

**Istituto Marangoni London
Academic Appeals Procedure
MMU Validated Programmes
2024-2025**

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	MMU changed Exceptional Factors to Assessment Mitigation	September 2023	

1. INTRODUCTION

1.1. The academic appeals procedure is governed by the policies and procedures of Manchester Metropolitan University (here, 'the University' means Manchester Met) and applies to:

- The final stage of all undergraduate and taught postgraduate programmes where the recommendation concerning an award is made by an Assessment Board of the University (and thus a Committee of the Academic Board);
- All intermediate stages of programmes where student progress is at the discretion of the University.

1.2. This procedure provides for:

- Early resolution of students' assessment-related issues and concerns through a Programme Leader or Student Services drop ins;
- Early review of assessment-related matters through the School Assessment Mitigation Reviewers;
- Formal consideration of academic appeals through University Appeals Panels;
- The review of decisions of University Appeals Panels on limited grounds.

2. ACADEMIC APPEALS/GROUNDS FOR ACADEMIC APPEALS

2.1. The Office of the Independent Adjudicator and the Quality Assurance Agency define an academic appeal as: 'a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards.'

2.2. Student may use this procedure where they consider that the following grounds may apply:

- A material error had occurred in the conduct of their assessment;
- The examinations or assessments or the proceedings of the Assessment Board or other relevant body were not conducted in accordance with the relevant regulations;
- Other material irregularity in the conduct of their assessment had occurred and that the error, conduct, or irregularity was of such a nature as to cause reasonable doubt as to whether their result might have been different had it not occurred.

2.3. Students may also appeal against the final decision made using one or more of the following grounds:

- That there was mitigation for their actions that they did not submit prior to the final decision being made;
- That appropriate proceedings were not conducted in accordance with the relevant regulations or that some other material irregularity had occurred and that the conduct or irregularity was of such a nature as to cause reasonable doubt as to whether the final decision might have been different had it not occurred;
- That there is new evidence that they were not, for valid reasons, able to submit at an earlier stage of the process;
- That the penalty imposed was disproportionate, or not permitted under the procedure.

2.4. Students may also appeal against the decision of an Assessment Mitigation claim on either or both of the following grounds:

- That the decision on their Assessment Mitigation claim was not reasonable (including any decision that their claim or supporting evidence was submitted too late to be considered);

- That the correct procedures were not followed in the consideration of their claim.

2.5. In all cases that are considered through the formal and review stages of the process, consideration will always be given whether there is evidence of bias or perception of bias, and whether the outcome is reasonable and proportionate in the circumstances.

2.6. The following are not normally considered to be legitimate grounds for an academic appeal:

- To challenge the academic judgement of Assessment Boards in reaching a decision on progression or on the final level of award, based on the marks, grades and other information relating to students' performance;
- To express dissatisfaction with results where a case cannot be made;
- To pursue allegations that poor teaching, supervision, or guidance affected performance.

2.7. You may find that if you have specific concerns about the services the School provides for your wider learning opportunities, including teaching and supervision, that it would be better to make a complaint rather than an appeal.

2.8. Students are encouraged to disclose any disability they feel may be relevant to their case. The London staff will ensure that in managing the operation of this procedure for such students, any reasonable adjustments are made to ensure the students are well supported. However, students cannot use this procedure to request alternative assessment methods that have not been previously identified in a Personal Learning Plan. A disability does not exempt students from demonstrating achievement in the learning outcomes required for the programme, although an alternative means of assessment may be specified in a Personal Learning Plan.

2.9. This procedure does not cover complaints which have already or are currently being considered by the Office of the Independent Adjudicator for Higher Education (OIA), a court or tribunal.

3. WHO CAN SUBMIT AN ACADEMIC APPEAL?

3.1. Any student who is registered with Istituto Marangoni London for an accredited award with the University can make a formal academic appeal as can any student who has recently left the School. Any student making an appeal may do so with the help of a representative or a member of the Student Services team.

3.2. All students making an appeal should observe the timescale given below.

3.3. Where the issues raised affect a number of students, then they may submit an appeal as a "group appeal". Here it is useful if one student is nominated as the spokesperson to act as the representative for the group.

4. TIMESCALE

4.1. A student may make a formal academic appeal within 14 calendar days of publication of grades on the Student Extranet. Where a request is received later than this and the University Appeals Panel does not consider there are reasonable grounds for the delay the student will be informed that their case has not been considered.

4.2. A student who has left the School may also make an academic appeal within the same timescale. Students are encouraged to use Programme Leader or Student Services drop-ins before beginning a formal academic appeal.

5. RESULT DROP-IN SUPPORT

5.1. After students have been notified of their results, they will be given the opportunity to discuss

and clarify their results and/or discuss any concerns with the appropriate staff. Drop-in sessions with Programme Leaders and/or Student Services are normally held at the School, but in exceptional circumstances, discussion may be by video conferencing, telephone, or email. Students are strongly encouraged to make use of the academic support sessions before reaching a decision about whether to proceed with a formal academic appeal.

