

# The Courtauld

The Courtauld Institute of Art

Taught Academic Appeals Policy

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## 1.1 Introduction

This policy applies to the results of assessments, including examinations and coursework. The appeals process cannot be used to challenge academic judgement and appeals made against the results of assessments on academic grounds will not be considered. For example, disagreement with an assessment mark or classification decision is not grounds for appeal. Academic judgement refers to the determination of a matter where the opinion of an academic expert is essential.

## 1.2 Scope and Purpose

This procedure is applicable in respect of assessments for first degrees, postgraduate taught degrees and diplomas offered by The Courtauld.

A student may appeal on one or more of the following grounds:

1. Where there is evidence that assessments have been adversely affected by extenuating circumstances which the student was unable, or for valid reasons unwilling, to make known before the original decision was made.
2. Where there is evidence of prejudice or of bias or of inadequate assessment on the part of one or more of the examiners such that the result of the assessment should not be allowed to stand.
3. Where there is clear evidence that assessments may have been adversely affected by a significant administrative error on the part of The Courtauld or where there is concern that the assessment may not have been conducted in accordance with the relevant instructions and/or regulations.

## 1.3 Duty to Make Reasonable Adjustments

In accordance with the Equality Act 2010 The Courtauld will consider any reasonable adjustment to these regulations to take into account the needs of individual students.

## 1.4 Collaborative Provision

Where a student from another institution takes an intercollegiate module with The Courtauld as the host institution, The Courtauld will manage the appeal process under these regulations.

## 2.1 Stage One: Representation to the Chair of the Board of Examiners

Any representation must be made within **21 calendar days** of the decision of the Board of Examiners to which it relates, unless, having regard to the circumstances of a particular case, the Academic Registrar determines that a representation made outside this period be allowed.

Representations must be made in writing using the Academic Appeal Form and sent to the Academic Registrar and shall state the grounds on which the representation is made and provide

evidence to support it. The appeal will be initially reviewed by the Academic Registrar (or nominee) and if it is determined that there is sufficient evidence to form the basis of an appeal the representation will be referred in the first instance to the Chair of the relevant Board of Examiners.

An appeal may be rejected before forwarding to the Chair of the Board of Examiners for consideration in the following circumstances:

1. Where the appeal is not made on the correct form or the form is incomplete.
2. Where the appeal has been submitted late.
3. Where, if appealing on grounds of reasonable adjustment there is no independent third-party evidence of the extenuating circumstances; or the evidence provided is not a certified translation.
4. Where the appeal contains no evidence that either of the grounds for review has been met.
5. Where the appeal is frivolous or vexatious.
6. Where the appeal does not fall within the scope of this regulation and may be considered under an alternative regulation.

The Academic Registrar (or nominee) will present the facts of the case to the Chair of the Board of the Board of Examiners, who may confirm one of the following decisions:

1. To uphold the decision of the Board of Examiners and decline the appeal; or
2. To uphold the appeal and to confirm the updated Board of Examiners decision.

The Chair of the Board of Examiners will inform the Academic Registrar of their decision, which the Academic Registrar will give to the student in writing within 5 working days of receipt of the representation.

Students are permitted to appeal within 10 working days of the date of the written notification of the decision of the Chair of the Board of Examiners. Students may appeal by completing the Appeals Form and submitting it to the Programme Administration team. Students may appeal on the following grounds:

1. That there is new evidence that could not have been, or for good reason was not, made available at the time of the Stage One submission and that sufficient evidence remains that the appeal warrants further consideration.
2. That evidence can be produced of significant procedural error on the part of The Courtauld in considering the appeal, and that sufficient evidence remains that the appeal warrants further consideration.
3. Giving due consideration to the evidence and representations previously provided, the decision of the Chair of the Board of Examiners was unreasonable.

Appeals made after 10 working days or without relevant supporting evidence will not normally be accepted.

The Academic Registrar will determine whether an appeal has been made on valid grounds and can be accepted for consideration. If the appeal is not accepted the student will be informed in writing by the Academic Registrar within 10 working days of receipt of the appeal together with a

Completion of Procedures (COP) letter. If the appeal is accepted it will be considered at the next meeting of the Appeal Panel.

### **3.1 Stage Two: Appeal Panel**

The Appeal Panel will consist of a minimum of 3 people. Membership will vary according to the award level. The Academic Registrar (or nominee) will appoint panel members from a pool of appropriately trained academic and/or professional services staff. The Panel will consist of at least 2 academic members of staff and the Panel will not contain any member of staff previously involved in the decision, which is the basis of the appeal.

The Panel will normally consider appeals by written representation, a student may attend and should inform the Academic Registrar if they wish to do so, noted in the appeal form.

If the student wishes to attend, normally online, the student will be informed of the following:

1. Date, time and location of the Panel;
2. Membership of the Panel;
3. The right to submit a further statement;
4. The right to be accompanied by a friend or member of the Student Union.

The Chair's ruling is final on any point of procedure about the conduct of the Panel. Following consideration of the relevant information and evidence the Appeal Panel may make the following decision:

1. To decline the appeal (in whole or in part)
2. To uphold the appeal (in whole or in part)
3. To refer the appeal to be heard with the student in attendance. (This is normally when the matter is complex and the Panel wishes to hear from the student directly prior to making a determination.)

Uphold the decision, in whole or in part, does not necessarily mean the original decision will be reversed or altered. If the decision is upheld, in whole or in part, the decision may require to be returned for reconsideration by the original decision makers.

The student will be notified of the outcome within 5 working days of the Appeal Panel date. The outcome will provide the completion of procedure letter and details of the Office of the Independent Adjudicator.

### **4.1 The Office of the Independent Adjudicator (OIA)**

If the student has exhausted all the internal process at The Courtauld regarding the appeal and is still dissatisfied with the outcome, the student can contact the Office for the Independent Adjudicator for Higher Education (OIA).

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. The Courtauld Institute of Art is a member of this scheme. If the student is unhappy with the outcome the student may be able to ask the OIA to review the

case. Further information can be found here: <https://www.oiahe.org.uk/students>.

Normally the final stage of the procedure must be completed before a complaint can be made to the OIA. When there are no further steps that can be taken internally The Courtauld will issue a student with a Completion of Procedures Letter automatically. More information about Completion of Procedures Letters and when a student should expect to receive one are here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>.

## 5.1 Academic Appeals Timeline

Ref	Stage	Action	Working Days
2.1	Representation to the Chair of the Board of Examiners	Representations made in writing to the Academic Registrar, stating the grounds on which the representation is made and providing evidence to support it.	21 calendar days from the date of the decision by the Board of Examiners.
2.1	Decision	The Chair of the Board of Examiners to consider representation and inform the Academic Registrar of their decision, which the Academic Registrar shall give to the student in writing.	10
2.1	Appeal not accepted	If the appeal is not accepted the student will be informed by the Academic Registrar. The student will also receive a Completion of Procedures letter.	5
3.1	Appeal Panel	An Appeal Panel will be convened to consider the outcomes of cases where an appeal has been accepted for further consideration. The Panel will review the case, make a decision and notify the student in writing of the outcome. The student will also receive a Completion of Procedures Letter.	15
4.1	Referral to Office for the Independent Adjudicator (OIA)	If the student does not accept the outcome of the Appeal Panel, referral may be made to the OIA.	(12 months from receipt of Completion of Procedures Letter)

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