

ACADEMIC APPEALS POLICY: ATTENDANCE FAILURES

Introduction

1. The Academic Appeals Policy: Attendance Failures applies to those students who received a failing grade based on the Attendance Policy (see Attendance Policy).
2. All undergraduate and postgraduate students enrolled in courses offered by the University who received a failing grade will be reviewed by the relevant Department/School Final Examinations Board. These Boards may recommend to the University Examinations Board (UEB) to remove Attendance Failures, based on academic performance.
3. Should the UEB not remove an Attendance Failure, students have the option of a final appeal to have the failing grade removed and the original performance grade restored to the Office of the Provost.

Appeals Process

4. Grounds for appealing a failing grade are:
 - a. Mitigating circumstances exist which can explain or excuse absence from class. Mitigating circumstances claims must be supported by medical or other valid documentary evidence;
 - b. A procedural irregularity occurred.
 - c. A decision was manifestly unreasonable or influenced by prejudice or bias, or perception thereof, on the part of the decision-maker(s).
5. All grounds must be supported by valid evidence. Detailed information pertaining to mitigating circumstances and evidence can be found in the Mitigating Circumstance Guidance. Students are to read the Guidance before appealing a failing grade.
6. Students using the appeal process to bring frivolous or vexatious matters to the University's attention will be subject to disciplinary action.
7. Students found to have provided fraudulent evidence or falsified a claim will be subject to disciplinary action.

8. Appeals require time to be processed correctly. Appeals may result in delays in the confirmation of grades which may have an impact on progression and the timing of the completion of studies/graduation.
9. Information will be used and retained in line with the University Privacy Policy.
10. Students may not petition to withdraw from a course which has had a failing grade appeal denied.

Further Appeal to the Office of the Provost

11. If students receive a failing grade that has been ratified by the UEB, and wish to appeal, students will indicate this in writing to the Office of the Provost, using the Further Appeal form.
12. Only the students about whom a decision has been made can lodge an appeal against that decision. Appeals from third parties are not accepted (examples include but are not limited to: parents, partners, and/or legal representation).
13. The Office of the Provost will normally make a final determination within 10 working days and students will be informed of the outcome.
14. At this point the University's institutional procedures for appeals have been completed. The Completion of Procedures letter will outline for students the role of the Office of the Independent Adjudicator.
15. If, upon the conclusion the University's institutional procedures students are dissatisfied with the decision, they may take their appeal to the Office of the Independent Adjudicator for Higher Education (<http://www.oiahe.org.uk/>). Students must first have exhausted all appropriate internal procedures at the University before approaching the OIA.

Group Appeals

16. A group appeal is defined as an expression of dissatisfaction by two or more students about the University's action or lack of action, or about the standard of service provided by the University.

17. In the case of a group appeal, one student, identified on the Attendance Failure Appeal Application Form, will act as the lead student, with the other group members' names listed in the relevant section on the form.
18. The University will only contact the lead student in connection with the group appeal. The University will expect the lead student to distribute the University's communications among the group and collate the group's response to the University's enquiries to give to the University.
19. The University cannot be held responsible if the lead student does not accurately provide the views of any member of the Group or if they do not pass on information from the University.
20. The University reserves the right to propose individual solutions to any group appeal.
21. In the case of a group complaint, one student will act as the lead student, with the other group members' names listed in the relevant section on the Further Appeal Application form.
22. The University reserves the right to propose individual solutions to any group further appeal.

VERSION MANAGEMENT

Responsible Department: RAQA			
Approving body: Academic Board			
Version no.	Key Changes	Date of approval	Date of effect
001		24 July 2018	28 August 2018
002	Corrected typos and updated date. Added point regarding students unable to petition to withdraw from a course which has had an FA appeal denied.	25 June 2020	11 August 2020
003	Added information on group appeals. Removed references to FA.	3 September 2021	6 September 2021

004	Formatting updates	May 2022	01 Sept 2022
005	Updated University response time from 5 to 10 working days	June 2023	September 2023
006	Added third-party examples, restructured the group appeals section, added two semester deadlines for appeals.	June 2024	01 September 2024
006	Major: Removed references to AAC and replaced with a simplified process to UEB and Provost Office	June 2025.	01 September 2025
		Restricted access? <i>Tick as appropriate</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	