



Cambridge Muslim College Academic Appeals Policy

Sub-committee: Extenuating Circumstance Committee

Committee: Faculty Board/ Board of Examiners

Next Review Date: April 2025

1. Purpose

This document sets out the policy, and associated procedures, for dealing with academic appeals, with the aim of ensuring consistent and fair treatment for all.

2. Scope

This policy applies to students and faculty teaching on all taught programmes.

3. Principles

- 3.1. The OIA defines an academic appeal as “a challenge to or request for reconsideration of a decision by an academic body that makes decisions on student progress, assessment and awards.
- 3.2. The only acceptable ground for academic appeal is that the College’s policy and procedures for assessment and moderation have not been followed.
- 3.3. There must be clear evidence of a material administrative error; of the assessment not being conducted in accordance with the module specifications or programme related policies; or some other material irregularity relevant to the assessment decision.
- 3.4. Students do not have the right to an academic appeal if their results are not as good as they had hoped, or worse than they believe they deserve.

- 3.5. An appeal cannot be made on the grounds of unawareness of the published assessment regulations (e.g. word count, submission deadline, etc.).
- 3.6. If a student raises an issue that does not meet the grounds for appeal, the matter may be dealt with as a formal complaint. Even if a complaint is upheld, where there is no right of appeal, an assessment result or a decision of a Board of Examiners cannot be changed.
- 3.7. Where a student's appeal is based on extenuating circumstances, documentary evidence must be provided to support the claim. Retrospective evidence will only be considered if a satisfactory explanation is provided as to why it was not possible to submit the evidence at the appropriate time.
- 3.8. In all cases, the published timeline for making appeals and complaints should be followed (See Appendix 1).
- 3.9. Appeals submitted after the deadline will not be considered unless there is evidence that a student was prevented from submitting the appeal by the deadline.
- 3.10. The College will aim to respond to any appeal within published timescales. If there are good reasons for extending the timeframe, the student will be notified of any delays and regularly informed of progress and the student shall similarly notify the College.
- 3.11. The College will keep detailed written records of all formal appeals as per the college Data Retention Policy.
- 3.12. Students will not be disadvantaged by making an appeal.
- 3.13. Students may choose to be accompanied by or represented at any meetings by a student representative, relative or friend. This must be someone independent of the circumstances.
- 3.14. Students making appeals, either informal or formal, are encouraged to seek the support of the student representatives and the College Welfare Team.
- 3.15. The option of appealing to external bodies is only available to students after they have exhausted the College's own appeals procedures.
- 3.16. Whilst the student may wish some details to remain confidential, this may not always be possible without hampering a thorough investigation of the facts. In these circumstances, the College will discuss with the student the best way to approach the submission of evidence.
- 3.17. The appeal may be withdrawn without causing any bias against the student at any time during the process. In this event, the student must inform the College in writing. Any decision made by the College at the previous stage in the procedure will then be upheld and become the outcome.
- 3.18. Group appeals are permissible where the same issue affects several students. In such circumstances, the group will be asked to nominate one student to act as a group representative.

- 3.19. All cases of academic appeals must be reported to the Faculty Board and Board of Examiners to allow an institution-wide overview.

4. References

- Appeal Timescale (Appendix 1)
- Academic Appeal Form (Appendix 2)
- [Competition and Markets Authority \(CMA\) Guidance](#)
- [QAA UK Quality Code for Higher Education, Advice and Guidance- Concerns, Complaints and Appeals](#) (Appendix 4)
- [Assessment Policy](#)
- [Moderation Policy](#)
- [Academic Misconduct Policy](#)
- [Extenuating Circumstances Policy](#)
- [Student Guidance and Support Policy](#)

5. Responsibility

- 5.1. The Academic Director, as is responsible for the implementation of this policy.
- 5.2. It is the responsibility of the Academic Programme Officer to maintain all documentation in line with this policy.
- 5.3. It is the responsibility of the Quality Assurance Manager to review and update this policy under the supervision of the faculty board.

