



Document A001

RVC Student Appeals Procedure

**For all Undergraduate and Postgraduate
Programmes**

2023/24

Version	Update and Reason	Author and Title	Committee Approval	Date of Approval	Effective Date	Review date
1.0	Created	Academic Registrar	Unknown		June 2015	
1.1	Revision	Academic Registrar	Unknown		Jan 2017	
1.2	Format change and process revisions	SACC Manager	Academic Board	8 th Sept 23	8 th Sept 23	2023/24

appraisal system or previous Appeals Panel has resulted in a student no longer having the right to:

4.1.1

6.7 Once the case has been fully reviewed the SACC Team will respond within 14 calendar days providing either:

f The case submitted is invalid, unfounded or does not demonstrate the student suffered a disadvantage compared to their peers. The appellant will be provided with a further 5 calendar days to re-submit their case. Any later submission after the additional 5 calendar day allowance will be considered out of time.

f The case submitted qualifies for a hearing, the students will be informed of the next available hearing date.

7. Out of time

7.1 Appeals must be submitted within the procedural timescales of 21 calendar days from the date of the withdrawal letter.

7.2 Any appeals received after this time will be considered out of time.

7.3 Should there be exceptional circumstances for a late submission then students should submit the form and provide their reason for an extension and any evidence to support their claims. A decision will be made on whether or not the appeal can be taken forward.

7.4 Reasons that will not be accepted for lateness:

f Not knowing about the academic appeals process or associated time limits.

f Being on holiday or having work commitments.

f Non-reported or registered issues around technical or connection difficulties.

8. Support and advice for students

8.1 Students who have been referred to the Appeals Procedure can approach a range of staff and supporters for advice. Examples are (but not restricted to) listed below:

- x Tutor
- x Senior Tutor
- x Supervisor
- x Departmental Postgraduate Research (PGR) Advisor
- x [Research Degrees Officer](#)
- x [Student Union Representative](#)
- x Course Director or Academic Head of the Graduate School
- x Year Leader
- x [Advice Centre](#)
- x [Study Skills Team](#)
- x [Student Appeals, Complaints and Conduct Team](#)

9. Confidentiality and record keeping

9.1 Cases of appeals are treated with confidentiality and are not discussed amongst the RVC or wider community. Only key members of staff will be notified such as the Exams Office, the student(s) tutor and/or supervisor, and any RVC support services required to provide additional development and support in relation to any post-meeting recommendations or conditions.

9.2 The Academic Board will receive annual reports of anonymised appeal cases including data on the total number of reported case types, outcomes and identified risk and control measures. The RVC will annually evaluate and audit the appeal cases along with other forms of feedback, to improve the quality and effectiveness of the RVC's governance, compliance, and service delivery standards.

9.3 Students are advised to keep a copy of all correspondence in case they are dissatisfied with the appeal outcome and wish to use this information as part of their supporting evidence when making a request for a Final Formal Review or submitting a complaint to the OIA.

9.4 Appeal records are administered centrally by the SACC Team within the Academic Registry. Records of appeal cases are retained for 3 years following student graduation or exit from the RVC to enable the RVC to respond to any requests regarding the decision and processes that may be made by the OIA and/or Freedom of Information (FOI) requests.

9.5 To help support the RVC annual evaluation any student who undertakes the appeals process will be invited to complete a [Student Appeals, Complaints and Conduct Survey](#).

10. Retention, Deletion and Archiving

10.1 Data related to appeals is used to:

10.1.1 Monitor and analyse our management of casework within the required timeframes to improve and develop RVC service delivery.

10.1.2 Respond to internal audit requirements.

10.1.3 To enable us to respond to any requests regarding the decision and process that may be made by the OIA.

10.1.4 To conduct the periodic evaluation of cases in relation to Freedom of Information Request.

10.2 The student's tutor (for teaching degrees) or supervisor (for research degrees) and essential student support staff will be informed of the outcome of the appeal but not the content of the appeal.

