



HIGHER EDUCATION ACADEMIC APPEALS POLICY 2025-2026

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1. Aim

- 1.1 The HE Academic Appeals policy ensures that Chichester College Group has fair, accessible and timely procedures for handling student appeals about assessment decisions. The outcome from these procedures will facilitate enhancement of the learning opportunities provided.
- 1.2 The policy is designed to comply with the Quality Code Theme Concerns, Complaints and Appeals It also complies with The Office of the Independent Adjudicator's Handling Complaints and Academic Appeals Good Practice Framework (May 2023 and December 2022).

2. Objectives

- 2.1 Chichester College Group will make available opportunities for students to raise academic appeals without risk of disadvantage.
- 2.2 Chichester College Group will encourage constructive engagement with the appeals process which offers opportunities for early and informal resolution.
- 2.3 Chichester College Group will make its appeals procedures easily available to all higher education students through college communication systems. The college will make clear distinctions so that students know which procedure to follow depending upon where the responsibility for appeals lies.
- 2.4 The policy is intended to provide clear and accurate advice and guidance for students appealing against an assessment decision, and for staff involved in handling or supporting appeals.
- 2.5 Appeals procedures will be conducted in a timely and fair manner. The academic appeals process is monitored by the college's senior HE Deliberative Body (the HE Board) which will review policy and operations following appeals and will require changes to practice where appropriate. The HE Board will monitor and evaluate the appeals procedure and reflect outcomes from appeals in order to enhance learning opportunities.



3. Introduction

- 3.1 Assessment may take a variety of forms including dissertation, examination, project, essay, presentation, practical work or any other exercise which is designed to enable students to demonstrate achievement.
- 3.2 Prior to submitting an appeal, students should raise issues informally with members of the Course Team and attempt to resolve any concerns.
- 3.3 Impartial advice on how best to raise issues is available from the academic departments and the Student Union.
- 3.4 It is important that students ensure that any circumstance which they feel could adversely affect their performance is recorded in accordance with the published procedures and within the deadlines set down in those procedures. It is unlikely that an appeal on this basis will be successful if the student has not reported it and followed the appropriate procedures.
- 3.5 All staff involved in an appeal will maintain confidentiality.
- 3.6 The college higher education qualifications are awarded by a number of validating university partners, University of the Arts London (UAL), University of Brighton, University of Chichester, University of Portsmouth and the awarding body for Higher National qualifications, Pearson. Students on courses validated by University of the Arts London (UAL) and University of Brighton should follow the procedures of the awarding body validating their course.

4. Definitions of roles

- 4.1 For HE Programmes, internal college processes will be followed (unless the course is validated by the University of the Arts London or the University of Brighton).



- 4.2 The internal process comprises an early resolution opportunity and a formal stage, along with the opportunity for a review of the process under qualifying circumstances. Once the internal process has been completed the college will issue a Completion of Procedures Letter which will provide information to the student about raising their concern with the Office for the Independent Adjudicator. This is the case for Higher National programmes awarded by Pearson. Where the programme leads to an award from an external university, with the exception of UAL and the University of Brighton, such as Foundation Degrees and Top-Up Degrees there is a right of appeal to the relevant university, after the third and final internal stage where the appeal is not resolved to the student's satisfaction.
- 4.3 The student retains the right to appeal to the Office of the Independent Adjudicator, if the University has not resolved the complaint to the student's satisfaction.
- 4.4 Please note that different partner Universities may have different criteria and process for academic appeals to each other and those stated in this policy and where courses are validated by partner Higher Education Institutes their procedures should be followed. Guidance, policies and procedures from awarding institutions regarding Academic Appeals are available on the link below:

[Section: Academic Regulations & Policies | HE Information Pages | CCGOnline \(chichester.ac.uk\)](#)

5. Grounds for appeals against assessment decisions

- 5.1 The grounds on which an appeal may be based are as follows:
- That there exist circumstances affecting the performance of the candidate which the assessor or internal verifier were unaware of.
 - That there were procedural irregularities in the conduct of the assessment (including administrative errors).

The following are not considered to be legitimate grounds for an academic appeal:

where a student questions the exercise of academic judgment, that is, the decision made by academic staff on the quality of the work itself or the criteria being applied to mark the work (rather than the administrative marking process).



- 5.2 The College is committed to open and fair assessment. Students should be involved in the process of assessment. The purpose of the assessment and what is required to achieve a particular grade or level of competence should be clearly explained to the students. Similarly, constructive feedback should be provided, which clearly explains why a particular mark/grade has been awarded and what the student needs to do to improve the standard of his/her work.
- 5.3 There may occasionally be times when the students and assessor have differing views about an assessment decision. The process described below covers such situations. This procedure should be completed before the final Examination Board for the academic year, if there are appeals against the decisions reached in the final Examination Board, they must be lodged within 5 working days of the results being issued.
- 5.4 The Director of Higher Education and college staff will make every effort to ensure that meetings are arranged at the student's convenience. Appropriate technologies should be used especially for learners who are unable to get into college easily. Students wishing to appeal must provide a clear explanation of the nature of the appeal and the grounds on which they are appealing.
- 6. Early Resolution**
- 6.1 Early resolution is designed to address straightforward concerns quickly and locally before a decision is made to make a formal appeal. Students should raise their concerns with their tutor who will arrange an informal meeting to discuss their work in line with the assessment criteria and the feedback they have received. If there are still concerns that have not been resolved, students have a right to submit a formal appeal under the grounds stated in the guidance.



