

University College Birmingham

Assessment Appeals Procedure

Reviewed by the General Student Regulations Panel: May 2026

Approved by the Student Services and Standards Committee of the Corporation: June 11, 2026

Date of the next Review: May 2027

1. Introduction

1.1 The Assessment Appeals Procedure is available to all students enrolled at UCB. This document uses the term “student” to refer to all individuals enrolled and registered at UCB, including those on College, Sixth Form, Higher National Certificate/Diploma, undergraduate and taught postgraduate programmes, apprenticeships, UCB-awarded programmes delivered at partner institutions in the UK and overseas, and programmes delivered by UCB that lead to awards of other recognised awarding bodies.

1.2 An appeal for the purposes of this Assessment Appeals Procedure is:

‘A request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards.’ (Quality Assurance Agency)

1.3 A student has the right to appeal against an assessment outcome (College/Sixth Form) or Exam Board decision (Higher Education) to the Assessment Appeals Committee (a Sub-committee of the Academic Board). An appeal that questions academic judgement in awarding a mark is **not** eligible. The basis of an appeal may only be made on one or more of the following grounds:

- That the student’s performance was affected by illness or other factors which they were, for valid reasons, unable to divulge before the assessment decision, or the Examination Board’s decision was taken. An appeal must be supported by medical or other documentary evidence acceptable to the Assessment Appeals Committee.
- That there is new and relevant evidence not previously available.
- That the correct procedure for determining the student’s assessment outcome had not been followed, resulting in an unfair decision.

1.4 For complaints of a service-related nature, the [Student Complaints Procedure](#) is the most appropriate way to resolve such concerns.

1.5 College/Sixth Form students only – College students wishing to appeal against an assessment decision should, in the first instance, speak to their Senior lecturer or Head of Department, Subject/Curriculum lead or the Lead Internal Verifier. Sixth Form students should speak initially to the Subject Lead or Curriculum Lead. If there is a valid reason to challenge a result, they may use this Assessment Appeals Procedure.

1.6 If a College/Sixth Form student wishes to appeal a mark for an externally marked or awarded assessment, they should seek advice from the relevant UCB staff, as stated above, who will follow the Exam Board's post-results services and appeals procedures to determine if there is a valid reason to challenge a result.

1.7 Apprentices only - For apprentices, certain assessment decisions relating to gateway, end-point assessment or external awarding/end-point assessment organisations may be subject to separate procedures in accordance with apprenticeship assessment requirements.

2. Stages of the Assessment Appeals Process

2.1 Stage One - Early Resolution Process

2.1.1 In the first instance, where relevant, students must discuss their concerns with their assessor/lecturer/marker or relevant apprenticeship representative soon after the grade/mark has been shared with the student. In exceptional circumstances, a student can discuss the matter with a Senior Lecturer/Head of Department/Subject Lead/Curriculum Lead, who will explain the reasons for the assessment decision. UCB expects its staff to address such concerns with thoughtfulness and empathy, aiming to resolve most issues informally and effectively at this stage, thereby reducing the need for formal escalation.

2.1.2 Students considering appealing an assessment decision are encouraged to seek advice in the first instance. This may be obtained from:

- The Guild of Students (advice@ucbguild.co.uk), who can provide independent and confidential advice and support to help you understand your options and the assessment appeals process;
- Academic Registry (registry@ucb.ac.uk), who can advise on academic procedures, regulations and the formal assessment appeals process;
- Student Services (student_services@ucb.ac.uk), who can provide guidance, support and signposting to appropriate services.

2.2 Stage Two - Formal Student Assessment Appeals Procedure

2.2.1 If, after completing Stage 1, a student wishes to appeal an assessment outcome (College/Sixth Form) or Exam Board decision (Higher Education), they can submit an appeal using the [Assessment Appeal Form](#), which can be found on the [website](#). Complete this form within 10 working days of the notification of the assessment outcome (FE/Sixth Form) or the publication of the Exam Board's decision (HE), stating the grounds for the appeal.

