

ITALIA CONTI

Academic Appeals Policy

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This policy will be reviewed and by the Policy Steering Group and received and approved by Academic Quality Board annually.

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Appeals procedure for assessments

1. Statement

- 1.1. It is the policy of the Italia Conti to ensure that student assessments are clear, fair, realistic and transparent. If any student wishes to question a specific assessment, the procedure detailed in this policy should be followed.
- 1.2. Italia Conti ensures that all students are supported in understanding and accessing the appropriate academic appeals procedures, regardless of awarding body, and that these processes are applied consistently and transparently.

2. Scope

- 2.1. This Policy relates to students studying on Higher Education and Further Education courses at Italia Conti, including those registered on Trinity Diploma courses.
- 2.2. This policy and its associated procedures apply to all students (individually and collectively) registered on programmes delivered by Italia Conti, irrespective of awarding body. Where students are enrolled on programmes validated or awarded by partner institutions, the relevant awarding body regulations will also apply.
- 2.3. Students studying on Higher Education programmes validated by partner universities are subject to the relevant partner institution's Academic Appeals procedures. Italia Conti ensures that students are informed of, and supported in accessing, these processes.
- 2.4. Students studying at the **University of East London (UEL)** should refer to the UEL Academic Appeals Process:
<https://uel.ac.uk/about/governance/student-appeals>

Students studying at the University of Chichester should refer to the [Academic Regulations and Academic Appeals Procedures \(Part 10: Appeals\)](#).
- 2.5. Italia Conti provides guidance and support to students in understanding the grounds for appeal and navigating the relevant procedures.
- 2.6. Academic appeals relate to procedural matters and cannot be made against academic judgement. Students should not use the Italia Conti Disciplinary Policy to raise academic appeals.
- 2.7. Information on appeals processes will be provided during induction, in course handbooks and in relevant digital student-facing locations. Course teams and student-facing staff will be briefed annually on the correct appeal route for each awarding body, including how to signpost students to independent advice, partner procedures and the

OIA where relevant. Evidence of publication, briefing and induction communications will be retained.

3. Aims

The aims of this policy are to:

- enable the learner to enquire, question or appeal against an Assessment Board decision.
- attempt to reach agreement between the learner and the Assessor at the earliest opportunity.
- standardise and record any appeal to ensure openness and fairness.
- facilitate a learner's ultimate right of appeal to the Awarding Body and the Office of the Independent Adjudicator), where appropriate.
- protect the interests of all learners and the integrity of the qualification.

Italia Conti will inform learners about the appeals process during induction. Information will also be made available to learners in their Course Handbook.

4. Grounds for Appeals

- 4.1. Appeals may be submitted on the grounds of procedural irregularity, bias or unfair treatment, administrative error, or mitigating circumstances not previously considered. Students wishing to appeal against the decisions of Assessment Boards (including but not limited to mitigation decisions) may do so on the following grounds:
- 4.2. **Procedural error:** Where there are reasonable grounds, supported by objective evidence, to believe that there has been an administrative, procedural or clerical error of such a nature as to have affected the recommendation of the Board;
- 4.3. **Extenuating Circumstances:** Where there is evidence of illness or other extenuating circumstances that have impacted negatively on academic performance and which the student was, for good reason, unable to submit by the deadline for consideration by the Mitigation Meeting as specified in the Policy on Mitigation of Extenuating Circumstances;
- 4.4. **Prejudice or Bias:** Where there is evidence of prejudice or bias or the reasonable perception of prejudice or bias against the student.
- 4.5. **Academic judgement** cannot be appealed. Academic judgement refers to decisions made by academic staff based on their expertise, for example the marking, grading or

classification of assessed work, where these decisions have been made in accordance with approved marking and moderation procedures.

- 4.6. **Timeframe for Appeals:** Appeals must normally be submitted within 10 working days of the publication of assessment results. Late appeals are normally only considered if there is strong evidence provided to justify the delay. Students on HE courses should refer to the specific timeframes in their respective university's Academic Appeals policy.
- 4.7. Where a student seeks to submit an appeal late, or needs an adjustment to participate in the process, Italia Conti will consider the individual circumstances, including disability, wellbeing, language or other support needs. Decisions to accept or reject a late appeal, and any reasonable adjustment made to the procedure, must be recorded with reasons.

5. Appeal Process

- 5.1. **Pre-Appeal Informal Resolution:** Before submitting a formal academic appeal, students are expected to seek clarification through informal discussion with the relevant Module Leader or appropriate academic staff. These discussions are intended to support understanding of assessment feedback and, where possible, resolve concerns at an early stage.

Informal discussion does not constitute part of the formal academic appeals process.

If concerns cannot be resolved through informal discussion, students are advised to contact the Head of Quality Assurance and Academic Partnership Liaison (or nominee) for guidance on whether the issue meets the grounds for a formal appeal and on the appropriate procedures to follow.

Following this, students may proceed to submit a formal appeal in accordance with Section 5.2.

5.2. How to submit an Appeal

Students are advised to contact the Head of Quality Assurance and Academic Partnership Liaison (or their nominee) at Italia Conti in the first instance to discuss their issue. If discussions fail to resolve the issue, then the following steps apply:

- Students registered with UEL, will need to complete the online academic appeals form found [here](#).
- Trinity Diploma students, or those registered with UoC will need to submit an appeal by email via info@italiaconti.co.uk
- For students registered with UoC, the email will be forwarded to Quality & Standards at the University of Chichester.

Students may seek advice and be supported by a representative throughout the process.

