



Appeals Policy and Procedure Version 1.3

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NOTE:

This policy does not apply to non-academic complaints, or appeals against refunds, admissions, disciplinary procedures or attendance monitoring/compliance issues.

1. Introduction

- 1.1.** This policy and procedure is intended to provide a means by which students on programmes taught by the London Academy of Trading (LAT) can request a review of a published decision of a programme Assessment Decision.
- 1.2.** LAT appeals process, will seek to ensure that:
 - 1.2.1. all appeals are handled in manner which is fair, objective and timely to facilitate speedy resolution;
 - 1.2.2. no student will suffer disadvantage as a result of making an appeal;
 - 1.2.3. specific procedures are readily accessible to students, taking into account equality and diversity issues and barriers to access;
 - 1.2.4. training is available for staff conducting appeals procedures;
 - 1.2.5. where possible and to maintain impartiality, staff dealing with any stage of escalation of an appeal will not have been involved in any of the previous stages, except in an advisory capacity where required;
 - 1.2.6. appropriate action is taken following an appeal process, and such actions are recorded monitored.

2. Definition of an Appeal

- 2.1.** LAT defines an appeal as “a request for a review of a decision of a body charged with making decisions on assessment, student progression and awards”.

Grounds for Making an Academic Appeal

- 2.2.** Students studying the assessed programmes taught by LAT have the right to appeal against the results of internal assessments provided they do so only on one or more of the following grounds:
 - i.* Procedural or administrative errors where the process leading to the decision has not been carried out correctly. This would include arithmetical or other errors of fact, or bias in the operation of the procedure;
 - ii.* Exceptional personal circumstances which were not known to the Tutors and Learning Committee (TAL), and where the student can show good reason why such circumstances could not have been made known to the TAL when the student was assessed, and which are shown to have had an adverse effect on the student's performance;
 - iii.* Defects or irregularities in the conduct of assessments or in written instructions or in advice relating to the assessments which were not known to the TAL, when such defects, irregularities or advice are shown to have had an adverse effect on the student's performance;

- 2.3.** Appeals which question the academic judgement of examiners, or appeals on any grounds other than those stipulated in *i.* to *iii.* above, shall not be admissible and the appellant will be informed accordingly in writing.

3. Making an Academic Appeal

The stages of making an academic appeal are as follows:

3.1. Stage 1: Informal consultation with tutor or Academic Dean

In the first instance the student is advised to discuss the matter informally with a member of staff directly involved in the assessment decision, such as a programme tutor or the Academic Dean who serves as the chief internal verifier, and they will clarify the rationale behind the decision. If the student remains unsatisfied following consultation at Stage 1, he/she can then evoke a formal review of the assessment decision via stage 2, outlined below.

3.2. STAGE 2: Formal review of an assessment decision

- 3.2.1. Any student who wishes to formally appeal against a decision of the TAL should submit an appeal to their Academic Dean (using the form attached below) **within 10 days** of the date of the publication of the TAL decision by the institution. The grounds for appeal must be clearly stated on the form and relevant documentary evidence appended.
- 3.2.2. On receiving the appeal, the **Academic Dean or CEO of LAT** will appoint an academic lead who has not been previously involved in the assessment decision in order to review the appeal.
- 3.2.3. The academic lead will consider whether the appeal demonstrates one or more valid grounds described above by seeking verification from the Chair of the TAL. In the event that he/she considers that valid grounds have not been demonstrated, in the first instance the academic lead or their nominee will notify the student to explain why this is the case and to review his/her decision in light of any further comments by made the student.
- 3.2.4. The Chair of the TAL, or his/her nominee, shall inform the academic lead handling the formal appeal of the outcome of the verification in writing no later than **10 working days** following receipt of the appeal. If the outcome of Internal Quality Assurance (IQA) is not received in writing within 10 working days, the academic lead shall refer the appeal to the TAL and the TAL shall be re-convened to review the case in light of the information presented in the appeal.
- 3.2.5. The academic lead shall consider the appeal on receipt of IQA from the Chair of the TAL and decide either that:
- A.** The appeal be referred back to the TAL, which will reconvene to review the case in light of the information presented. The academic lead shall be permitted to take such action where it has been established:
- i.* that result as published is incorrect or
 - ii.* that defects or irregularities in the conduct of the assessments or in written instructions or in advice relating thereto were not known to the TAL; or
 - iii.* that the appeal contains exceptional personal circumstances which were not known to the TAL when the student was assessed and the student has shown good reason why such circumstances could not have been made known to the TAL;

OR

B. The appeal shall be rejected and no further consideration will be given to the appeal. The academic lead is required to disallow an appeal which is based wholly on factors which were known to the TAL concerned when the student's result was determined and also to disallow appeals based on exceptional personal circumstances which were not known to the TAL when the student was assessed where the student is unable to show good reason why such circumstances could not have been made known to the TAL before its meeting.