6. Procedures

6.1. Stage 1- Informal Appeals- (Early resolution)

- 6.1.1. Students are expected to attempt informal resolution methods initially to minimise the extent to which formal procedures need to be followed.
- 6.1.2. Students contemplating making an appeal should speak with the Module Convenor to ensure they understand the granted mark. They may speak to the Academic Programme Officer to understand whether they are likely to have acceptable grounds for appeal, and what outcomes a successful appeal could lead to.
- 6.1.3. If attempts to resolve the matter informally are not successful, students may submit a formal academic appeal.

6.2. Stage 2- Formal Appeals

- 6.2.1. To make a formal appeal, the student should complete the Academic Appeal Form and send it along with supporting evidence, to Appeals@cambridgemuslimcollege.ac.uk , according to the timescales below.
- 6.2.2. The Academic Programme Officer is expected to acknowledge the recipient of the complaint and inform the student of the following steps within 5 working days from receiving the formal appeal.
- 6.2.3. The Academic Director determines whether the student has acceptable grounds for an appeal. If there are no acceptable grounds for an appeal, then they will inform the student in writing of the decision, its reasons, and their right to request a review of the decision.
- 6.2.4. If the appeal meets the criteria for acceptable grounds, the Academic Director shall discuss the appeal with the First and Second Markers to reach an agreement; if agreement cannot be reached, the matter will be referred to the External Examiners for a final decision. In the case of final award appeals, the appeal will be referred to the Examination Board for discussion and final decision. If mitigating circumstances or incorrect following of College's procedure have been proven, the appeal will be upheld, and the original assessment decision will be reconsidered.
- 6.2.5. For formal appeals, the Academic Director informs the student in writing of the outcome and the reasons for the decision by issuing a Completion Of Internal Procedures Letter (COIP).
- 6.2.6. All documents and communications in relation to Academic Appeal cases should be filed in the related Student Record.

6.3. Stage 3- Request a review

- 6.3.1. If a student is dissatisfied with the way their appeal was handled and have exhausted all appropriate internal procedures at the college, they may raise the issue with the awarding body, The Open University (OU) following the timescale in the Appendix 1.
- 6.3.2. The Open University will conduct its procedures for appeals as detailed in Appendix 1 in the [OU Handbook](#).

7. Appeal to the Office of the Independent Adjudicator for Higher Education ([OIA](#))

- 7.1. can be contacted at www.oiahe.org.uk. The OIA was set up under the Higher Education Act 2004 to provide an independent student complaints scheme. In order to appeal to the OIA, the student will need to complete the OIA's own complaint form, which is available from www.oiahe.org.uk, and submit this to the OIA following their published timescale.

		<ol style="list-style-type: none">2. Update the responsibility for filing the cases to the Academic Programme Officer.3. Informal Appeals to be raised first with the Module Convenor.4. All cases will be reported to the Board of Examiners.5. Update timeframe in Appendix 1 to be in line with the new updated OU Handbook.6. Add the OIA definition of Academic Appeal7. Remove appendix 3 and use the link to the CMA instead.	
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Appendix 1
Timeframe for consideration of an Appeal

Stages	Action	Who	Deadline
Stage 1- Informal	Raise the issue	Student	As soon as the mark is received
Stage 2- Formal appeal	Submit	Student	within 14 calendar days of publishing the mark or grade.
	Acknowledge receipt by email	Academic Programme Officer	within 5 calendar days of the formal Appeal date
	Investigate and Issue a Completion Of Internal Procedures Letter (COIP)	Academic Director	within 24 calendar days of the formal Appeal date
Stage 3- Review Stage	Request for a review at the OU	Student	within 28 calendar days from issuing the COIP.
	Issue a Completion of Procedures Letter (COP)	The Open University	within 24 calendar days from the request to review date.

