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University of
South Wales
Prifysgol
De Cymru

ACADEMIC APPEALS PROCEDURE FOR TAUGHT COURSES 2026/2027

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SECTION ONE: ADVICE AND SUPPORT FOR STUDENTS

- 1.1 The University is committed to safeguarding the emotional, mental and physical wellbeing of all parties involved during the operation of its Academic Appeals Procedure. Confidential advice and support are available from:

The Students' Union - <https://www.uswsu.com/>
The University's Wellbeing Service - <https://wellbeing.southwales.ac.uk/>
The Chaplaincy - <https://www.southwales.ac.uk/services/chaplaincy/>
- 1.2 The Student Casework Unit provides authoritative, formal guidance on the application and operation of the Academic Appeals Regulations and Procedure.
- 1.3 Students will not usually be required to attend any meetings as part of the Academic Appeals Procedure. However, if the student is invited to attend a meeting, they are allowed to bring a person to support them; for example, an officer from the Students' Union, or a friend. If the student would like a support person to attend a meeting with them, the student must advise Student Casework of the person's name, status and contact details at least 48 hours before the meeting.
- 1.4 The Head of Student Casework (or nominee) reserves the right to refuse the nomination of a support person, if it is determined that there is a conflict of interest relating to the nominated person; in which case, the student will be given the opportunity to nominate a different support person.
- 1.5 The role of a support person is to be there for the student during the meeting as a supportive presence. Their role is not to represent the student, attend meetings on their behalf, advocate on their behalf, or speak for them; unless a request is made in writing to the Student Casework Unit and this is agreed by the Head of Student Casework (or nominee) as a reasonable adjustment.
- 1.6 The University of South Wales' procedures are not legal in nature. Consequently, students should not need to have legal support or representation in relation to the Academic Appeals Procedure. However, if the student wishes to be supported/represented, they must apply for permission in writing to the Student Casework Unit (studentcasework@southwales.ac.uk). For guidance on requesting legal representation, please refer to the [Procedure for Requests for Legal Representation](#).
- 1.7 If the University receives formal legal action, including a pre-action correspondence from a solicitor on behalf of a student, it may stop action under this procedure, advise insurers and appoint legal representatives (as appropriate) to respond to the legal action.

SECTION TWO: PROCEDURE FOR STAGE 1 - EARLY RESOLUTION

- 2.1 Students will be given the opportunity to discuss their end-of-year outcomes following publication of results.
- 2.2 Students are advised to discuss any concerns regarding their results or the decision of the Award and Progression Assessment Board with an appropriate member of staff in the first instance, as it may be possible to resolve the concerns without submitting an appeal. This may be a Module Leader or Course Leader. *NB. Please see Section 3.1: Timescales where early resolution is being attempted.*

SECTION THREE: PROCEDURE FOR STAGE 2 - CONSIDERATION OF THE APPEAL BY THE FACULTY

Timescales

- 3.1 Appeals are usually time sensitive and require timely consideration to ensure that there is no adverse impact on a student's progression. Students must submit an appeal within 10 working days of publication of results, **regardless of any early resolution that is being attempted within their faculty**, using the relevant Academic Appeal Form and including appropriate supporting evidence. This could include, for example, email correspondence from tutors/supervisors to support the appeal, or copies of assessments that include unclear guidance. Appeal forms are available at: <https://registry.southwales.ac.uk/student-regulations/academic-appeals/>.
- 3.2 The University will only accept late appeals for consideration if the student can provide good reason (supported by evidence where requested), for submitting the appeal outside of the specified timescale. Visa implications will need to be taken into account when considering any appeals submitted, with good reason, outside of the specified timeframe. Appeals cannot be accepted more than two months after the publication of results by the relevant assessment board, because of the timeframes in which appeals can logistically be considered and the remedies that can be implemented.
- 3.3 Where it is identified that swift consideration of an appeal is required, for example when progress or delays will affect the student's health, the University will ensure this is highlighted to the staff considering the appeal and expedited as appropriate.

Grounds for appeal

- 3.4 Appeals can only be submitted on the following ground:

Material procedural defect or irregularity, which is relevant to the outcome of the academic decision.