Appeals will be handled confidentially, with information shared only with those who need it to consider, support, report or implement the outcome. Where an appeal reveals support needs, including disability or wellbeing matters, the student will be asked how relevant information may be shared with Student Services or partner university staff to support continued study

5.3. **Formal Appeals Process**

For Higher Education programmes, the formal academic appeals process is managed by the relevant partner university in accordance with their regulations. For students studying on Trinity Diploma programmes, the formal academic appeals process is managed by Italia Conti. While processes are administered by different organisations, they are aligned in structure and operate according to comparable principles of fairness, transparency and procedural integrity.

- 5.4. Where a Higher Education student is registered with a partner university, the applicable partner academic appeals procedure is the formal procedure. Italia Conti's role is to provide information, support, liaison and evidence to the partner university, and it will not require the student to complete an additional internal appeal stage unless this is expressly required or permitted by the relevant partner regulations. Students will be told in writing which organisation is handling the formal stage, the applicable deadline, the next step, and who will issue the outcome and any Completion of Procedures letter.
- 5.5. Provided that the procedural grounds for an appeal (including but not limited to applicable time limits, provision of evidence, and suitable grounds for reconsideration) are met, the Head of Quality Assurance and Academic Partnership Liaison, in conjunction with the respective Head of School, will refer the matter to an Appeals Panel.
- 5.6. The Panel will be chaired by a senior academic member who has not had prior involvement in the assessment decision under appeal. Membership must include at least one member independent of the assessment, course-level decision or case under appeal and a quality assurance nominee or servicing officer. Panel members must declare any actual or perceived conflict of interest before the case is considered; conflicted members must not take part in the decision. Partner university regulations prevail where applicable.
- 5.7. The following outcomes apply to appeals considered under Italia Conti's internal procedures for Further Education provision (including Trinity Diploma programmes).

For Higher Education programmes, outcomes will be determined in accordance with the regulations of the relevant awarding body.

- 5.8. The written outcome must include: the decision; concise reasons; the evidence considered; any remedy or reconsideration required; any procedural learning or action; the next internal or partner route, if any; applicable deadlines; and the route to external review where available.

The Panel may:

- dismiss the appeal where the grounds are not substantiated, or where alleged mitigating circumstances would not have affected the decision of the Assessment Board;
 - uphold the appeal and require reconsideration of the decision by the Assessment Board, or determine an appropriate revised outcome where permitted;
 - dismiss the appeal but recommend improvements to assessment procedures where issues are identified that do not materially affect the outcome.
- 5.9. The Chair of the Appeals Panel (or nominee) will convey the Panel decision in writing to the student as soon as possible after the conclusion of the hearing and not later than 10 working days after the hearing.
- 5.10. For Higher Education students, once the relevant institutional procedure is complete, the provider responsible for that procedure will issue a Completion of Procedures letter where required. The outcome or Completion of Procedures communication must explain the decision, any remaining internal route, the student's right to ask the OIA to review the case, the applicable OIA time limit, and where to obtain advice and support.

6. Assessment Feedback and Informal Resolution of In-Year Assessment Concerns

- 6.1. Italia Conti recognises the importance of enabling students to seek clarification and discuss assessment outcomes as part of normal academic engagement. Queries relating to in-year assessment feedback should, in the first instance, be raised informally with the relevant Module Leader through the standard feedback and review processes.
- 6.2. These discussions are intended to support student understanding of feedback and help resolve any concerns at an early stage.
- 6.3. These processes are distinct from the formal academic appeals procedures, which apply to decisions of Assessment Boards, Exam Boards or final outcomes. The formal appeals process should not be used to challenge routine feedback or interim

assessment decisions, but students will be supported in understanding the appropriate route and progressing to a formal appeal where relevant.

- 6.4. Students who remain dissatisfied following informal discussions will be supported in understanding the appropriate route for escalation. Where concerns relate to final decisions or meet the grounds for appeal, students may be advised to submit a formal academic appeal in accordance with the Academic Appeals Policy.
- 6.5. Informal discussion does not constitute a formal appeal.

7. Recording and monitoring

- 7.1. A record of all appeals against assessment must be maintained at each stage of the process.
- 7.2. Appeals data will be reviewed at least termly by the Academic Quality Board, including volumes, outcomes, timeliness, grounds, programme and level, awarding body, protected-characteristic and equality information where lawful and available, reasonable-adjustment requests, OIA or partner outcomes, themes, remedial actions and closure of actions.
- 7.3. Records of academic appeals will be retained for a minimum of 18 months in line with awarding body requirements. Where appropriate, records may be retained for longer (normally up to six years) in accordance with institutional data retention and legal obligations. Records will be available for monitoring by the awarding bodies and the OIA.
- 7.4. AQB will escalate material themes, systemic procedural issues, assessment-integrity risks, partner issues, or potential regulatory or reportable-event concerns to SLT, the Board of Directors, Audit and Risk Committee or partner university as appropriate under the governance delegation and escalation framework.

8. Linked Policies

Academic Misconduct Policy
Complaints Policy
Disability, ALS and Reasonable Adjustments Policy
Extenuation Policy and Procedure
SEND Policy
Support through Studies Policy

<https://uel.ac.uk/about/governance/student-appeals> (for students registered with the University of East London)

[Academic Regulations and Academic Appeals Procedures \(Part 10: Appeals\)](#) (for students registered with the University of Chichester).

Update log

26/5/26	Policy overall reviewed and updated for clarity, all links checked. Reviewed for: HE clarity, partner-procedure signposting, OIA awareness, assessment and standards assurance, student support, and governance reporting. This review does not certify compliance with OfS conditions; compliance depends on implementation evidence and the wider governance and quality assurance framework.
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