SENATE REGULATION 12 (August 2014 onwards): Academic Appeals

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The Scope of Academic Appeals

1. An academic appeal under this Regulation must relate to one or more of the following decisions of a Panel or Board of Examiners or of research degree Examiners relating to the assessment of an undergraduate, postgraduate taught or postgraduate research student:
   
a) a mark or grade for any examination, test, practical assignment or project, thesis, dissertation or coursework which has been formally confirmed by the Examiners; and/or

b) a formal recommendation of the Examiners that a student should obtain or not obtain a degree or qualification of the University; and/or

c) the class of degree or any mark of distinction recommended by the Examiners; and/or

d) a formal recommendation by the Examiners that a student shall or shall not be permitted to proceed to the next year of a programme of study or repeat any module or programme or resubmit any material (including a thesis or dissertation) for assessment, or re-sit any examination; and/or

e) for a postgraduate research student, the outcome of a formal progress review under Senate Regulation 5.24.

2. No request for an academic appeal shall be allowed on the basis that the Examiners or assessors conducting a progress review are alleged to have erred in the judgement of the academic standard achieved by the student.

Academic Appeals and Complaints

3. The only rights of academic appeal provided by this Regulation are against decisions of examiners or assessors, as set out in paragraph 1 above. The University has also approved a Complaints Procedure, which may not be used by students as a route for the re-consideration of those decisions of examiners or assessors, but may be used to complain about any other aspects of provision.

Academic Appeals and conferral of awards / attendance at degree ceremonies

4. Students are required to adhere to the deadlines set out in this Regulation. Once an award has been conferred, either at a degree congregation or in absentia, a student will not normally be able to submit or proceed with internal resolution or an academic appeal. Once a request for internal resolution has been submitted, any award which is relevant to the request will not be conferred until the internal resolution and/or any subsequent academic appeal processes have been concluded. Students will also not be permitted to attend a degree congregation for the purpose of receiving a disputed award until their internal resolution and/or academic appeal has been resolved.

Fair dealing

5. Provided that academic appeals do not contravene the University’s expectations regarding the conduct of students, a student’s career in the
University will not be prejudiced by having submitted an academic appeal. Academic appeals will be handled with due discretion by staff in the University. The University reserves the right to investigate the authenticity of any documents submitted in support of an academic appeal. Academic appeals which give rise to concerns regarding any kind of student misconduct (including the falsification of any documents submitted,) may be subject to action under Senate Regulation 6. Frivolous academic appeals will be rejected at the earliest stage and written reasons will be given.

Equality Act 2010

6. In the operation of the processes set out in this Regulation the University will remain mindful of its legal obligations, including its duty of care and its obligations under the Equality Act 2010 where appropriate to make reasonable adjustments.

Parties acting on behalf of students under this Regulation

7. Students are normally expected to pursue their own academic appeal. The University may agree to communicate with a family member or other third party acting on behalf of a student, but will only do so with the express written agreement of the student, in accordance with Data Protection legislation. Students are not normally permitted to be represented in their absence in any hearing or meeting held under this Regulation.

Confidentiality

8. Raising an academic appeal gives the University permission to investigate the facts and in order to do this to be able to discuss them with appropriate people. Information students submit will remain confidential as far as this is consistent with other parties’ rights to know of any allegations that are made against them. If a student makes allegations against staff in the context of an academic appeal, the member of staff may be asked to provide a response to the Committee.

Disclosure

9. The University operates a disclosure policy, which means that a student has a right to see documents used in reaching a decision on his or her academic appeal. The student will only be able to access documents which do not compromise the privacy and confidentiality rights of third parties. Information a student submits will only be disclosed to other members of the University where it is necessary to process the academic appeal. Individuals cited in appeals normally have a right to know the allegations made about them. It might also be necessary to disclose certain information to and request information from, for example, the Disability and Dyslexia Service, in order to investigate an academic appeal. If a student is unhappy with such disclosures he or she should state this clearly on the academic appeal form and the Clerk to Academic Appeals Committee will advise him or her as to the extent to which the academic appeal may be considered.

Mediation Service
10. Where appropriate, representatives of a student’s Department or College, or of the Academic Appeals Committee may discuss with a student whether they wish for a matter relating to an academic appeal or more generally relating to academic assessment to be referred to the University’s Student Mediation Service. The mediators are all experienced members of staff who have undergone special training in mediation.

