



## HIGHER EDUCATION ACADEMIC APPEALS POLICY

2025-2026

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## **1. Aim**

1.1 The Higher Education Academic Appeals Policy ensures that the University of Dō has fair, accessible and timely procedures for the processing of student appeals on the evaluation decisions. The outcome of these procedures will facilitate the improving the learning opportunities offered.

1.2 The policy is designed to comply with the Quality Code on Concerns, Complaints and Thematic Appeals, with due reference to the ESG. It also complies with the Good Practices Framework for the Management of Academic Complaints and Appeals from the Office of the Independent Adjudicator (May 2025 and December 2027).

## **2. Goals**

2.1 Dō University will offer opportunities for students to submit academic appeals without risk of disadvantage.

2.2 Dō University will encourage constructive participation in the process of appeals that offers opportunities for early resolution and informal.

2.3 Dō University will facilitate access to its appeal procedures to all higher education students across the systems of university communication. The university will establish clear distinctions so that students know what procedure follow depending on who is responsible for the appeals.



2.4 The policy aims to provide advice and guidance

clear and precise for students appealing a decision

assessment and for staff involved in handling or supporting complaints.

2.5 Appeal procedures will be conducted in a timely and fair manner.

The academic appeals process is overseen by the Body

Higher Education Deliberative (the Higher Education Board), which

will review policies and operations following appeals and require changes in practices where appropriate. The Higher Education Board

will monitor and evaluate the appeal procedure and reflect the

results of appeals to improve opportunities for

learning.

### **3. Introduction**

3.1 Assessment may take a variety of forms, including dissertations, exams, projects, essays, presentations, practical work or any other exercise designed to allow students to demonstrate their achievements.

3.2 Before submitting an appeal, students must raise the following issues: problems informally with course team members and try to resolve any concerns.

3.3 Academic departments, the student union and services student can offer impartial advice on the best way of raising questions.

3.4 It is important that students ensure that any circumstances that they consider may negatively affect their performance is recorded in accordance with published procedures and within the time limits established in these procedures. It is unlikely that an appeal be filed on this.  
The base will be successful if the student has not reported it and has followed the corresponding procedures.

3.5 All personnel involved in an appeal will maintain confidentiality.

3.6 University higher education degrees are awarded by various partner universities that validate them: the University of the Arts of London, Dō University, the body that awards the degrees national higher education. Students of courses validated by the



London University of Martial Arts must follow the procedures of the body that validates your course.

#### **4. Role definitions**

4.1 For higher education programs, the processes will be followed internal school (unless the course is validated by the London University of Martial Arts).



#### 4.2 The internal process has three stages and if the internal procedures have not

Once the matter has been resolved to the student's satisfaction, the university will issue a Completion of Procedures.

Write a letter and support the student to go to the Office of the Independent Adjudicator. This applies to Education programs.

National Higher Diplomas awarded by Pearson. If the program leads to a qualification from an external university, such as Foundation Degrees and Complementary Degrees, there is the right to appeal to the university corresponding, after the third and final internal phase, if the appeal is not resolves to the student's satisfaction.

#### 4.3 The student retains the right to appeal to the Office of the

Independent Adjudicator, if the University has not resolved the complaint to student satisfaction.

#### 4.4 Please note that different partner universities may have different criteria and

processes for academic appeals from each other and those set out in this policy and when courses are validated.

by associated higher education institutes, their requirements must be followed procedures.

The guidance, policies and procedures of the granting institutions

Regarding academic appeals are available at the

next on the web page



## **5. Grounds for appeal against valuation decisions**

5.1 The grounds on which the appeal may be based are the following:

- There are circumstances that affect the candidate's performance and that the internal evaluator or verifier is unaware of.
- That there were procedural irregularities in the execution of the evaluation (including administrative errors).
- There is positive evidence of prejudice, bias or inadequate evaluation.
- There is evidence of poor valuation practices.

5.2 The College is committed to open and fair evaluation. Students They must participate in the evaluation process. They must be explained clearly the purpose of the assessment and the requirements for achieving a particular qualification or level of competence. They should also be provide constructive feedback that clearly explains why that...

A particular grade/mark has been given and what the student needs to do to improve the level of his or her work.

5.3 Sometimes students and the evaluator may have opinions different about an evaluation decision. The process described below below contemplates these situations. This procedure must be completed before the Final Examination Board of the academic year. If file appeals against the decisions of the Final Examination Board, These must be submitted within 5 business days following the publication of the results.

5.4 The Higher Education Quality Manager and university staff will make every effort to arrange meetings according to the student's needs. Appropriate technologies should be used, especially for those students who cannot easily access the university. Students who wish to appeal



They must provide a clear explanation of the nature of the appeal and the reasons for it.

## **6. Stage one**

6.1 If a student disagrees with an assessment decision, they must complete the Student Appeal Form and submit it to the Education Drop Box. [adnim@va-universityuk.uk](mailto:adnim@va-universityuk.uk)

The appeal will be filed within 10 working days of receiving their grades. The appeal will be registered by the Higher Education Quality and Compliance Coordinator and forwarded to the Higher Education Quality Manager, who will oversee the process. Stage 1 will be facilitated by the Higher Education Quality Manager.

6.2 The student will be invited to explain the reasons for his or her concern as soon as possible. possible (within a maximum of 10 working days) and re-examine the work/s tests with the evaluator. He should explain in detail the reasons for the rating and listen carefully to the arguments of the student, taking them into due account when considering whether to proceed modify the grade. Most appeals are expected to be unsuccessful. go beyond this. If a student alleges prejudice, bias or Inadequate assessment, the appeal will go directly to the second stage.

