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ACADEMIC APPEALS POLICY

1. INTRODUCTION

1.1 This policy sets out terms under which students of The Language Gallery (TLG) may be able to make an academic appeal.

1.2 An academic appeal is defined as a request for a review of the Board of Examiners outcome; this is not a review of the academic judgement. A request for review of a decision of the Board of Examiners may be made if the student has reason to believe:

- There has been an arithmetical or other factual error;
- There has been procedural irregularity relating to the assessment process;
- The Board has failed to consider information presented to it or there is a bias or there is evidence of bias; and / or
- There were extenuating circumstances that the board was not made aware of.

1.3 An appeal may not normally be made regarding:

- matters of academic judgement, i.e. the decision made by a member of academic staff on the quality of the work itself or the criteria being applied to mark the work (rather than the administrative marking process); and/ or
- the way extenuating circumstances were considered, unless there is clear evidence that the defined procedures were not followed by the panel and/or the panel's recommendation was not properly considered.

2. PRINCIPLES

2.1 TLG will ensure that the investigation of an appeal is conducted transparently and promptly in accordance with the guidelines of this policy.

2.2 TLG will attempt to provide clarity of an assessment or examination board's decision before the formal stage of the appeals process is invoked.

2.3 TLG will ensure privacy and confidentiality as long as it is compatible with the effective investigation of the appeal process. Any disclosure of information to third parties, such as an awarding partner or external examiner, will be discussed with the student in advance.

2.4 Appeals based on academic judgement are not eligible and will not be considered.

2.5 Anonymous Appeals will not be investigated unless it is determined that there are compelling reasons to do so. This is at the discretion of the Principal and the Registrar.

2.6 Group appeals will be considered, where a number of students raise an issue that affect them. The group, however, must nominate a representative to liaise with TLG on their behalf.

2.7 If an appeal is judged to be frivolous, vexatious or malicious, the student may be subject to disciplinary action.

3. RELATED POLICIES

- The Student Disciplinary Policy
- The Extenuating Circumstances Policy
- Academic Misconduct Policy
- Fitness to Study Policy
- Complaints Policy

4. ROLES AND RESPONSIBILITIES

4.1 Students are responsible for their own learning, engaging with the resources available and familiarising themselves with the extenuating circumstances policy, disability policy and the reasonable adjustment policy.

4.2 The Quality team is responsible for the informal / early resolution stage of the appeals process; this will be led by the Head of Assessment.

4.3 Nominated staff members will form the academic appeals panel, and they will be responsible for ensuring that the cases are considered in accordance with this policy. This includes reaching decisions about the outcome of eligible appeals.

5. APPEALS PROCEDURE FOR STUDENTS

5.1 All results stand unless an appeal has been upheld. The appeals procedure is divided into three stages. The early resolution stage attempts to resolve the appeal informally. The second stage is the Formal stage which involves an investigation and convening of the appeals panel. The final stage is the review stage that is conducted externally to TLG. This stage allows for the awarding partner to review the appeal and the outcome provided and inform the outcome to the student. If the student remains unsatisfied, the student can escalate this to the OIA to investigate the case.

6. EARLY RESOLUTION

6.1 Students are advised to pursue the early resolution which provides an opportunity for their concern to be investigated. Students can contact the Student Support Office in Nottingham at nottingham@thelanguagegallery.com and Birmingham at bham@thelanguagegallery.com.

7. FORMAL STAGE

7.1 Students must make an appeal within 20 working days of the notification of results from the Examination board.

7.2 An appeal must be made in writing to complaints@thelanguagegallery.com. The appeal must clearly state the case by providing the grounds for the appeal and all relevant evidence and the specific assessment outcome being queried. All evidence, such as medical records, must be in English or a certified translation provided by the student. Evidence may be refused if it is not in English.

7.3 The case will be reviewed by the Quality team to ensure compliance with the policy and if it is in fact relevant to a different policy (e.g. the complaints policy), then the case is routed accordingly.

7.4 An investigative officer nominated by the Quality team will conduct an initial investigation and provide evidence to the Appeals panel to make a judgement on the case.

7.5 The investigative officer may interview colleagues where appropriate to ensure a thorough understanding of the case. Once completed, the investigative officer will present evidence and information to the appeals panel.

7.6 The student/s will be offered the opportunity to attend the appeals panel. This provides them with the opportunity to state their case and for the panel to ask for any clarification of the facts linked to the case. The student will be notified at least 5 days before the panel. If the student/s wishes to bring a representative, they must inform the panel at least 48 hours before the hearing to ensure that it is an appropriate individual who does not have a conflict of interest. The representative is there to ensure that the student has provided all of the facts they wished to share, asked the questions that they wanted to and sought clarification where needed.

7.7 The panel will reach a decision once all evidence is considered. The student will be excused from the panel whilst deliberations are made.

The student will be provided with a written outcome within five working days of the panel, which provides a summary of:

- the grounds for the appeal;
- the evidence considered by the panel;
- the evidence provided by those attending the meeting; and
- the panel's deliberations and conclusions.

7.8 If further information is required for an outcome to be reached, the student will be contacted accordingly.

8. REVIEW STAGE

8.1 If a student is not satisfied with the outcome of Stage 2, they are eligible to request a review in accordance with the awarding partner's [code of practice](#).

8.2 The review of an academic appeals outcome should include details of the case and the grounds for the review and should be accompanied by any other supporting documentation. On receipt of an eligible review request, TLG will forward all documentation to the awarding partner.

8.3 Following completion of the awarding partners procedures, a completion of procedure letter is issued to the student, this letter outlines the outcome, with justifications.

8.4 If the student remains dissatisfied with the outcome, they can contact the Office of the Independent Adjudicator for Higher Education (OIA).

8.5 The Office of the Independent Adjudicator (OIA) has the role to independently review the application of TLG and Lincoln Bishop University's procedures.

8.6 The student may contact the OIA at www.oiahe.org.uk or from:

OIA
Second Floor Abbey
Wharf 57-75
Kings Road
Reading RG1 3AB

9. Policy Review

This policy is reviewed annually or as required to maintain alignment with academic regulations and institutional requirements.