7. Formal appeal

- 7.1 If the student wishes to raise a formal appeal, they need to complete the Student Appeal Form (appendix A of this document) and send it to HE@chichester.ac.uk within 10 working days of receiving their results (or within 5 working days if appealing the decision of an Examination Board).
- 7.2 If a student appeals on the grounds of undisclosed mitigating circumstances, upholding this appeal would result in the student being granted the opportunity to submit a claim for mitigating circumstances outside of the standard cycle, in line with the CCG extenuating circumstances policy.
- 7.3 If a student appeals on the grounds of procedural irregularities, a review of the circumstances will be undertaken by a nominated reviewer appointed by the Director of Higher Education within fifteen working days of receiving the completed form. The outcome of the appeal will be communicated with the student.
- 7.4 If a student is dissatisfied with the outcome of the formal stage, they may be able to request a review within ten working days of the notification of the outcome of the formal stage. Guidance may be sought from the Students' Union. A request for a review may be submitted on the following grounds:
- a review of the procedures followed at the formal stage
 - a consideration of whether the outcome was reasonable in all the circumstances
 - new material evidence which the student was unable, for valid reasons, to provide earlier in the process

The review stage will not consider the issues afresh or involve a further investigation. An appeal must have been considered at the formal stage before it can be taken to the review stage.

The application for review must be made in writing to HE@chichester.ac.uk. If grounds for the review are met, the Director of HE will clarify the purpose and scope of the review and share the outcome decision within fifteen working days.



7.5 Once the student has exhausted college appeal procedures a “completion of procedures” letter will be issued. This will be issued following the formal stage, if no request for review is received within ten working days, or at the end of the review stage. This letter will confirm that the academic appeal procedures are complete and that there is no further route of appeal available within Chichester College Group. It will include a clear explanation of the reason for the decision and advise the student of their right to submit a complaint to the external awarding body or to the Office of the Independent Adjudicator for Higher Education (OIA) and the time limit for doing so and where and how to access advice and support.

8. Monitoring of Appeals

8.1 A summary report of all appeals will be considered by the Higher Education Board to inform policy and procedure and to enhance student achievement.

Policy review area	Higher Education
Lead Manager/Owner	Director of HE
Approval level	Group Leadership Team/Corporation
Approval date	September 2025
Review cycle	Annually
Next review	September 2026



Appendix A: Appeal Form

STUDENT APPEAL AGAINST ASSESSMENT DECISIONS FORM - CONFIDENTIAL

(for an editable version of this form, please email HE@chichester.ac.uk)

Name of Student	
Programme Title	
Email address	
Telephone number	

Name of Assessor	
Name of Internal Quality Assurer (IQA)	

Unit Assessed	
Nature/Title of Assessment	
Date of Assessment	

Appeals will be considered for the following reasons:

1. That there exist circumstances affecting the performance of the candidate which the assessor or internal verifier were unaware of (for examples please see the section on extenuating circumstances at the end of this form) you will also need to explain why you did not apply for extenuating circumstances prior to the assessment deadline.
2. That there were procedural irregularities in the conduct of the assessment (including administrative error).



Student's reasons for appeal			
Please summarise below the reasons for your appeal			
Signature		Date	

Please submit your completed appeal form to HE@chichester.ac.uk

Do I have extenuating circumstances?

The circumstances you are seeking to mitigate must be unforeseeable or unpreventable and you must be able to demonstrate how these circumstances could have a significant impact upon your academic performance. For the purposes of appeal, you must show that the assessor was not aware of these problems.

Common examples include:

- Significant personal illness or injury (where a doctor certifies that you should not work or study)
- The critical illness or death of a close family member/dependent
- Significant family crises or financial problems leading to acute stress
- Absence for public service (e.g. Jury Service)

Circumstances not normally considered:

- Events that were planned in advance or could reasonably be foreseen (e.g. booked holiday) - arrangements should be agreed in advance with the study programme leader once known
- Failure, loss or theft of a computer, printer or storage medium
- Non-diagnosed illness (e.g. exam stress)
- Inadequate time management/planning
- Paid employment or volunteering commitments- arrangements should be agreed in advance with the study programme leader
- Rejection of DSA advice and guidance
- Pre-existing circumstances disclosed at interview (e.g. ongoing diagnosed illness)