

P223: Higher Education Academic Appeals Policy

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	CAFRE Quality Manual Index	CAFRE Website (Tick as appropriate)
Document available	√	√

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P223: Higher Education Academic Appeals Policy

Version History

Version	Description of Changes	Date
2	Uploaded to CAFRE Policy template	May 2023

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1. Introduction

CAFRE is committed to providing Higher Education learners with the right to appeal, in the appropriate circumstances, against an academic decision. The purpose of these guidelines is to provide a clear explanation of the appeals procedure. This procedure has been informed by the advice and guidance within Concerns, Complaints and Appeals in the UK Quality code.

2. Scope

This policy applies to all CAFRE Higher Education Programmes with the exception of Queen's University validated programmes which follow their associated processes.

Service-related complaints are dealt with using the DAERA Customer Complaints procedure.

3. Learner Appeals Procedures

The learner has the right to appeal a formal decision made by CAFRE. This means that the learner is requesting another individual (or a number of individuals) with the appropriate authority to review the previous decision.

Before progressing to submit a formal appeal, it is very important that the learner tries to resolve the matter on an informal basis. To do this, the learner should contact their Lecturer/Instructor, Year Manager or Course Director i.e. whoever made the original decision. They should do this as soon as is practicably possible after the original decision has been made and no later than 10 working days after the date of the original decision.

If the learner is still not satisfied with the outcome, they can submit a formal appeal. A formal appeal must be supported with evidence to confirm at least one of the following:

- They are a current learner and wish to appeal an assessment decision on the basis of either a rejected extenuating circumstances application **or** a procedural **or** other irregularity associated with the conduct of examinations or assessments or the provision of additional relevant information.

To commence the process of submitting an appeal, the learner should:

- Ensure that they have valid grounds and evidence to support the request,
- Ensure that the appeal falls into the category of eligible Academic Appeals (listed above),

The appeal must be submitted in writing using the specific form (D223.1 Extenuating Appeals Form or D223.2 Procedural or other Irregularities Appeals Form available on CAFRE's Virtual Learning Environment) to CAFREappeals@daera-ni.gov.uk within 10 days of the original decision being made.

The appeal will be considered by an independent Head of Branch, supported by a panel of CAFRE Education Service staff. CAFRE will aim to notify the learner of the outcome of their appeal within

10 working days of the date when the learner submitted their written appeal. In the event of the appeal being successful and the outcome is of benefit to other learners, then the outcome shall be applied to all learners impacted.

4. Northern Ireland Public Service Ombudsman (NIPSO)

The decision of the respective appeals panel is final and there is no right to appeal to CAFRE. However, if the learner remains dissatisfied they have the right to refer the appeal to the Northern Ireland Public Services Ombudsman. Further information about these processes can be found at www.nipso.org.uk

5. Customer Complaints Procedure

CAFRE is committed to providing its customers with a high standard of service. We welcome comments on the quality of service received and suggestions on how we can improve our service.

A customer service complaint is any communication to us, which expresses dissatisfaction with the quality of our service. It does **not** deal with academic issues or issues relating to educational needs, bullying or harassment or disciplinary matters.

To make a complaint about the quality of service provided by CAFRE, the procedures as outlined in the Department of Agriculture, Environment and Rural Affairs (DAERA) website on 'How do I make a complaint', referring to the link below should be followed.

<https://www.daera-ni.gov.uk/publications/how-do-i-make-complaint-if-i-am-unhappy-quality-service-i-received>