10.3 Chairs and Panellists' who obtain copies of records before and during a Hearing will be sent an automated reminder to delete or shred any papers and/or documented evidence related to the student's Hearing. This may also include double deleting any copies saved in downloaded folders. Access will also be removed from the created One Drive Folder where appeals documents are securely shared.

11. Related policies and procedures

11.1 Where a student claims that the actions or inactions of RVC or external staff or other RVC provisions for their learning have resulted in the student's underperformance, this

12.1 Students are expected to fully engage with the appeals process if they wish to submit an appeal. This includes responding to requests for information and attending hearings scheduled under this procedure.

12.2 Failure to engage with the appeals procedure may result in the case not being heard and the termination of proceedings.

12.3 Approval of non-attendance is only permitted in exceptional circumstances (i.e., medical grounds). If approval is granted, the Hearing will be postponed with the intention of rescheduling at the earliest opportunity.

12.4 If a student decides to withdraw from the RVC whilst an appeals case is ongoing, this will mean the case is withdrawn from being considered under these procedures.

13. Reasonable Adjustments

13.1 The RVC encourages students to disclose at the earliest opportunity if they have any ie(ar)16

14.2 We encourage all students to consult with their academic tutor and supervisor in the first instance to try and understand the circumstances surrounding their results and feedback.

14.3 Students can also contact the Advice Centre (advice@rvc.ac.uk) for wellbeing and support and the [RVCSU](#) for any independent advice.

14.4 If a student is unable to access their tutor or supervisor, there will be other course staff available, for example, the Year Leader, Strand Leader, or Course Director. The Exams Office (exams@rvc.ac.uk) will be able to signpost students to the best point of contact in relation to specific assessment and/or exam queries.

14.5 If the issue around marking clarification remains unresolved, then the student can submit their concerns to the SACC Team (studentappeals@rvc.ac.uk) who will carry out a marking investigation.

14.6 The marw Tm()Tjg270.4L1.9 (w Tg13.6 (r0.4L1.9 (w Tm()Tjg270.40.017 T9b(a)9lw Tg15 ()TJ1.9 (w)
33 (n4 Td[a0)4ai5 w 210.565 hi5

15. Appeal process

15.1 The [A002 Student Appeals Report Form](#) should be accompanied by a written statement together with documented evidence to support the issues and circumstances surrounding the appeal:

15.2 The written statement should include:

f A self-appraisal outlining the

invitation letter. The supporter's role is to support the student but not to participate in the hearing discussions unless invited to do so by the Chair.

15.14 The Hearing will be recorded under the supervision of the Secretary.

15.15 The Panel will make its decision in private. This session will not be recorded but summary notes will be taken by the Secretary.

16. Appeals panel

16.1 The composition of the Panel will be:

16.1.1 A Chair nominated by the Registrar and/or SACC Team.

16.1.2 Two senior members of academic staff experienced in making decisions about student progression in programmes of a similar academic level to those of the appellant.

16.1.3 Panel members must not have been key to the decision of the relevant Board or Panel making the first decision and independent of any consideration of the Student Development and Performance (SPD) Panel.

16.1.4 A nominee of the President of the Student Union selected for (i) their independence from the student whose case is being considered (ii) their understanding of the principles at stake and (iii) the broad context of the study of the student whose case is being considered.

16.1.5 A Secretary, nominated by the SACC Team.

16.2

17.3 The Panel will uphold the appeal where they have found that:

17.3.1 There was a procedural error.

Or

17.3.2 that the student's failure or ineligibility for the award was caused by extenuating circumstances which have significantly disadvantaged the student, more severely than typical circumstances experienced by their peers and their academic record and approach to their learning and other needs show that the student does have the academic potential to gain the award sought.

17.3.3 There is new evidence which could not have been considered or taken effect when the first decision of non-progression was made.

17.4 Where the appeal is upheld the Panel will prescribe the compulsory conditions for the students return to study; namely:

17.4.1 For the student to retake

20.2 A Completion of Procedures letter is required should the student wish to advance a complaint with the Office of the Independent Adjudicator (OIA) for Higher Education. The RVC will usually only issue a Completion of Procedures letter once the disciplinary