**Attendance of representatives or friends of students at hearings or meetings**

11. Where indicated in this Regulation, a student may be accompanied to a meeting or hearing by a representative, who may present the student’s case if the student so wishes, and/or by a friend. Only a current student or member of staff of the University, or an advice worker from the Union of Brunel Students, or a relevant individual in the case of reasonable adjustments being made for a disabled student shall normally be permitted to be a representative or friend of a student. Neither the student nor the University shall normally be represented by a legal practitioner at meetings or hearings held in accordance with this Regulation.

**Students and partnership arrangements**

12. Where partnership arrangements with other organisations are in place for the delivery of learning opportunities to students, any variations to the policies or procedures set out in this Regulation shall be set out in the relevant agreement and guidance to students.

**Senate Academic Appeals Committee, Panels and Hearing Panels of Academic Appeals Committee**

13. The Academic Appeals Committee is a sub-committee of Senate. The Academic Appeals Committee shall consist of a Chair who shall be a member of Senate appointed by Senate and sixteen members of academic staff (not within their probationary period) also appointed by Senate of whom at least three shall be Professors. Two members of the Committee shall be appointed as Vice-Chairs by Senate. There shall be a Clerk to the Academic Appeals Committee, who shall be a senior member of the University administration appointed by the Deputy Chief Operating Officer, or equivalent Officer, who shall provide the Committee, its Panels and Hearing Panels and their Secretaries with guidance on the policies and procedures set out in Regulation relating to academic appeals.

14. Each member of the Committee shall be appointed for three years and shall be eligible for re-appointment. The term of office of Committee members shall normally commence at the beginning of an academic year.

15. The quorum for ordinary meetings of the Committee shall be five, including the Chair. The Committee shall meet at least once annually to consider matters of policy arising from its work and may meet more frequently to consider individual student cases.

16. For the purpose of considering individual student cases, the Committee shall normally convene in either a Panel or a Hearing Panel:

   i) A Panel of the Committee may be convened for the purpose of a paper-based consideration of one or more individual academic
appeals in accordance with paragraphs 32 to 34 below. A Panel shall consist of at least three and no more than nine members of the Committee (including a Chair), as determined by the Secretary. A Panel shall normally be chaired by the Chair of the Committee or one of the Vice-Chairs of the Committee. The quorum for a Panel of the Committee shall be three. The Clerk to Academic Appeals Committee shall determine the Secretary for each Panel.

ii) Where the Committee or a Panel acts in accordance with paragraph 33(iii) below, a Hearing Panel of Academic Appeals Committee shall be convened for the purpose of giving consideration to individual appeals in a hearing, which shall be held in accordance with paragraphs 35 to 50 below. A Hearing Panel shall consist of at least three members of the Committee (including a Chair), as determined by the Secretary. A Hearing Panel shall normally be chaired by the Chair of the Committee or one of the Vice-Chairs of the Committee. The quorum for a Hearing Panel of the Committee shall be three. The Academic Appeals Committee Secretary shall determine the Secretary to each Hearing Panel.

17. The Minutes of a Panel shall be confirmed either at the next meeting of the same Panel or at the next meeting of the Committee, if this precedes the next meeting of the Panel. Minutes confirmed by a Panel shall be presented to the next ordinary meeting of the Committee for report. The Minutes of all Hearing Panels shall be confirmed at the next meeting of the Committee.

18. No member who has acted as an examiner or assessor in connection with an academic appeal under consideration, nor any member of staff who has previous involvement in any of the subject matter giving rise to the appeal, shall be present as a member of a meeting of any Committee, Panel or Hearing Panel while it considers that appeal.

19. If the disqualification and/or non-availability of members of the Committee makes it impossible to consider an individual student case in a timely manner, the Vice-Chancellor, as the Chairman of Senate, may appoint one or more additional members to the Committee for the purpose of hearing that academic appeal from among those members of the academic staff who would not, if already members of the Committee, be disqualified from sitting on the appeal under this paragraph. The Vice-Chancellor, as the Chairman of Senate, may also appoint one or two additional members to the Committee (not otherwise disqualified under this Regulation) for the purpose of considering an appeal, where it is determined by the Chair of the Committee that the Committee’s deliberations require additional or specialist expertise. Persons so appointed may be external to the University. Members of the Committee appointed under this paragraph may also serve as members of Panels or Hearing Panels convened in accordance with paragraph 16 above.