3.2.6. Where an appeal is referred to the TAL by the academic lead handling the appeal, the academic lead shall write to ask the Chair of the TAL to re-convene a meeting of the TAL to review the case in the light of the information brought forward by the appeal.

It will not necessarily follow that a student's result shall be changed from the result originally published by the TAL. The Chair of the TAL shall inform the senior academic of the decision of the re-convened TAL in writing **no later than 21 days** following its referral to the TAL.

3.2.7. The senior academic or his/her nominee shall inform the appellant of the outcome of his/her appeal in writing and, if appropriate, issue a supplementary result. The awarding body shall also be informed of the outcome of all formal appeals.

3.2.8. LAT will only consider a complaint against the outcome of an appeal based on the following ground: namely irregularities in the conduct of the interim appeals procedure, which are of such a nature as to cause reasonable doubt on whether the same decision would have been reached had they not occurred.

3.2.9. Any such complaint will be dealt with in accordance with the Student Complaints Procedure.

4. Responsibility

4.1. Responsibility for the update, implementation and monitoring of policy governing appeals rests with the Academic and Planning Committee (APC). The APC will additionally monitor the effectiveness of appeals handling, the substance of appeals and appeal outcomes in order to drive continuous quality enhancement.

4.2. Responsibility for submitting an appeal in the correct manner, in time and with all required supporting evidence rests solely with the student/appellant. The appellant is additionally responsible for their own punctual attendance and representation should this be requested of them at any stage during their appeal.

4.3. Implementation of actions arising from any stage of the appeals process is the responsibility of the programme's Administration. Ratification of these actions rests with the programme's TAL.

4.4. Monitoring of appeals and resolution times is undertaken by senior academic management reporting to the APC in order to inform development and quality enhancement.

4.5. LAT is responsible for the protection of Appellants' personal information in accordance with its obligations under the Data Protection Regulations. Appellants' personal information will be shared internally on a strictly need-to-know basis. This information will be kept securely on file by LAT for a minimum of 18 months.

SECTION 2

Did you report any exceptional personal circumstances to the tutor, your Academic Dean or a member of support staff before the meeting of the TAL? *(please tick the appropriate box)*

Yes Please complete section 2.1

No Please complete sections 2.2, 2.3 and 2.4

2.1 Please specify to whom the circumstances were reported and provide full details of any exceptional personal circumstances you had reported previously. If there are any additional circumstances that have not been previously reported please complete sections 2.2, 2.3 and 2.4.

Continue on a separate sheet, if necessary

2.2 Please provide details of any exceptional personal circumstances you have not reported previously to the Tutor/ Academic Dean

Appeals on medical grounds will not be considered without written evidence from a medical practitioner (or other health professional) which should be attached to this Form.

2.3 Please state why you did not report the circumstances detailed in 2.2 above to the Tutor/ Academic Dean before the meeting of the Board.

2.4 Please state why you believe the circumstances detailed in 2.2 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary

SECTION 3

3.1 Please state the defects or irregularities in the written instructions or advice relating to the units assessment criteria you believe to have occurred.

3.2 Please state why you believe the defects or irregularities detailed in 3.1 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary

No further submission will be considered.

I declare that the information given on this Form and documentary evidence attached, if any, is a true statement of the facts to the best of my knowledge and belief.

.....
Signed (Appellant)

...../...../.....
Date

Version Control Table

Version	1.0	Name	Role	Date
Created by:		Abeera Khan	QA Projects Manager	Sept '16
		<i>Original draft version</i>		
Approved by:				
Version	1.1	Name	Role	Date
Amended by:		Paddy Osborn	Academic Dean	May '19
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Changes approved by:				
Version	1.2	Name	Role	Date
Amended by:		Paddy Osborn	MD & Academic Dean	Sep '23
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Changes approved by:				
Version	1.3	Name	Role	Date
Amended by:		Paddy Osborn	MD & Academic Dean	Oct '24
		<i>Reviewed to ensure all details are still accurate and up to date.</i>		
Changes approved by:				