



ACADEMIC APPEALS POLICY

Academic Appeals Policy

London, United Kingdom

ravenscroftcollege.co.uk

Version 1.0 | 2026

ACADEMIC APPEALS POLICY

PURPOSE

This policy sets out the procedure by which learners at Ravenscroft College may appeal against academic decisions, including assessment outcomes. It is designed to ensure that all appeals are handled fairly, transparently and in a timely manner, and that the process meets the requirements of the College's awarding body, OTHM Qualifications, and the Ofqual General Conditions of Recognition.

This policy is separate from the College's Complaints Policy, which covers complaints about services, conduct, or other non-academic matters.

SCOPE

This policy applies to all learners enrolled on programmes at Ravenscroft College that lead to qualifications awarded by an external awarding body. A learner may submit an academic appeal in the following circumstances:

- Where they believe that an assessment decision has been made incorrectly or inconsistently with the published assessment criteria
- Where they believe that a procedural irregularity occurred during the assessment process that materially affected the outcome
- Where they believe that an application for special consideration was not handled in accordance with the Reasonable Adjustments and Special Consideration Policy
- Where they wish to appeal a decision made under the Academic Integrity, Malpractice and Maladministration Policy
- Where they wish to appeal a decision to withdraw them from their programme

An academic appeal is not a request for a re-mark. Disagreement with the academic judgement of an assessor, where the assessment criteria have been properly applied and no procedural error has occurred, is not in itself grounds for appeal.

This policy applies to learners. A member of staff or a contractor who wishes to challenge a finding of malpractice or maladministration, or any action taken as a result,



RAVENSCROFT COLLEGE

should follow the route set out in the Academic Integrity, Malpractice and Maladministration Policy.

PRINCIPLES

- Fairness: all appeals are considered on their merits, without prejudice to the appellant
- Transparency: the appeals process is clearly communicated and accessible
- Timeliness: appeals are acknowledged and resolved within defined timeframes
- Independence: appeals are reviewed by individuals who were not involved in the original assessment decision
- Confidentiality: information is shared only with those who need to be involved
- No detriment: no learner will suffer adverse consequences for submitting a legitimate appeal in good faith

GROUND FOR APPEAL

An academic appeal may be submitted on one or more of the following grounds:

1. Procedural irregularity: the assessment was not conducted in accordance with the published regulations, procedures, or assessment criteria of the College or the awarding body
2. Material error: there is evidence of a factual or clerical error in the recording, calculation, or communication of the assessment result
3. Special consideration: the learner was affected by circumstances beyond their control that they could not report within the time allowed by the Reasonable Adjustments and Special Consideration Policy, or the College did not handle their application in accordance with that policy. Where the College forwarded an application to the awarding body, the awarding body's decision cannot be appealed under this policy.
4. Malpractice outcome: the learner wishes to appeal the outcome of a malpractice or maladministration investigation
5. Withdrawal: the learner was withdrawn from their programme without the stages set out in the Learner Handbook having been followed



RAVENS CROFT COLLEGE

6. This policy covers appeals arising from work assessed online, including work submitted through the College's virtual learning environment

Appeals based solely on disagreement with academic judgement, without evidence of procedural error or other valid grounds, will not be upheld.

STAGE 1: INFORMAL RESOLUTION

Before submitting a formal appeal, learners are encouraged to raise the matter informally with the academic team by email. Many concerns can be resolved quickly through clarification of feedback or of the assessment criteria. The informal stage is optional and does not apply to an appeal against a malpractice outcome. It does not extend the time limit for a formal appeal.

Timeframe: the College will endeavour to resolve informal queries within five working days.

STAGE 2: FORMAL APPEAL

The College will acknowledge a formal appeal within 3 working days of receiving it and aims to give a full written outcome within 30 working days of receiving it. If more time is needed, the learner will be told in writing, with a revised timescale.

If informal resolution does not address the concern, the learner may submit a formal academic appeal in writing to appeals@ravenscroftcollege.co.uk within 15 working days of receiving the assessment result or the outcome being appealed.

On receiving a formal appeal, the College notifies the learner in writing that the appeal has been recorded, and preserves the learner's work, the assessment record, the internal quality assurance record and the associated audit trail without amendment. No work is added to, replaced or corrected for the purposes of an appeal.

A disputed result is not represented as achieved while the appeal is unresolved. Where the learner's work has not yet been submitted to the awarding body for external quality assurance, it is held back and included in the first submission made after the appeal concludes. Where it has already been submitted, the College notifies the awarding body of the outcome directly.



