the provisions recommended were not implemented, or the agreed assessment procedures failed to be implemented.
- (c) Evidence, other than personal testimony from the student, in corroboration of the factual base of the appeal, or an indication of how such corroboration will be provided.
- (d) A statement about the nature of the revised assessment sought from the Progression and Awards Board if the appeal was to be upheld.

also noting that a *properly completed* form must not include or be accompanied by material submitted by or in the name of someone acting as a legal representative to the appellant.

8.3 On receipt of the Academic Appeal Form, a manager from Student Casework will work with the Cohort Leader and Associate Dean Assessment having oversight of the student's programme, to consider the appeal and establish whether there is a clear case for the appeal. The grounds for appeal above will be referred to in helping to make this decision.

8.4 Where the Student Casework manager or Associate Dean Assessment or Cohort Leader deem there to be a case for an academic appeal, a meeting of the Academic Appeals Panel shall be called to hear the appeal, normally within fifteen days of receipt of the appeal form.

8.5 The student making the appeal will be informed by Student Casework whether there is a case or whether the appeal is dismissed because there are not proper grounds for an appeal. If there is deemed to be a case, Student Casework will inform the student in writing of the date of the meeting of the Academic Appeals Panel, giving at least five days' notice.

8.6 An appeal may be dismissed in the following circumstances:

- (a) When the appeal is not properly completed or made on the appropriate form, or is incomplete, or is submitted late and without an explanation agreed as satisfactory by the Student Casework manager, Associate Dean Assessment and Cohort Leader.
- (b) When the Student Casework manager, Associate Dean Assessment and Cohort Leader agree that the appeal does not fall into any one or more of the categories detailed at 2. above.

8.7 A decision will be made and communicated to the appellant by Student Casework within seven days of their receipt of the Academic Appeal Form. Where applicable, this will include at least five days' notice of the date of the Appeals Panel Hearing

9. Stage 2: Academic Appeals Panel Hearing

9.1 Academic Appeals Panel

- 9.1.1 The student making the appeal shall have the right to appear before the Academic Appeals Panel and to be accompanied and assisted by a friend. The friend must be either an enrolled student at GBS-1.7 (7k05 Tc 0 Tw ()Tjage)JTJ 0 Tc

- 9.1.6 The appeal shall only be heard on the grounds stated and accepted by the Student Casework Manager, Associate Dean Assessment and/or Cohort Leader and as laid out on the Academic Appeals Form unless the Academic Appeals Panel decides otherwise. In the latter event, an adjournment of no more than one week in total shall be granted if so requested by the appellant and/or the Chair of the Progression and Awards Board;
- 9.1.7 The student making the appeal and the Chair of the Progression and Award Board shall have the right to receive a copy of any written submission that is made on the part of the other.
- 9.1.8 The student making the appeal shall be invited to provide details of any reasonable adjustment that may need to be made for the hearing to accommodate the appeal, as long as the student has a declared disability.

9.2 If the student making the appeal does not appear at location, time and date set for the Appeal Hearing, the Academic Appeals Panel shall consider whether any reasons sent by the student in advance of the hearing are valid, and:

- a) If members of the Panel so judge, adjourn proceedings to a later date and time.
- b) If no reasons are advanced, or if they are judged to be invalid, proceed in the student's (appellant's) absence.

9.3 If invited witnesses do not attend the Appeal Hearing, the Panel may determine either to adjourn proceedings or to proceed without the witness(es).

9.4 The Panel, having considered the evidence, will decide whether the appeal should be justified, partially justified, or not justified. The decision of the Panel is final and will be reported to the student, Student Casework and relevant Progression and Awards Board

Outcomes

9.5 The student can expect to hear the outcome of the Panel, in writing via Student Casework, within five working days of the Panel meeting. The student will also be informed within that time if the complexity of the case prevents an outcome being reached and adtb (e)5.9/h4b (e)5.9willslytiome clloforapeciond (n)5 (7 (i)4.1 (fi)-1.9 (c)-1.7t7 (i)-1.1 (on)5.1

- any other action to correct procedural irregularity, unfair treatment, prejudice or bias. In exceptional circumstances, this may include the remarking of previously submitted work

9.7 The Chair of the Progression and Awards Board will notify the student, in writing, of the decision of the Progression and Awards Board and any appropriate action, along with the rationale for the decision, within ten days of the date of the letter informing the student

- c) state the outcome of the internal Academic Appeals process
- d) confirm that the student has the right to take the appeal to the OIAHE
- e) indicate how the student can contact the OIAHE
- f) stipulate that the OIAHE will only consider complaints from students within a period of twelve months from the date of the Completion of Procedures Letter
- g) enclose an explanatory leaflet on the OIAHE.

11.4 Further advice and/or assistance concerning the OIAHE, or in contacting and submitting a complaint to the OIAHE, should be obtained from the Academic Standards and Quality Office, or Dean of Students.

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 The A

14.3 All documentation will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the appeals process.

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. Please read the policy and procedure carefully before completing the form. The flow chart may also be of help. Both these documents together with the Academic Appeal Form are available on VLE.

Once the form has been completed it should be sent to studentcasework@globalbanking.ac.uk for review.

YOUR DETAILS:	
Student Name:	Student ID:

Revised Assessment

Please provide a statement about the nature of the revised assessment sought from the

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 format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [Name of complainant],

Completion of Procedures Letter

This letter confirms that the internal procedures of [

Annex 4 Variations to Partner Universities' Academic Appeals Procedure for Students Studying at GBS

For programmes at GBS leading instead to awards of our partner Universities, the relevant policy and procedure will be documented on that University's website, with any adjustments to standard process for students studying at GBS as follows:

i. Programmes leading to awards of the University of Suffolk

GBS Students appeal directly to the University. They are encouraged to follow Section 7 as detailed in the GBS Academic Appeals Policy and Procedure.

ii. Programmes leading to awards of Canterbury Christchurch University

GBS Students appeal directly to the University. They are encouraged to follow Section 7 as detailed in the GBS Academic Appeals Policy and Procedure.

iii. Programmes leading to awards of Leeds Trinity University

GBS Students appeal directly to the University. They are encouraged to follow Section 7 as detailed in the GBS Academic Appeals Policy and Procedure.

iv. Programmes leading to awards of Bath Spa University

GBS Students appeal directly to the University. They are encouraged to follow Section 7 as detailed in the GBS Academic Appeals Policy and Procedure