



Appeals Policy and Procedure

LSBF EE Executive Education Programmes

Version 1.2

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NOTE:

This policy does not apply to non-academic complaints, or appeals against refunds, admissions, disciplinary procedures or attendance monitoring/compliance issues.

1. Introduction

- 1.1. This policy and procedure is intended to provide a means by which delegates on courses and programmes taught by London School of Business and Finance Executive Education (LSBF EE) can request a review of a published decision of an Assessment Decision.
- 1.2. LSBF EE appeals process, will seek to ensure that:
 - 1.2.1. all appeals are handled in a manner which is fair, objective and timely in order to facilitate speedy resolution;
 - 1.2.2. no delegate will suffer disadvantage as a result of making an academic appeal;
 - 1.2.3. specific procedures are readily accessible to delegates, taking into account, equality and diversity issues and barriers to access;
 - 1.2.4. where possible and to maintain impartiality, staff dealing with any stage of escalation of an appeal will not have been involved in any of the previous stages, except in an advisory capacity where required;
 - 1.2.5. appropriate action is taken following an appeal process, and such actions are recorded and monitored

2. Definition of an Appeal

- 2.1. LSBF EE defines an appeal as 'a request for a review of a decision of a body charged with making decisions on assessment, delegate progression and awards.'

Grounds for Making an Academic Appeal

- 2.2. Delegates studying the assessed courses taught by LSBF EE have the right to appeal against the results of internal assessments provided they do so only on one or more of the following grounds:
 - i.* Procedural or administrative errors where the process leading to the decision has not been carried out correctly. This would include arithmetical or other errors of fact, or bias in the operation of the procedure;
 - ii.* Exceptional personal circumstances which were not known to the Assessor, and where the delegate can show good reason why such circumstances could not have been made known to the Assessor when the delegate was assessed, and which are shown to have had an adverse effect on the delegate's performance;
 - iii.* Defects or irregularities in the conduct of assessments or in written instructions or in advice relating to the assessments which were not known to the Assessor, when such defects, irregularities or advice are shown to have had an adverse effect on the delegate's performance;

- 2.3. Appeals which question the academic judgement of assessors, or appeals on any grounds other than those stipulated in *i.* to *iii.* above, shall not be admissible and the appellant will be informed accordingly in writing.

3. Making an Academic Appeal

The stages of making an academic appeal are as follows:

3.1. Stage 1: Informal consultation with tutor or Academic Director

In the first instance the delegate is advised to discuss the matter informally with a member of staff directly involved in the assessment decision, such as a course tutor or the Academic Director, and they will clarify the rationale behind the decision. If the delegate remains unsatisfied following consultation Stage 1, he/she can then evoke formal review of the assessment decision via stage 2, outlined below.

3.2. STAGE 2: Formal review of an assessment decision

- 3.2.1. Any delegate who wishes to formally appeal against a decision of the Assessor should submit an appeal to the Delegate Support Officer (DSO) (using the form attached below) **within 10 working days** of the date of the publication of the grade decision by the school. The grounds for appeal must be clearly stated on the form and relevant documentary evidence appended. The DSO will log the appeal on the Appeals Log as found on Secure Executive Education Drive (SEED).
- 3.2.2. On receiving the appeal, the Academic Director or MD of LSBF EE will appoint a suitable member of staff/faculty who has not been previously involved in the assessment decision in order to review the appeal.
- 3.2.3. The appointee will consider whether the appeal demonstrates one or more valid grounds described above (2.2). In the event that he/she considers that valid grounds have not been demonstrated, the appointee will notify the delegate to explain why this is the case. In extraordinary circumstances, the appointee may wish to review his/her decision in light of any further comments made by the delegate.
- 3.2.4. In the event that he/she considers that valid grounds have been demonstrated, the appointee shall refer the appeal to the Assessment Board and the Assessment Board shall be re-convened to review the case in light of the information presented in the appeal.
- 3.2.5. After reviewing the evidence presented, the Assessment Board may decide either that:
 - A. The appeal is valid based on one of the following:
 - i.* that result as published is incorrect, or
 - ii.* that the result suffers from arithmetic or marking errors, or

- iii.* that defects or irregularities in the conduct of the assessments or in written instructions or in advice relating thereto were not known to the Assessor; or
- iv.* that the appeal contains exceptional personal circumstances which were not known to the Assessor when the delegate was assessed and the delegate has shown good reason why such circumstances could not have been made known to the Assessor;

OR

B. The appeal shall be rejected and no further consideration will be given to the appeal. The Assessment Board is required to disallow an appeal which is based wholly on factors which were known to the Assessor concerned when the delegate's result was determined and also to disallow appeals based on exceptional personal circumstances which were not known to the Assessor when the delegate was assessed where the delegate is unable to show good reason why such circumstances could not have been made known to the Assessor before their decision.

