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## **Academic Appeals**

Students registered in a validated program may appeal a decision of the Board of Examiners. Students' rights of appeal are limited to two grounds:

- either that the student's performance in an assessment was adversely affected by illness or factors which they were unable, or for valid reasons unwilling, to divulge before the Board of Examiners reached its decision.
- or that that there has been a material administrative error, an assessment was not conducted in accordance with the current regulations for the program or special arrangements formally agreed, or that some other material irregularity relevant to the assessment has occurred.

Disagreement with the academic judgment of a Board of Examiners in assessing the merits of an individual element of assessment does not constitute grounds for an academic appeal. Responsibility for the submission of documentary evidence in support of the appeal rests with the student.

The College follows a three-stage process:

<b>Timeframes for Consideration of an Academic Appeal</b>			
<b>Stages</b>	<b>Action</b>	<b>Timeframe</b>	<b>Who is responsible</b>
Stage One - Informal	Follow ACG process as published in policy and procedures.	Follow ACG timeframe as published in policy and procedures.	ACG Process
Student	Submit formal /academic appeal.	Follow ACG timeframe as published in policy and procedures.	ACG Process
Stage Two – Formal	Follow ACG process as published in policy and procedures. Issue COIP.	24 calendar days from receipt of formal academic appeal.	ACG Process
Student	Request OU Review	28 calendar days from receipt of COIP.	ACG Process
Stage Three – OU Review	Follow OU process as published in policy and procedures. Issue COP.	28 working days from receipt of student review request.	OU Process
Stage 2 and Stage 3 completed within 90 calendar days.			

- **Stage One** - Opportunity for early resolution at a local level through the Academic or Departmental Advising (Informal internal consideration);
- **Stage Two** - A formal review stage by the Academic Council and the Vice President of Academic Affairs (Formal internal consideration); and
- **Stage Three** – Open University review.

Stage 2 and Stage 3 are completed within 90 calendar days.

**Informal internal consideration** is designed to address straightforward concerns quickly and locally before a student makes a formal appeal. This might include, for example, face-to-face discussion with the student to explain a decision, or asking an appropriate member of staff to handle the matter. If appropriate, the College will write to the student setting the outcome.

**Formal internal consideration:** When a student is dissatisfied with the outcome of early resolution, or where early resolution is not possible or suitable due to the nature, complexity or

seriousness of the case, the formal stage of appeals is used. Appeals must be submitted online to the Academic Council at [academic-council@acg.edu](mailto:academic-council@acg.edu) no later than 14 days following the publication of Examination Board results. Students must officially state in their email that this is an appeal and add any supporting evidence needed. All appeals, including requests for grade change for non-validated courses, must be submitted to the Academic Council within the above stated timeframe and no later than the end of the second week of the following semester/session.

The Academic Council, which meets regularly every two weeks, will consider the student's academic appeal at its next scheduled meeting. The members of the Academic Council shall exclude any members of the faculty or the administration who have been involved in the assessment of the student or who have been members of the relevant Board of Examiners.

The Academic Council considers and ensures appropriate action on the student's appeal. Students who attended a non-validated course may appeal a final course grade within 45 days from the last day of classes for courses without a final exam or from the day of the final exam for courses with final exams. For appeals concerning grade assignment in non-validated courses, the Department Chair/Program Coordinator may form a departmental committee to review the student assessment and propose to the Academic Council a decision on the grade. Students are advised of the outcome within 3 days of the meeting by the Academic Council's secretary via e-mail.

Within 3 days of receipt of the Academic Council's outcome, the student has the right to appeal further, in writing, to the Vice President of Academic Affairs (VPAA). The VPAA considers any supplementary evidence provided and informs the students of their decision in writing within 7 days of receipt of the appeal. The VPAA signs the **Completion of Internal Procedures Letter (COIP)** to the student.

The Registrar's Office will keep records of outcomes for all academic appeal cases.

**Referral to Open University review:** Students studying for an OU-validated program may ask the OU to review how their academic appeal was handled. The request for a review must be made within 28 calendar days from the receipt of COIP letter. For details on how to request a review by the OU and who to contact, please refer to **The Handbook for Validated Awards 2024-25**.