Appendix 2



Cambridge Muslim College Academic Appeal Form

This form is designed for use with the College's Academic Appeal Policy. Please ensure that you have read and understood the document before completing this form. The document sets out the acceptable grounds for appeal, the procedure, and timescales that will be followed.

Before submitting a formal academic appeal, you are strongly encouraged to seek advice from the Module Convenor and/or the Academic Director. If possible, you should attempt to resolve matters informally.

The following needs to be done before submitting the form:

1. Have you checked the College Academic Appeals Policy?
2. Have you completed all sections of this form?
3. Have you included all supporting documents (if appropriate)?
4. Please email this completed and signed form to appeals@cambridgemuslimcollege.ac.uk

SECTION A – Your details

Title	Forename(s)	Surname
Address		
Postcode		
Email	Contact telephone number	
Programme of Study		
Student Registration Number		

Do you have a disability or specific learning difficulty you would like us to be aware of when considering your Appeal?	<input type="checkbox"/> Yes <input type="checkbox"/> /No If yes, please give details of adjustments that will assist you.
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SECTION B- Details about the Appeal

I am making an academic appeal relating to: (what academic decision do you feel was wrong or unfair?)	<input type="checkbox"/> Assignment mark <input type="checkbox"/> Examination mark <input type="checkbox"/> Module total mark <input type="checkbox"/> Final Award <input type="checkbox"/> Other
Name of the module(s) and related assignment, if applicable.	

I am making an academic appeal based on:

(The following reasons are the only permissible grounds for academic appeal)	
<input type="checkbox"/> There has been a material administrative error (eg failure to apply the College regulations in calculating the final mark)	State clearly the precise nature of the error
<input type="checkbox"/> The assessment was not conducted in accordance with the regulations for the programme	State clearly in what way
<input type="checkbox"/> Unfair or inconsistent application of the College’s published grading criteria	State clearly the precise nature of the error
<input type="checkbox"/> Incorrectly informed of the required assessment or deadline	State clearly the precise nature of the error
<input type="checkbox"/> Some other material irregularity relevant to the Board of Examiner’s decision has occurred	State clearly the precise nature of the irregularity
<input type="checkbox"/> You have material evidence in support of a claim that your performance in the assessment was adversely affected by extenuating circumstances (illness or other factors) which you were unable or, for valid reasons, unwilling to divulge before the Board of Examiners reached its decision	Material evidence is information that might have the potential to change a decision, although this cannot be guaranteed. State the evidence and explain why this information was not given to the College at the correct time.

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SECTION E – Desired outcome

Please provide information about the steps you would like the College to take to resolve your appeal.

Please check:

- I have completed all sections of this form.
- I have included all supporting documents, where necessary.

Signature	
Date	

SECTION F – For college use only

PROCEDURAL ACTIONS TAKEN	
Date of starting investigation (attach any notes)	
Name of Investigator	

Further details about the investigation (attach any notes)	
Investigator Recommendations	
Decision- Academic Director	

Form 200.004.02

Appendix 3

QAA UK Quality Code

[QAA UK Quality Code for Higher Education, Advice and Guidance- Concerns, s and Appeals](#), states the following Expectations, Practice and Principles:

Expectations for Quality

Courses are well-designed, provide a high-quality academic experience for all students and enable a student's achievement to be reliably assessed.

From admission through to completion, all students are provided with the support that they need to succeed in and benefit from higher education.

Standards for Core Practice

The provider has fair and transparent procedures for handling s and appeals which are accessible to all students.

Guiding Principles

1. Concerns and appeals are used to improve the student experience.
2. Concerns and appeals procedures are accessible and inclusive.
3. Information is clear and transparent.
4. People raising concerns or making s or appeals are treated with dignity and respect, and their well-being is properly considered.
5. Concerns and appeals processes are proportionate and allow for cases to be resolved as early as possible.
6. Concerns and appeals procedures are fair and impartial.
7. Confidentiality and anonymity are appropriately assured.
8. Concerns and appeals are resolved in as timely a way as possible.