20. The Committee shall submit an annual report to Senate.

Grounds for Academic Appeal

21. A request for an academic appeal can be made on one or more of the following grounds only:
a) that there exist circumstances materially affecting the student’s performance which were not known to the Examiners or progress review when the decision was taken and which it was not reasonably practicable for the student to make known to the Examiners or progress review beforehand;

b) that there were procedural irregularities in the conduct of the examinations and/or other assessment procedures, including assessment of coursework, of such a nature as to create a reasonable possibility that the result might have been different had they not occurred;

c) (i) that there is evidence of prejudice or bias on the part of one or more Examiners or members of staff conducting a progress review; and/or
(ii) that there is evidence of inadequate assessment on the part of one or more of the Examiners or members of staff conducting a progress review.

22. An appropriate medical certificate from a qualified medical practitioner must support any request for an academic appeal citing medical factors. Medical certificates should normally be submitted at the relevant time of the illness or disability; retrospective certificates will only be accepted at the sole discretion of the Academic Appeals Committee, Panel or Hearing Panel considering the case.

Requests for Internal Resolution

23. A student considering the submission of a request for an academic appeal should first submit a request for internal resolution to the College Education Manager of his or her College. The request should be submitted in writing in accordance with the published procedures of the College within 10 working days of notification of the student’s results. A student submitting a request for internal resolution more than 10 working days after notification of his or her results will be required to satisfy his or her College that he or she was unable, for good reason, to submit a case within 10 working days of notification. Notification will be taken to include the publication of results through the internet or dispatch of notification of results by post to the student’s most recently notified address.

24. As part of the consideration of a request for internal resolution, the student’s College Manager shall normally offer the student a meeting with a representative of the student’s Department, at which the student’s request can be further discussed. Colleges will normally be required to determine the outcome of a case submitted for internal resolution within 10 working days of the date of receipt of the case. Where a case cannot be resolved to the satisfaction of the student by internal resolution, the College will provide the student with a formal record of the conclusion of internal resolution. Students who submit a request for academic appeal to the Academic Appeals Committee will normally be asked to provide a copy of the formal record of the conclusion of internal resolution.

Requests for Academic Appeals: Preliminary Consideration

25. A student submitting a request for an academic appeal must notify the Secretary to the Academic Appeals Committee in writing of the address to which
correspondence relating to the request and any subsequent appeal should be sent to the student, which may include an email address and (to avoid delay and with the agreement of the student) email may be used as the primary form of communication.

26. Any request for an academic appeal must set out in full the grounds for appeal and must be submitted in writing by the student to the Clerk to the Academic Appeals Committee promptly and in any event must be received by the Clerk within 15 working days of written notification to the student of the formal record of the conclusion of internal resolution by the College. A student requesting an appeal outside this 15 working days period must demonstrate that s/he was unable for good reason to submit the request within the 15 working days period. Furthermore, any student who did not adhere to the deadline for submission of a case for internal resolution to his or her College set out in paragraph 23 must demonstrate that s/he was unable, for good reason, to meet that deadline. The Academic Appeals Committee will normally decline to consider an academic appeal by a student against assessment unless and until the possibility of College internal resolution (under paragraphs 23 and 24 above) has been exhausted, unless the student is able to demonstrate that it was not practicable for him/her to seek such resolution.

27. During the preliminary consideration of a request for an academic appeal, relevant documentation relating to the internal resolution of the case, and other relevant documents relating to the matter may be taken into consideration, but additional comments from the student or any other persons shall not be requested and neither the student nor any other persons shall be interviewed.

28. After preliminary consideration, one of the following outcomes shall be determined in relation to any request for academic appeal:

   i) that grounds for appeal are disclosed by the request for an appeal, in which case the student’s request for an appeal and any documentation considered in accordance with paragraph 27 shall be passed for further consideration by the Academic Appeals Committee or by a Panel of the Committee;

   ii) that grounds for appeal are not disclosed by the request for an appeal in which case the appeal shall be rejected without further consideration;

   iii) that the request for an appeal should be rejected without further consideration because the student has (i) not sought internal resolution; (ii) failed to comply with the deadline for the submission of a request for internal resolution under paragraph 23, and/or the submission of an academic appeal under paragraph 26, and the student has not demonstrated good reason for failure to comply with either deadline.