6. HOW DO I SUBMIT AN ACADEMIC APPEAL?

6.1. All appeals and requests for review of assessment-related matters should be submitted to the University. This should be done using an Academic Appeal Form which should be submitted by email to the Student Case Management Team (complaintsappeals@mmu.ac.uk) along with supporting evidence. When submitting an academic appeal form via email, please do not forget to include IM Student Services in the email (academicservices.london@istitutomarangoni.com).

6.2. For more information, please see the link: <https://www.mmu.ac.uk/student-case-management/guidance-for-students/academic-appeals/>

6.3. Checklist for making an Academic Appeal

- Is the issue best dealt with as an appeal or as a complaint?
- Have you submitted the appeal on the correct form?
- Have you included copies of any relevant evidence (please retain copies for your own use too)?
- Have you stated how you would like the issue to be resolved?

6.4. Where students decide to pursue a matter relating to the outcome of their assessment, initial review will be undertaken by the Manchester Met Student Case Management team. Where there appears to be an irregularity or error the Student Case Management Team can recommend to the student's Head of Department, Chair of the relevant Assessment Board, or Programme Leader that this is addressed. If a change to assessment status is approved, the student will be informed of the change and that their appeal will not proceed to the University Appeals Panel unless they request this.

6.5. The Student Case Management Team may refer all or part of any appeal for consideration through another procedure such as the complaints or Assessment Mitigation Procedures.

6.6. Where following initial investigation, an appeal appears to fall outside the permitted grounds for appeal, and it is not directed to another procedure, the appeal will not automatically proceed to the formal stage. In such cases an email will be sent to the student explaining why the appeal falls outside the permitted grounds. Students will have 14 calendar days to request consideration at the formal stage. No further action will be taken on the case unless a request for formal consideration is received.

7. FORMAL STAGE OF ACADEMIC APPEAL

7.1. The formal stage of the academic appeals procedure will be undertaken by University Appeals Panels, which will be convened and chaired by a senior officer nominated by the Registrar and will also include two academic appeal assessors, an elected Sabbatical Officer or other student representative of the Students' Union. Only those cases that are considered by University Appeals Panel will be formally recorded as academic appeals.

7.2. As part of the investigation that is undertaken of every appeal, University Appeals Panels will consider whether there is evidence of bias or perception of bias, and whether the outcome is reasonable and proportionate in the circumstances.

7.3. Where the facts and evidence of a case are complex or contentious, the Chair of a University Appeals Panel may invite the student and a representative of the Assessment Board to attend the Panel meeting in order to explain their position. Students will have the right to be accompanied when

attending a meeting of a University Appeals Panel.

8. REVIEW OF ACADEMIC APPEAL

8.1. If dissatisfied with the outcome of the formal stage, the student may be able to request a review on certain grounds, which might include:

- Procedural irregularities at the formal stage of the academic appeal;
- The outcome of the academic appeal was perceived as unreasonable in certain material ways;
- The student can produce new evidence which, for legitimate reasons, they were unable to provide at the earlier stage of the appeal. The student will need to provide a rationale as to why that evidence was not provided earlier in the process.

8.2. The Reviewer will be an academic Head of Department who had no previous involvement in the particular case s/he is reviewing. Reviewers will be supported by the Student Case Management Team. In all cases, reviewers will also be asked to consider whether there is evidence of bias or perception of bias.

8.3. The review stage does not normally involve a rehearing of the earlier appeal and students are expected to have exhausted the formal stage before seeking a review. Students are expected to seek a review within 14 calendar days of the issue of a COP letter.

9. TIMESCALE AND COMMUNICATION OF DECISIONS

9.1. The formal and review stages of this procedure will be completed within 90 calendar days. This 90-day period will begin when a case is received by the central Student Case Management Team.

9.2. Summary decisions of the University Appeals Panels, giving the outcome of the appeal with brief details, will normally be sent to students within 7 calendar days of the meeting of the Panel. A report will normally be sent within 28 calendar days of the summary decision. This will identify the evidence used, the findings of fact, the regulations applied, the reason for the Panel's decisions, any remedy that has been identified, and instructions on what to do next.

9.3. The student will be given 14 calendar days in which to request a review. If the student does not request a review within that time, the decision of the Panel will be confirmed as the final outcome. In these circumstances students can request a Completion of Procedures letter.

9.4. Outcomes of any reviews will normally be sent to students within 28 calendar days of the central Student Case Management Team receiving their request for a review. If the appeal is still not upheld the students will receive a Completion of Procedures letter. If the appeal is upheld students can request a Completion of Procedures letter.

10. OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

10.1. If a student is still dissatisfied with the outcome of their academic appeal after the review stage, they are advised to contact the Office of the Independent Adjudicator (OIA <http://www.oiahe.org.uk/>) within 12 months of the date of the Completion of Procedures letter. In considering academic appeals, the OIA will consider whether the University's procedures were properly followed, whether those procedures were reasonable, and whether the final decision was reasonable in all the circumstances.