## **7 Stage two**

7.1 If the student remains dissatisfied with the assessment decision after of the first stage, you must indicate it in the corresponding section of your Original Student Appeal Form (first stage: response from the student). The updated Student Appeal Form must be be sent back to [admin@vae-universityuk.uk](mailto:admin@vae-universityuk.uk) , along with work or Student evidence and any explanation you wish to include in this stage. This must be submitted within five business days following receipt of the decision of the first stage.





- 7.2 The Internal Quality Assurance Officer (IQA) will reconsider the decision and inform the student within five working days. If the work has already been internally assessed, the Program Manager will ask another colleague to blindly mark it. The decision will also be included in the Student Appeal Form. The Higher Education Quality Assurance Officer will oversee second-stage appeals.
- 7.3 In case the student is not satisfied with the evaluation reconsidered, the appeal will move to stage three.
- 8. Stage three**
- 8.1 If the student is not satisfied with the outcome of Stage Two, they have 10 working days to escalate their appeal to Stage Three. At this stage, the Student Appeal Form and relevant evidence will be sent to an Appeal Panel, which will consist of the student, a peer or Support Unit representative (if the student so wishes), the original assessor, the internal quality manager (from Stage Two), and two independent members appointed by the Deputy Director, one of whom will chair the Panel. The Panel will meet at a time convenient to the student (within one month of the appeal being escalated to Stage Three).
- 8.2 The Panel will make a decision within ten working days of the meeting and will make written recommendations to the deputy director.
- 8.3 The Deputy Director will make the decision on the appeal. This decision will be will inform the student by means of a letter with the reasons for the same.
- 8.4 If the appeal is not admitted, the university will communicate that the appeals have been exhausted. appeal procedures by means of a letter of completion of the procedures within 20 business days of the decision. This letter will confirm that the academic appeal...

The procedures have been completed and there is no other way of appeal available within Dō University. A clear explanation of the reason for the decision and will inform the student about your right to lodge a complaint with the external body award or before the Office of the Independent Adjudicator for the Higher Education (OIA), as well as the deadline to do so and where and how access advice and support.

- 8.5 If the Assistant Principal determines that the student has grounds for appeal, will consult with the relevant College staff to agree on the measures necessary to correct the matters mentioned in the appeal. The school will inform the student in writing about the measures that will be taken. will take to resolve the appeal.
- 8.6 The student will be deemed to have accepted this resolution unless reject it in writing within 10 working days following receive written confirmation of the decision and indicate your intention to appeal to the external certifying body or to continue through the OIA.

## **9. Resource tracking**

- 9.1 The Higher Education Board will consider a summary report of all appeals against assessment decisions for inform policy and procedures and improve performance student.



Policy Review Area	Higher education
Senior Manager/Owner	Deputy Director - Higher Education
Approval level	Leadership Team of the
Approval date	September 2025
Review cycle	Annually
Next review	September 2026



## Appendix A:

### Appeal Form

#### STUDENT APPEAL FORM AGAINST ASSESSMENT DECISIONS - CONFIDENTIAL

Student name	
Program title	
Email address electronic	
Telephone number	

Advisor's name	
Inmate's name Quality Assurance (IQA)	

Unit evaluated	
Nature/Title of Assessment	
Evaluation date	

Appeals will be considered on the following grounds:

1. That there are circumstances that affect the candidate's performance and that the evaluator or internal verifier were unaware of (for examples, see section on extenuating circumstances at the end of this form); also

You will need to explain why you did not request extenuating circumstances before the date evaluation limit.



2. That there were procedural irregularities in the execution of the evaluation (including a clerical error)
3. That there is positive evidence of prejudice, bias or inadequate evaluation

<b>Reasons for the student's appeal</b>			
Please summarize the reasons for your appeal below.			
Signature		Date	

### Stage 1

<b>Advisor's comments</b>			
The evaluator must submit a brief response/commentary on the reasons declared by the student for the appeal.			
Signature		Date	
<b>Student response</b>			
The student will comment on the evaluator's decision.			
Accept	Disagree	Signature	Date



## Stage 2

<b>IQA Comments and Decision</b>			
IQA should briefly comment on the student's appeal and record its decision.			
<b>Appeal of date received</b>		<b>Date of answer</b>	
<b>IQA Signature</b>		<b>Date</b>	
<b>Student response</b>			
The student will comment on IQA's decision.			
<b>Accept</b>	<b>Disagree</b>	<b>Signature</b>	<b>Date</b>

<b>Comments and decision of the appeal panel</b>			
The chair of the appeal panel should briefly comment on the student appeal and record the panel's decision.			
<b>Appeal of date received</b>		<b>Date of answer</b>	
<b>Signature</b>		<b>Date</b>	



Please send your completed appeal form to [admin@vae-universityuk.uk](mailto:admin@vae-universityuk.uk)

### **Do I have extenuating circumstances?**

The circumstances you seek to mitigate must be unforeseeable or unavoidable and You must be able to demonstrate how these circumstances could affect significantly your academic performance. For the appeal, you must demonstrate that the evaluator was unaware of these problems.

Some common examples include:

- Significant personal illness or injury (when a doctor certifies that you should not work or study)
- Critical illness or death of a close or dependent relative
- Major family crises or financial problems that cause acute stress.
- Absence due to public service (e.g., jury duty)

Circumstances not normally considered:

- Events that were planned in advance or could have been foreseen

reasonably (e.g., booked holidays): arrangements must

be agreed in advance with the study program leader once

acquaintance

- Failure, loss, or theft of a computer, printer, or storage medium
- Undiagnosed illness (e.g., exam stress)
- Inadequate time management/planning
- Commitments for paid employment or volunteering: arrangements must be agreed upon in advance with the program leader.
- Refusal of advice and guidance from the EHCP DSA
- Pre-existing circumstances revealed in the interview (e.g., ongoing diagnosed illness)