3.2.6. The Chair of the Assessment Board shall inform the DSO of the decision of the re-convened Assessment Board in writing **no later than 21 days** following its referral to the Assessment Board.

3.2.7. The DSO or his/her nominee shall inform the appellant of the outcome of his/her appeal in writing and, if appropriate, issue a supplementary result.

3.2.8. LSBF EE will only consider a complaint against the outcome of an appeal based on the following ground: namely irregularities in the conduct of the appeals procedure, which are of such a nature as to cause reasonable doubt as to whether the same decision would have been reached had they not occurred.

3.2.9. Any such complaint will be dealt with in accordance with the Delegate Complaints Procedure.

4. Responsibility

4.1. Responsibility for the update, implementation and monitoring of policy governing appeals rests with the Academic and Planning Committee (APC). The APC will additionally monitor the effectiveness of appeals handling, the substance of appeals and appeal outcomes in order to drive continuous quality enhancement.

4.2. Responsibility for submitting an appeal in the correct manner, in time and with all required supporting evidence rests solely with the delegate/appellant. The appellant is additionally responsible for their own punctual attendance and representation should this be requested of them at any stage during their appeal.

4.3. Implementation of actions arising from any stage of the appeals process is the responsibility of the school's Administration. Ratification of these actions rests with the programme's Assessment Board.

- 4.4. Monitoring of appeals and resolution times is undertaken by senior academic management reporting to the APC in order to inform development and quality enhancement.
- 4.5. LSBF EE is responsible for the protection of Appellants' personal information in accordance with its obligations under General Data Protection Regulations (GDPR). Appellants' personal information will be shared internally on a strictly need-to-know basis. This information will be kept securely on file by LSBF EE for a minimum of 36 months.

LSBF EXECUTIVE EDUCATION PROGRAMMES: ASSESSMENT APPEALS FORM

Before completing this form please read the Assessment Appeals Policy and Procedure. Any supporting evidence must be attached to this form.

Appeals will not be accepted in any other format **and have to arrive no later than TEN (10) working days from the date of receiving your result.** This Appeal form should be completed and sent **by e-mail** to the following email address: executiveadministration@LSBF.org.uk

Full Name	
LSBF EE ID No.	
Email Address	
Cohort / Intake	
Programme/ Course Name	

I wish to appeal against the decision of the Assessment Board on the grounds that (tick one or more relevant boxes):

There have been procedural or administrative errors made which have led to an incorrect assessment decision (these might include arithmetical or other errors of fact, or bias in the operation of the procedure);
*Please complete **Section 1** below.*

There were exceptional personal circumstances which were not known to the Assessor, and where I can show good reason why such circumstances could not have been made known to the Assessor when I was assessed, and which can be shown to have had an adverse effect on my performance. *Please complete **Section 2** below.*

There were defects or irregularities in the conduct of the assessments or in written instructions or in advice relating to the assessments which were not known to the Assessor and which can be shown to have had an adverse effect on my performance. *Please complete **Section 3** below*

Please note that you are not permitted to appeal on any grounds other than those given above.
Form continues over:

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SECTION 1

Please explain the administrative or procedural errors you believe have occurred in the assessment of your work. (Please provide supporting documents).

Continue on a separate sheet, if necessary

SECTION 2

Did you report any exceptional personal circumstances to the tutor, your Programme Manager or a member of support staff before the meeting of the Assessment Board? *(please tick the appropriate box)*

- Yes** Please complete section 2.1
- No** Please complete sections 2.2, 2.3 and 2.4

2.1 Please specify to whom the circumstances were reported and provide full details of any exceptional personal circumstances you had reported previously. If there are any additional circumstances that have not been previously reported please complete sections 2.2, 2.3 and 2.4.

Continue on a separate sheet, if necessary

Section 2 continued

2.2 Please provide details of any exceptional personal circumstances you have not reported previously to the Tutor/ Academic Director.

Appeals on medical grounds will not be considered without written evidence from a medical practitioner (or other health professional) which should be attached to this Form.

2.3 Please state why you did not report the circumstances detailed in 2.2 above to the Tutor/ Academic Director before the meeting of the Board.

2.4 Please state why you believe the circumstances detailed in 2.2 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary

SECTION 3

3.1 Please state the defects or irregularities in the written instructions or advice relating to the unit's assessment criteria you believe to have occurred.

3.2 Please state why you believe the defects or irregularities detailed in 3.1 above had an adverse effect on your performance.

Continue on a separate sheet, if necessary

No further submission will be considered.

I declare that the information given on this Form and documentary evidence attached, if any, is a true statement of facts to the best of my knowledge and belief.

.....
Signed (Appellant)

...../...../.....
Date

Document Information Table

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*Content owner is responsible for ensuring the regular review and update of the document to reflect changes in both internal governance and external regulations.

Authorship

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