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## **APPEALS POLICY AND PROCEDURE**

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<b>INTRODUCTION DATE</b>	<b>:</b>	<b>10 NOVEMBER 2014</b>
<b>REVIEWED BY</b>	<b>:</b>	<b>QUALITY MANAGER</b>
<b>NEXT REVIEW</b>	<b>:</b>	<b>NOVEMBER 2025</b>
<b>POLICY NUMBER</b>	<b>:</b>	<b>QA-06</b>

## Purpose

The purpose of this policy is to provide clear, fair, and transparent procedures for learners and staff at UK Versity who wish to challenge academic decisions, particularly those related to assessment outcomes. This policy aligns with the guidance set out in ATHE's Appeals Policy and supports learners' rights to appeal decisions that they believe are incorrect, unfair, or inconsistent.

## Scope

This policy applies to:

- All learners enrolled on UK Versity programmes leading to qualifications by Ascentis, ATHE, OTHM, NCFE, Pearson, and IFA Direct
- All academic and administrative staff involved in assessment, verification, and certification

This policy does **not** cover:

- Complaints about teaching, administration, or support services (see Complaints Policy)
- Misconduct or disciplinary actions (see Disciplinary Policy)

UK Versity reserves the right to terminate the appeal process if the appeal is deemed vexatious or frivolous. This determination will be made by the Academic Director.

## Grounds for Appeal

An appeal will be considered valid if it meets one or more of the following conditions:

- **Perceived Marking Errors:**
  - The learner believes the assessment was graded incorrectly
  - The assessor misinterpreted the submitted work or failed to apply marking criteria fairly
- **Malpractice or Maladministration:**
  - The learner believes the decision was affected by assessment irregularities
  - The learner was not made aware of assessment regulations or procedures
- **Special Considerations Not Applied:**
  - The learner experienced a medical issue or personal difficulty during the assessment period
  - Reasonable adjustments were requested but not made

## **Stages of the Appeals Process**

### **Stage 1: Informal Resolution**

- The learner discusses the concern with their assessor or tutor within 5 working days of receiving the assessment outcome.
- If resolved, no further action is taken.

### **Stage 2: Formal Internal Appeal**

- If unresolved, the learner completes a **UK Versity Academic Appeal Form** and submits it to the Quality Assurance Office within 10 working days.
- The appeal must include:
  - Grounds for appeal
  - Evidence to support the claim
  - Relevant assessment documentation
- The Quality Manager reviews the appeal and provides a written response within 10 working days.

### **Stage 3: Appeal Panel Review**

- If the learner is dissatisfied with the internal decision, they may request a panel hearing within 5 working days of receiving the Stage 2 outcome.
- The Appeals Panel includes:
  - Principal (Chair)
  - Independent academic representative
  - Learner representative
  - Programme Leader not involved in original decision
- The panel reviews all evidence and provides a decision in writing within 10 working days of the hearing.

### **Stage 4: External Appeal**

- If the learner remains dissatisfied, they may escalate the appeal to the relevant awarding organisation (e.g. ATHE, OTHM, NCFE, Pearson, or Ascentis).
- Appeals must be submitted directly by the learner within 3 months of the final decision.

## **Records and Confidentiality**

- All appeal records are securely stored for 4 years.
- Confidentiality is maintained throughout the process in line with UK GDPR and the Data Protection Act 2018.

## **Monitoring and Review**

- Appeal outcomes are reviewed annually to inform continuous improvement.
- The policy is reviewed biennially or in response to regulatory changes.

**Contact Information**

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**Policy reviewed annually**