29. Requests for an academic appeal shall first be considered by the Clerk to the Committee:
i) If the Clerk determines to act in accordance with paragraph 28(i), the appeal shall be referred for further consideration by the Committee or by a Panel of the Committee;

ii) If the Clerk determines that the academic appeal should be rejected in accordance with paragraph 28 (ii) or (iii), the Clerk shall refer the student’s request and any additional information assembled under paragraph 27 to the Chair or a Vice-Chair of the Committee, who shall make a further assessment of the request for an appeal and determine, in accordance with paragraph 28, the outcome to the request for an appeal. If the Chair or Vice-Chair determines to act in accordance with either paragraph 28(ii) or (iii), the request for appeal shall be rejected. If the Chair or Vice-Chair determines to act in accordance with paragraph 28(i), the request for an appeal shall be referred for further consideration by the Committee or by a Panel of the Committee.

30. The Clerk to the Academic Appeals Committee shall inform the student of the outcome of the consideration of his/her request for an appeal normally within 12 working days of receipt of the request for appeal. Where the decision of the Chair or Vice-Chair is to reject the appeal in accordance with paragraph 28 (ii) or (iii), the Clerk shall provide the student with the reasons for that outcome. Matters which are rejected at this stage shall be reported to the next meeting of the Committee or one of its Panels.

31. Where the outcome of consideration of the request for an academic appeal is that the request should be rejected under paragraph 28(ii) or (iii), the student may resubmit a request for an appeal for consideration on one further occasion only, provided that the submission is received within 15 working days of notification of the outcome of the original request. Where the outcome of the second request is that the second request is rejected under paragraph 28(ii) or (iii), the consideration of the matter under the Regulation shall be concluded and this procedure will have been exhausted.

Academic Appeals: full consideration by the Committee or a Panel

32. When an academic appeal is referred to the Committee or a Panel for further consideration under paragraph 28(i), the Committee or Panel (or its Chair, Secretary, Clerk, or any member of the Committee or Panel acting on its behalf) may request such additional written information, including written comments, as is considered appropriate in the circumstances of the matter in order to determine the appeal. Information may be requested from the student, the Chair of the Board of Examiners (or in the case of a research degree the Examiners), or any other relevant person. The normal deadline for response to such requests within the University shall be 5 working days. The Committee/Panel shall not interview the student or any members of staff or witnesses in this process. All written information to be used in reaching a decision shall be made available to the student and the student invited to provide written comments, if he or she so wishes, within a period which shall not be shorter than 5 working days.

33. Having completed its consideration of the academic appeal, and taking into account any written comment received from the student in accordance with
paragraph 32, the Committee/Panel shall determine one of the following outcomes in relation to the appeal:

- i) to uphold the appeal (in whole or part) and take one of the actions set out in paragraph 50 below;
- ii) to reject the appeal;
- iii) to act in accordance with paragraph 34, below, and refer the appeal to a Hearing Panel to give the appeal further consideration and to determine an outcome.

The Clerk or Secretary shall communicate the decision of the Committee/Panel to the student, providing the reasons for that outcome, as soon as is reasonably practicable and normally within 5 working days of the decision being made and inform the student’s College and Department regarding the outcome.

34. Where the Committee or Panel considers that the complexity of the appeal warrants consideration in a hearing, and/or that particular aspects of the appeal would be best resolved through a hearing, and/or in the interests of fairness (for example, where the interpretation of evidence is disputed), the Committee or Panel shall refer the case to a Hearing Panel.

**Procedures for Consideration by Hearing Panels**

35. When, under paragraph 33(iii), an academic appeal is referred to a Hearing Panel, the Clerk to the Academic Appeals Committee shall, based on the substance of the appeal and in consultation with the Vice-Dean (Education) of the student’s College, identify a member of University academic staff (hereafter referred to as ‘the Presenting Member of Staff’) who shall be asked to present the case in support of the decision of the Examiners under appeal. The Presenting Member of Staff may be the Chair of the relevant Board of Examiners, another examiner party to the decision under appeal, or another suitability qualified member of staff.

36. The student shall be given at least 10 working days written notice of the date of an appeals hearing, at which time the Secretary to the Appeals Hearing Panel shall also give the student notice of:

- i) The members of the Hearing Panel;
- ii) The student’s right, in advance of the hearing, to submit a further statement and/or additional supporting evidence relevant to the case and to call witnesses;
- iii) The name of the Presenting Member of Staff and his or her right, in advance of the hearing, to submit a further statement and/or additional supporting evidence relevant to the case and to call witnesses;
- iv) The date, time and place of the hearing;
- v) The student’s right to be accompanied by a representative and/or friend, in accordance with paragraph 11 above;
vi) The right of the Hearing Panel to proceed in the student’s absence if, having been given due notice of the date of the hearing and sufficient notice of the documentary evidence available to the hearing, he or she fails to appear without providing prior good reason for absence. The decision of the Chair of the Hearing Panel as to whether to proceed in the student’s absence shall be final.

