



LSBF Academic Appeals Policy

Valid grounds for academic appeals include the following:

- The published grade is incorrect due to an administrative error.
- There has been an irregularity within the assessment process that casts doubt upon the validity of the student's results.
- The student's performance was affected by exceptional circumstances which could not be communicated prior to assessment or immediately following submission and confirmation of grades. *Sufficient evidence must be supplied to corroborate the claim of both exceptional circumstances and the inability to communicate them in a timely fashion.*
- There has been an error in the calculation or classification of the final grade.

Students **cannot** appeal against the following:

- The academic judgment of the examiners.
- Marks awarded in individual pieces of work where all required procedures have been followed.
- The decision that a student must retake a module due to not passing on their first attempt.

General Appeals Procedure

Should a student wish to appeal a grade presented to them by the university awarding body, or a judgment made by the school, the student can submit a Student Appeal Form. Based on the student's request and the supporting information, LSBF will make a decision on the appeal. The process for appeals is as follows:

- 1) The student completes the **Student Appeal Form** and submits it to their **Student Support Programme Administrator**, along with any supporting documents.
- 2) The **Student Support Programme Administrator** sends the form to the **Examinations and Assessments Department** with a summary and any relevant notes regarding the student's case.
- 3) The **Examinations and Assessments Department** will add any relevant information to the summary.
- 4) All considerations and documents along with a brief summary of the case are sent to the **Head of Academics** for review.
- 5) Should the student be appealing a grade, the **Head of Academics** may request that the paper is sent to the original marker and the **Programme Leader** for review. Should the grade be deemed incorrect, the **Programme Leader** will be asked to re-grade the paper.
- 6) Once per week, the **Head of Academics** will examine all appeal requests and make the final decision based on all the information and evidence provided.
- 7) The result of the request will be sent to the student, along with instructions as to how they are to proceed based on the outcome.
- 8) Should a student's grade have changed, the new information, along with all the supporting documents, will be presented to the awarding body as a special case consideration at the subsequent examination board.