Students must demonstrate one or more of the following categories:

- a) *there has been an administrative error, or error in the calculation of your results;*
 - b) *proper process was not followed in relation to an assessment, and this has had an adverse effect on your academic performance;*
 - c) *there were defects and/or irregularities in the advice provided in relation to assessment(s);*
 - d) *the consideration of your results was not carried out in line with the Regulations for Taught Courses.*
- 3.5 An appeal will not be accepted on the basis of a disagreement with the academic or professional judgement of the assessment board, i.e., where the student believes that they deserve a higher mark or different outcome. Academic and professional judgement includes assessing a specific piece of work, and/or reaching a decision on progression, or on the final level of the award, based on the marks, grades and other information relating to performance.

- 3.6 Where the student's ability to submit or perform in an assessment has been impacted by personal circumstances, such as poor mental health, this is not a valid ground to submit an academic appeal but may be raised through the [Exenuating Circumstances Regulations and Procedure](#).

Processing appeals

- 3.7 Upon receipt of an academic appeal, and within five working days, the Student Casework Unit will check that the appeal is admissible; that is:
- it does not question the academic or professional judgement of the assessment board;
 - the appeal is based on the permitted grounds;
 - the issue raised should not be referred to another procedure;
 - the form has been correctly completed, includes all appropriate evidence and was submitted within 10 working days of the publication of the assessment results or is permissible under 3.2.

If this is the case, the appeal will be referred to the faculty for consideration.

- 3.8 If the appeal does not meet the requirements set out in 3.7, it will be returned to the student along with a University Completion of Procedures Letter (see 5.1). If the academic appeal has been submitted too early, the student will not be provided with a Completion of Procedures Letter but will be advised on when their results are likely to be published so they can consider whether they would like to resubmit the academic appeal within the appropriate timeframe.
- 3.9 If the academic appeal concerns a straightforward administrative error, the Head of Student Casework (or nominee) will request the appropriate corrections to be made.
- 3.10 All other academic appeals that are eligible for consideration will be referred to a nominee within the faculty (the Nominee). The Nominee will not have been involved in the consideration of the student's results.
- 3.11 Stage 2 appeals will be dealt with based on the documentation that the student has provided. Exceptionally, the student may be invited to a meeting to clarify details of the appeal. If the Nominee requires additional information to assist them in reaching a decision on the outcome of the appeal, the student will be given five working days to confirm that they intend to provide the additional information and the timeframe in which the information will be submitted. Evidence or further clarification may also be required from other people and/or departments within the University. If the information is not submitted within the timeframe, and a rationale for the delay is not provided, a decision will be made on the appeal without the additional information.
- 3.12 The Nominee has 15 working days, from the date that the student provides the final relevant piece of documentation or the date the appeal was referred to Stage 2 (whichever is later), to review the appeal and provide a response to the Student Casework Unit. The Student Casework Unit will write to the student with the outcome of the appeal within five working days of receipt of the faculty response.
- 3.13 Where it is not possible for the University to adhere to the specified timescales; for example, due to the complexity of the case, the University will write to the student with the reason for the delay and a revised date for the outcome of the appeal.

Outcome

- 3.14 If the appeal is upheld, the outcome letter will detail what happens next and whether the student needs to contact anyone further. The outcome will be determined in line with the Regulations for Taught Courses and reported to the Award and Progression Board for ratification.
- 3.15 If the appeal is not upheld, the original decision of the Award and Progression Board against which the student appealed will still stand.

SECTION FOUR: PROCEDURE FOR STAGE 3 – REQUEST FOR REVIEW**Grounds for review**

- 4.1 Students are entitled to submit a stage 3 request for review of the stage 2 decision on the following grounds:
- a) *You have evidence that the procedures at stage 2 were not conducted in line with the regulations and this has materially disadvantaged you.*
 - b) *You have new and relevant evidence that **for good reason** was not available at the time your stage 2 appeal was submitted.*
 - c) *You have evidence that the outcome at stage 2 was not reasonable or was disproportionate in the circumstances.*
- 4.2 Students are not able to introduce any new issues at stage 3.