37. The Secretary to the Hearing Panel shall also enclose with this notification a set of the documentation which will be considered by the Hearing Panel, which shall normally include the student’s original academic appeal submission, all the documents considered by the Committee or one of its panels in accordance with paragraph 32, and a copy of the sections of this Regulation governing the order and conduct of proceedings in hearings. A copy of the notification and the documentation shall also be sent to the Presenting Member of Staff. The Vice-Dean (Education) of the student’s College and the student’s Head of Department shall be notified of the date of the hearing.

38. The student and the Presenting Member of Staff may each nominate witnesses to attend the hearing. The student and the member of staff shall inform the Secretary to the Hearing Panel of the identity of all witnesses and brief details of the reason for calling the witness no later than 5 working days before the date of the hearing. The Secretary to the Hearing Panel shall inform all parties in writing of the identity and names of all witnesses in advance of the hearing. It is the responsibility of the party calling the witness to ensure their attendance at the hearing. The Hearing Panel reserves the right to proceed in the absence of any particular witness and the ruling of the Chair of the Hearing Panel on this matter shall be final. The student, the member of staff and the Panel shall have the opportunity to ask questions of all witnesses called.

39. If the student wishes, he or she may, prior to the hearing, provide to the Secretary no later than 5 working days before the date of the hearing an additional statement concerning the appeal and/or any additional supporting evidence relevant to the case.

40. The Presenting Member of Staff shall be invited to submit, no later than 5 working days before the date of the hearing, a statement concerning the matter of the appeal and/or any additional supporting evidence relevant to the case.

41. The ruling of the Chair of the Hearing Panel shall be final on the admission of all evidence for consideration by the Panel, including the admission of written evidence and of oral evidence from witnesses or other parties at the hearing. This shall include the power to refuse to admit evidence or hear witnesses on the basis of lack of relevancy.

42. The Chair of the Hearing Panel may determine that a hearing should be postponed or adjourned if any evidence is supplied without sufficient notice for it to be circulated and properly considered by all relevant parties.

43. A meeting of a Hearing Panel shall be held in closed session.

44. The ruling of the Chair of the Hearing Panel on any point of procedure relating to the conduct of the hearing shall be final.
45. Once a hearing has commenced the Chair of a Hearing Panel may, if he or she determines that there is good cause, adjourn the hearing for a period of not normally more than 10 working days. If a hearing is adjourned, the Secretary to the Hearing Panel shall notify all parties in writing of the date, time and place of recommencement of the hearing, giving notice of at least 2 working days. A reconvened hearing may proceed in the absence of the student if the Chair is satisfied that due notice has been served of the recommencement and there is in the Chair’s view good reason for doing so.

46. The student and his or her representative and/or friend (if any) and the Presenting Member of Staff shall be present in the hearing while any witnesses give evidence and are questioned. Each witness shall normally be present at the hearing only while giving evidence and being questioned.

47. A hearing shall normally proceed as follows:

   a) The Chair shall outline the procedure for the hearing;

   b) The Chair will ask the student (or representative) to present his/her case in support of the appeal; members of the Hearing Panel and the Presenting Member of Staff may then ask questions of the student (or representative);

   c) The Chair will ask the Presenting Member of Staff to make any initial comments concerning the appeal; members of the Hearing Panel and the student (or representative) may then ask questions of the member of staff;

   d) The Chair will invite each party in turn to call witnesses to give evidence and/or answer questions. The Hearing Panel, student (or representative) and Presenting Member of Staff shall have an opportunity to ask questions of each witness;

   e) The Chair will ask the Presenting Member of Staff to make any final comments relating to the appeal;

   f) The Chair will ask the student (or representative) to summarise his/her case;

   g) The student (and any representative or friend) and the Presenting Member of Staff shall be asked to leave the hearing and the Hearing Panel will consider the evidence that has been heard. If it is unable to determine an outcome to the appeal, the Hearing Panel may at this stage choose to adjourn the hearing and reconvene on a later date in order to obtain further evidence from the parties.