RAVENSCROFT COLLEGE

The formal appeal must include:

- The learner's full name, student ID, and programme of study
- The unit, assessment, or decision being appealed
- The specific grounds for the appeal (with reference to the grounds listed above)
- A clear statement of the facts and circumstances supporting the appeal
- Any supporting evidence (e.g., medical evidence, relevant correspondence, or documentation)
- The outcome the learner is seeking

The appeal will be reviewed by the Quality Assurance Coordinator (or their nominee), who was not involved in the original assessment decision. The reviewer will:

1. Acknowledge receipt of the appeal within three working days
2. Review all relevant evidence, including the assessment submission, assessor feedback, internal verification records, and the appeal submission
3. Consult with the assessor, internal verifier, or other relevant staff as necessary
4. Reach a decision and communicate the outcome to the learner in writing within 30 working days of receipt of the formal appeal

Every reviewer completes a conflict-of-interest declaration before the review begins. No one who made, internally verified or sampled the original decision may review the appeal. Where no member of staff is independent of the case, the College will appoint an external independent reviewer in accordance with the Conflict of Interest Policy.

DIGITAL EVIDENCE AND VLE LOGS

For appeals relating to work assessed online, the College will gather the relevant digital evidence: VLE access and submission records, including submission timestamps; any similarity-checking report; assessor feedback; and internal quality assurance records. These records will be held securely and used only for the purposes of the appeal.

ONLINE SUBMISSION AND TIMESTAMPING

Learners may submit appeals via the online appeals form on the VLE or by email. Online submissions will receive an automatic timestamped receipt; this timestamp will be used to determine whether the appeal was submitted within the published time limit.



RAVENSCROFT COLLEGE

POSSIBLE OUTCOMES AT STAGE 2

- Appeal upheld: the assessment decision is amended, or the learner is offered a reassessment opportunity, as appropriate
- Appeal partially upheld: specific aspects of the appeal are accepted and appropriate remedial action is taken
- Appeal not upheld: the original assessment decision stands, with a clear explanation of the reasons

STAGE 3: FINAL REVIEW

If the learner is not satisfied with the Stage 2 outcome, they may request a final review by the Director of Ravenscroft College within 10 working days of receiving the Stage 2 decision. The request must state clearly why the learner considers the Stage 2 outcome to be inadequate, with reference to the original grounds for appeal and any new evidence.

The Director (or their nominee, who must not have been involved at Stage 2) will conduct a final review of the case, including all evidence and correspondence. The outcome will be communicated in writing within 15 working days.

The decision at Stage 3 is the College's final decision on the matter.

ESCALATION TO AWARDING BODY

If the learner remains dissatisfied once the College's internal process has concluded, they may take the appeal to the awarding body, OTHM Qualifications. OTHM considers an appeal only once the College's internal procedure has been exhausted, and the learner must submit it within 30 working days of the College's final decision, in writing, with a copy of the original appeal, the College's outcome, any supporting evidence and an explanation of why the College's decision is disputed. The College will supply any documentation OTHM requests within 10 working days and will cooperate fully with the review.



RETENTION OF APPEAL RECORDS

All appeal records and associated evidence will be retained for a minimum of three years from the date of the final decision, or longer where the awarding body requires it.

Records of formal appeals are made available to the awarding body on request.

COMPLETION OF PROCEDURES LETTER

At the conclusion of Stage 3 the College issues a final outcome letter. The letter confirms that the College's internal appeals process has been exhausted, sets out the decision and the reasons for it, and explains how the learner may take the matter to the awarding body and by when.

EXTERNAL RECOURSE

If the learner remains dissatisfied after receiving the final outcome letter, they may refer the matter to:

- OTHM Qualifications, the awarding body, where the learner believes the College did not follow its published procedure, did not consider relevant evidence, reached a decision not reasonably supported by the evidence, or did not follow an awarding body or regulatory requirement
- Ofqual, the regulator of OTHM qualifications, where the learner has a concern about the way the awarding body itself has handled the matter and OTHM's own procedures have been completed

RELATIONSHIP TO AWARDING BODY APPEALS PROCESSES

The awarding body will normally consider whether the College followed its published procedure, considered the relevant evidence, applied the assessment criteria correctly and reached a decision the evidence reasonably supports. It will not normally substitute its own academic judgement simply because another qualified person might have reached a different conclusion. Where it upholds an appeal it may require the College to reconsider the decision, arrange reassessment or undertake further internal quality assurance.



RAVENSCROFT COLLEGE

RECORDING AND MONITORING

All formal academic appeals will be recorded in a central register and monitored for trends, patterns, and areas for improvement. Appeal data will be reviewed as part of the College's annual quality assurance cycle and reported to the Director and the academic governance structure.

REVIEW

This policy will be reviewed annually or following any significant appeal, change in awarding body requirements, or update to regulatory expectations.

Last reviewed: October 2026