Timescales

- 4.3 Students must submit a stage 3 request for review within 10 working days of the outcome of stage 2 using the 'Stage 3 - Request for Review Form' and include appropriate evidence. Request for review forms are available at <https://registry.southwales.ac.uk/student-regulations/academic-appeals/>.
- 4.4 Late requests for review will only be accepted if the student provides good reason (supported by evidence as appropriate) for submitting the request outside of the timescales specified in 4.3. Particular consideration will need to be given to timeframes where visa implications are concerned.
- 4.5 Where it is identified that swift consideration of a request for review is required; for example, when progress or delays will affect the student's health, the University will ensure this is highlighted to the relevant staff.
- 4.6 Where it is not possible for the University to adhere to the specified timescales; for example, due to the complexity of the case, the University will write to the student providing the reason for the delay and a revised date for the outcome of the review.

Initial consideration of case

- 4.7 The Head of Student Casework (or nominee) will advise the student within five working days if the request for review is eligible for further consideration; that is:
- a) An arguable case is presented under at least one of the grounds set out in 4.1.

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- b) The request for review has been submitted within ten working days of the Stage 2 outcome; or good reason for lateness is given (supported by evidence as requested by Student Casework).
- c) The request for review is appropriately supported by evidence.

Where a request for review is ineligible, the student will be issued a Completion of Procedures Letter, which will allow them to complain to the Office of the Independent Adjudicator (OIA) if they remain dissatisfied.

4.8 If the Head of Student Casework (or nominee) decides that the request for review presents an arguable case, the following action may be taken:

- a) If there is an administrative error, the Head of Student Casework (or nominee) will request that this be corrected, and this will be reported back to the Award and Progression Board.
- b) If the case is straightforward, it will be referred back to the relevant Award and Progression Assessment Board for reconsideration.
- c) If the case is complex, it will be referred to a Review Panel.

Review Panel

4.9 The Review Panel will consist of:

- one member appointed by Academic Board (Chair);
- an academic representative drawn from a faculty unconnected with the appeal under consideration;
- President of the Students' Union (or nominee), who will be independent and have no prior knowledge the case.

Members of the Review Panel will be independent and the Students' Union representative will not have previously supported the student during their case. A member of the Student Casework Unit will provide administrative support.

4.10 The Review Panel will be convened within 20 working days from the date of referral by the Head of Student Casework (or nominee).

4.11 To permit full consideration of the request for review, the Student Casework Unit may request relevant information from the faculty. The purpose of the Review Panel is to review the procedures at stage 2 and, where applicable, consider whether it was reasonable that evidence was not provided at stage 2.

4.12 The Review Panel will make one of the following decisions:

- a) That the appeal is rejected and no further action will be taken.

In this case, the decision of the Review Panel will be communicated to the student within five working days of the meeting. The decision will be final and the matter will be regarded as closed.

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- b) That a more proportionate outcome is substituted in line with the Regulations for Taught Courses and the matter is referred back to the Chair of the Award and Progression Board for ratification.

The decision of the Chair of the Award and Progression Board will be provided to the Head of Student Casework (or nominee) within 10 working days, and the decision will be communicated to the student within a further five working days.

- 4.13 In exceptional cases, the Review Panel may require that the full Award and Progression Board be reconvened. Where this is the case, the Review Panel may require an officer of the Student Casework Unit to attend the meeting of the Award and Progression Board as an observer. The student will be kept informed of any resultant necessary amendments to timescales.
- 4.14 Any meeting of the Review Panel will normally be held in private; however, the student will be given the opportunity to provide a written representation in advance. Exceptionally, the student may be invited to meet with the Review Panel to clarify details of the request for review. The Chair of the Review Panel will confirm whether the request will be upheld.
- 4.15 There is no appeal against the decision of the Review Panel. Where the Review Panel rejects the appeal, a Completion of Procedures letter will be automatically issued.
- 4.16 Where a request for review results in a different outcome, if the student remains dissatisfied with the decision, they will be able to request a Completion of Procedures letter from the Student Casework Unit.
- 4.17 The Review Panel may make recommendations for consideration by the Regulations Sub-Committee or Academic Board as appropriate on any matters arising from the consideration of appeals.

SECTION FIVE: OFFICE OF THE INDEPENDENT ADJUDICATOR FOR HIGHER EDUCATION (OIA)

- 5.1 If the student is unhappy with the outcome of the University's internal procedures, they may, following issue of a University Completion of Procedures Letter, lodge a complaint with the OIA.
- 5.2 Details of the OIA and the relevant information in relation to the Scheme can be accessed at www.oiahe.org.uk. Further information and advice can be obtained from the Student Casework Unit.