48. A Hearing Panel shall determine to take one or more of the following outcomes in relation to each appeal:

   i) uphold the appeal (in whole or part) and take one of the actions set out in paragraph 51 below;

   ii) reject the appeal (in whole or part).
49. The Secretary to the Hearing Panel shall notify the student of the appeal outcome and the reasons for that outcome in writing as soon as is reasonably practicable and normally within 5 working days of the hearing.

50. Where an appeal is successful the University will meet any reasonable and proportionate expenses incurred by the student in attending the hearing.

**Upheld decisions of the Academic Appeals Committee, Panels and Hearing Panels**

51. Where it determines to uphold an appeal under paragraphs 33(i) or 48(i) above, the Academic Appeals Committee, or one of its Panels or Hearing Panels, may act as follows:

*In the case of an appeal by an undergraduate and taught postgraduate student*

a) require the Board of Examiners to reconsider its decision, taking into account such information or findings as the Committee / Panel or Hearing Panel may deem appropriate;

*b)* require the Examiners to reconsider their decision, taking into account such information or findings as the Committee / Panel or Hearing Panel may deem appropriate; or

c) require that the student be permitted to revise and re-submit his or her thesis within a specified time limit with entitlement to such support or supervision as shall be specified by the Committee / Panel or Hearing Panel; or

d) require the thesis to be re-examined.

*In the case of an appeal by a research student concerning an examination*

b) either require the Examiners to reconsider their decision, taking into account such information or findings as the Committee / Panel or Hearing Panel may deem appropriate; or

c) require that the student be permitted to revise and re-submit his or her thesis within a specified time limit with entitlement to such support or supervision as shall be specified by the Committee / Panel or Hearing Panel; or

d) require the thesis to be re-examined.

*e)* require the review assessors to reconsider their decision, taking into account such information or findings as the Committee / Panel or Hearing Panel may deem appropriate; or

f) require that the student be permitted a specified period of time to prepare for a further review of his or her progress with entitlement to such support or supervision as shall be specified by the Committee / Panel or Hearing Panel; or

g) require the progress of the student to be re-assessed.

52. In the case of a research degree examination, if a re-examination is required under paragraphs 51(c) or (d), the Committee, Panel or Hearing Panel may require one or more new examiners to be appointed. Where one or more new examiners are appointed, the following procedures will apply:

a) The total number of examiners for the re-examination shall not be fewer in number than for the original examination and shall normally include at least two external examiners;
Where the recommendations of the original examiners and examiners conducting the further examination following the appeal differ, the recommendation of the latter will be binding on the University and the examinee.

53. In the case of a progress review of a postgraduate research student, if a further progress review is required under paragraphs 51(f) or (g), the Committee, Panel or Hearing Panel may require one or more new assessors to be appointed, who may be internal or external to the University.

54. The Vice-Dean (Education) of the student’s College, the student’s Head of Department and the Chair of the relevant Board of Examiners or the relevant internal and external Research Degree Examiners shall be notified regarding the decisions of the Committee, its Panels and Hearing Panels.

55. Where a Board of Examiners or any other body within the University, or member of staff declines to act in accordance with a decision taken under paragraph 51, the matter shall be reported to the Chairman of Senate. The Chairman of Senate may seek the advice of members of the staff of the University without prior involvement in the matter and may determine how the matter is to be resolved, or alternatively may determine to refer the matter to a meeting of Senate for its resolution. The decision of the Chair of Senate or of Senate thus arrived at shall be final.

**Review Procedure for the outcomes of academic appeals**

56. A student who considers that his or her academic appeal has not been given full and proper consideration by either the Academic Appeals Committee, a Panel, or a Hearing Panel may submit a written representation to an Officer of the University without prior involvement in the case, designated by the Chairman of Senate, within 10 working days of receiving the final decision (under either paragraph 33 or 48 above). If the Officer of the University considers that there is good cause to do so, he or she shall take steps to review the concerns raised by the student and shall normally complete the review within 10 working days and may ask one or more members of University staff to assist. Having completed any review, the Officer of the University may make recommendations to the Chairman of Senate regarding any further actions which should be taken to ensure that the student’s academic appeal receives a full and proper consideration, or may dismiss the student’s representation.

**Office of the Independent Adjudicator**

57. The guidance published by the Office of the Independent Adjudicator shall be followed in the issuing of Completion of Procedures Letters to students in respect of the procedures set out in this Regulation. Once a Completion of Procedures Letter has been issued, a student may apply to the Office of the Independent Adjudicator for Higher Education (http://www.oiahe.org.uk) for external review in accordance with the rules to which the OIA scheme operates.

(1 August 2014)