

Academic Appeal Guidance

This guidance is for the appeal process for Level 4, 5 and 6 students of the BA (Hons) Business Management programme and is governed by the Ashridge Business School Regulations.

Please read and consider this guidance alongside the relevant regulations carefully before submitting an appeal in order to gain an understanding of whether a formal appeal represents the best way forward for you.

Please note that only a small number of appeals are successful because there are very strict grounds which must be met.

A successful appeal does not guarantee your results or the decision of the Assessment Board will change.

Having fully read and considered this guidance and the relevant academic regulations, if you feel that you have grounds for an appeal and feel that your case meets all the necessary requirements, your case will be thoroughly investigated on receipt of your Appeal Form, if submitted within the deadline.

Deciding whether to appeal

Sometimes there are much more efficient ways to address your concerns than submitting an appeal. For example, if you suspect that an administrative error has been made in calculating or recording your results, the most effective course of action in the first instance is to contact the Registry informally so that the accuracy of your results can be checked. If an error has occurred this may be cured without the need to submit a formal appeal.

Some issues should be addressed by the [Complaints Procedure](#) rather than the Academic appeals procedure. For guidance on what issues are more appropriately dealt with under the complaints procedure [click here](#).

What cannot be appealed?

The following are NOT considered valid grounds for an appeal:

Appeals against the academic judgement of examiners, including requests for work to be re-marked.

This is because there are robust procedures in place to make sure that marking standards are appropriate. If you do not understand why you have received a particular outcome or mark you may wish to discuss this with your Course Unit Tutor or Programme Leader, who will also be able to discuss your academic progress in more general terms.

Appeals for special consideration of extenuating circumstances submitted retrospectively after your final results have been published.

The procedure for submitting extenuating circumstances can be found under 'Assessments' on the student services section of the OLE. If you wish to have circumstances taken into account, you are expected to submit a request with supporting evidence to the Examinations Officer as soon as possible and no later than 5 days after the assessment date or hand-in date. Late applications will only be accepted if good cause for lateness is demonstrated and supported with acceptable evidence.

Requests for special consideration of extenuating circumstances are not permitted after the release of results, and the private and confidential nature of circumstances will not be accepted as a grounds of appeal.

The following appeals would not be upheld:

- Appeals for which there is no supporting evidence, including allegations of bias or prejudice on the part of the examiners
- Appeals of an unspecific or general nature
- Appeals which are not submitted in writing

- Appeals which are submitted after the deadline without an acceptable reason or approved extension
- Appeals from friends or family without your written consent
- Appeals that are based on the informal assessment of your work by member of academic staff
- Appeals that are vexatious or frivolous. If an appeal is considered by the Academic Registrar or nominee to be frivolous or malicious you may be liable for disciplinary action under the Student Disciplinary Regulations.

What can be appealed?

Only the following can be investigated through the appeals process:

- Outcome of Board of Examiners such as the outcomes of coursework or examinations, academic progression (including decisions to re-sit/repeat opportunities) degree classification or degree award, termination of registration by the Board of Examiners
- Termination on academic grounds
- Penalties applied for examination and assessment offences

Grounds of Appeal against an outcome of the Board of Examiners:

You can only appeal if one or more of the following grounds apply to your situation and you have sufficient evidence for this:

- Your performance in the assessment was substantially affected by circumstances of which the examiners had not been made aware and which you could not with reasonable diligence have disclosed before the outcome had been determined (i.e. you could not possibly have revealed your circumstances before now)
- There were procedural irregularities in the conduct of the assessment, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred
- There is evidence of prejudice, bias or inadequate assessment on the part of one or more of the examiners such that the outcome should not be allowed to stand

Procedure and Deadlines for appealing an outcome of the Board of Examiners

If you wish to appeal under the academic appeals procedure you must submit your appeal no later than 20 working days from the date of the Assessment Board results being sent to you unless you are able to prove that Extenuating Circumstances exist that made it impossible for you to submit the Academic Appeal. It is the student's responsibility to ensure that the Academic Appeal is submitted to the Registry on time.

Informal Process

Students are encouraged to discuss the issue with the Pearson College Registry in the first instance who will advise as to whether the matter should be discussed with the Chair of the Assessment Board in order to resolve the matter informally within the 20 working days from the date of the Assessment Board results being sent to the student. The Chair of the Assessment Board will then consider the case and may advise the student as to the outcome.

Formal Academic Appeal

Students shall only make a formal Academic Appeal if they have been unable to contact the Chair of the Assessment Board, or they are dissatisfied with the outcome of these informal discussions or the Chair of the Assessment Board or Registry have advised them to do so.

Academic Appeals should be made in writing on a form obtainable from the Ashridge Business School Registry. It must be submitted within 20 working days from the date of the Assessment Board results being sent to the student. Students should ensure to include:

- The reasons for making the Academic Appeal
- The grounds for appeal
- Any corroborative evidence (for example a medical certificate or statements from other students).

If the form is submitted later than the deadlines specified above, it will be rejected unless a statement is attached stating the circumstances that prevented the deadline from being met and these circumstances are accepted as valid.

On submission of an appeal, the matter will be dealt with by the Ashridge Business School. You should carefully read the regulations of the School that govern the appeal process. Once submitted the appeal will be initially considered by the Dean of Academic Development to see if the grounds for appeal are valid and whether an informal resolution can be reached. If the Dean of Academic Development decides that there are no valid grounds for an Academic Appeal, this decision shall be reviewed by a senior member of the Ashridge Faculty. If both are in agreement, the Academic Appeal shall be dismissed.

If there are grounds for an Academic Appeal, the Dean of Academic Development shall consult with the Chair of the Assessment Board to see if an informal resolution of the Academic Appeal is appropriate. This will involve the Assessment Board reviewing its decision and taking action as necessary. Note this does not mean that the Assessment Board will reach a different conclusion only that they will review their decision in light of the appeal.

Academic Appeal Panel

If the student chooses not to accept an informal settlement or no informal settlement is offered, an Academic Appeal Panel shall be convened. Please refer to the Ashridge regulations for further information on the process. The Panel may only request an Assessment Board to review its decision.

Office of the Independent Adjudicator for Higher Education (OIAHE)

Following notification that the Academic Appeal procedures of Ashridge have been exhausted, should the student wish to take the matter further he/she may contact the Office of the Independent Adjudicator of Higher Education (OIAHE).