



Policy:	Academic Appeals Policy
Date of approval:	March 2026
Effective date:	April 2026
Next review date:	March 2027

1. Purpose

Kingsford Education Group (KEG) operates an internal Academic Appeals Policy and Procedure for cases that fall within its control, particularly where an awarding body procedure does not apply, such as formative assessments without awarding body involvement.

The purpose of this policy is to ensure that academic appeals are handled fairly, transparently, and consistently, and that students are provided with a clear mechanism to challenge academic decisions where appropriate.

- Where an awarding body has its own appeals procedure, that procedure will take precedence. KEG will fully cooperate with awarding body requirements.
- Students must normally submit appeals in writing, except in exceptional circumstances.
- KEG distinguishes clearly between academic appeals and complaints. Academic appeals relate to assessment decisions, marks, or academic outcomes, while complaints relate to non-academic services and are handled under a separate policy.
- This procedure applies only to matters within the control of KEG. Matters relating to awarding bodies or partner organisations must be submitted directly to those bodies, with KEG providing guidance where necessary.

2. Scope

This policy applies to all students enrolled at Kingsford Education Group (KEG).

- It covers appeals relating to academic assessment decisions, including marks, grades, progression decisions, and outcomes of assessment processes.
- It does not apply to complaints about services or facilities, which are addressed through the Student Complaints Policy.

3. Principles

The procedure is underpinned by the following principles:

- Students have the right to be accompanied by a friend, colleague, or representative at formal stages.
- Appeals must be submitted in writing as soon as reasonably possible.
- Only appeals within KEG's authority to remedy will be considered.
- Where applicable, awarding body procedures take precedence.
- All proceedings will be conducted confidentially where practicable.
- Formal records of hearings will be maintained and made available.

- Hearings may be recorded where appropriate.
- Timescales may be extended by agreement where justified.
- Group appeals may be considered collectively where issues are substantially similar.
- Repeat appeals will only be considered where new evidence or circumstances are presented.
- Appeals without new material evidence may be rejected.
- Malicious or false appeals will be treated as misconduct.

Where disciplinary proceedings are ongoing, KEG will determine the appropriate sequencing of processes.

4. Grounds for Appeal

Academic appeals will normally be considered only on one or more of the following grounds:

- Procedural irregularity in the assessment process
Error in the recording or calculation of marks
New evidence that could not reasonably have been provided at the time of assessment
Evidence of bias or unfair treatment
- Appeals based solely on academic judgement will not normally be considered.

5. Submission of Appeal

Students must submit their appeal in writing, clearly stating:

- The nature of the appeal
The grounds for appeal
The outcome sought

Appeals must be submitted to: registry@kingsford.org.uk

Students should normally submit all supporting evidence within 14 calendar days. Extensions may be granted where justified.

6. Investigation

The Principal or nominee will appoint an Investigating Officer to review the appeal and prepare a written report.

- The investigation will be conducted promptly and will consider all relevant evidence.
- Where the appeal relates to a named individual, that individual will be informed and given the opportunity to respond.

7. Appeal Panel

An Appeal Panel will be convened, consisting of at least two members of staff not previously involved in the case.

KEG will aim to hold the hearing within 14 working days of receiving the investigation report. Students will receive at least 5 working days' notice of the hearing.

Students may request a reasonable postponement or nominate a representative if unable to attend.

8. Hearing Procedure

Students are expected to attend the hearing. If they are unable to attend due to exceptional circumstances, they must inform KEG in advance.

If a student fails to attend without reasonable explanation, the hearing may proceed in their absence.

- All relevant evidence must be shared at least 2 working days prior to the hearing.
- All parties may present their case and call witnesses.

The panel may ask questions at any stage and may adjourn proceedings if further information is required.

9. Outcome

The panel will issue a written decision within 14 working days of the hearing.

The outcome will include:

- The decision
The reasons for the decision
Any actions or remedies

Where the appeal involves another individual, both parties will receive the outcome.

10. Secondary Appeal (Final Internal Review)

Students may request a secondary appeal within 5 working days of receiving the outcome.

- The request must clearly state the grounds for review, which may include procedural irregularity, error in fact, new evidence, or concerns regarding the outcome.
- A Secondary Appeal Panel will be convened with members independent of the original decision.

- The panel will normally review the specific grounds rather than rehear the entire case, unless necessary.
- The panel may uphold, partially uphold, or overturn the original decision.
- The outcome of the secondary appeal will be issued within 7 working days and represents the final internal decision.

11. Completion of Procedures

Following completion of internal processes, KEG will issue a Completion of Procedures Letter. If the student remains dissatisfied, they may refer the matter to the Office of the Independent Adjudicator.

The complaint must normally be submitted within 12 months of the Completion of Procedures Letter.