2.2.2 A full justification for the appeal should be given, including detailed information which supports the grounds for the appeal. Evidence to support the appeal should also be attached to the Form or included as a separate attachment.

2.2.3 Upon receipt of the student's completed Assessment Appeal Form and evidence, the Director of Academic Registry (or nominee) will consider the case and decide whether there are grounds for reconsidering the assessment outcome or the Exam Board decision. If so, the Director of Academic Registry (or nominee) will convene a meeting of the Assessment Appeals Committee at the earliest opportunity (normally within 10 working days of receipt of the formal appeal).

2.2.4 With reference to apprenticeship provision, workplace evidence or employer statements may be considered as part of the appeal process.

2.2.5 The Assessment Appeals Committee may confirm the original decision, or if it decides that the appeal is justified, request that the Board of Examiners or other relevant body reconsider the original decision.

2.2.6 Appendix 1 provides an overview of the Assessment Appeals Committee membership and Terms of Reference.

2.3 Stage Three - Appealing the Outcome of Stage Two.

2.3.1 A student may appeal against the decision of the Assessment Appeals Committee to a designated member of the Executive Management Team (or nominee) if they can provide new evidence or identify that some procedural irregularity has occurred in the handling of their appeal by the Assessment Appeals Committee.

2.3.2 The student must complete an [Assessment Appeal Form](#) within 10 working days of the notification of the decision of the Assessment Appeals Committee. The designated member of the Executive Management Team (or nominee) will convene a meeting at the earliest opportunity (usually within 10 working days) to hear the appeal.

2.3.3 The designated member of the Executive Management Team (or nominee) may uphold the appeal and require the Examinations Board or relevant body to review the original decision. Alternatively, they may reject the appeal if it is determined that no valid grounds for the reconsideration of the original decision have been established.

2.3.4 College/Sixth Form students may have recourse to the Awarding Body for their programme via the External Verifier or directly to the Awarding Body. However, internal processes must be completed before this can be undertaken. Students are requested to contact the Lead Internal Verifier to assist them with their appeal to an awarding body. In addition, UCB's Academic Registry (registry@ucb.ac.uk) will advise students on the relevant Awarding Body Regulations.

2.3.5 If a student's appeal is not upheld at Stage Three, they will be issued with a Completion of Procedures Letter, confirming that they have exhausted UCB's Formal Assessment Appeals Procedure.

3. Independent External Review

If a student is not satisfied with the outcome of Stage Three, they can appeal the decision to the Office of the Independent Adjudicator (OIA) within their stated time limit. OIA will ensure the student has exhausted all UCB appeal procedures before reviewing their case. In addition, the OIA will not consider appeals based on academic judgement. For advice and information concerning the OIA, please contact the Academic Registry (registry@ucb.ac.uk), an employee of the Guild of Students (advice@ucbguild.co.uk), or visit the OIA website: www.oiahe.org.uk

Appendix 1:

The Assessment Appeals Committee

Membership

1. The Director of Academic Registry (or nominee), who will chair the meeting.
2. The Executive Dean (or nominee) from the School concerned, or the FE/Sixth Form Principal (or nominee).
3. Deputy Dean (Quality Assurance and Enhancement) or nominee (as an independent member)
4. The Committee may include a fourth member if it determines that additional expertise in a specific area would be beneficial.

No individual who was involved in the original assessment decision, or at any earlier stage of the appeal process, shall serve as a member of the Committee, nor have any significant prior acquaintance with the student concerned.

The Committee shall not include more than one member who is inexperienced in appeals hearings.

The Director of Academic Registry shall present the relevant information to the Committee and provide advice on the applicable Regulations.

Terms of Reference

The role of the Assessment Appeals Committee is to:

1. Consider appeals against assessment outcomes or decisions made by the Board of Examiners on the grounds of procedural irregularity or the submission of previously undisclosed extenuating circumstances. Where such grounds are established, the Committee may uphold the appeal and recommend to either the Chair of the Board of Examiners (HE) or the Senior Leader (FE/Sixth Form) that the original assessment decision be reconsidered. Where appropriate, the decision may be to repeat or resubmit the assessment. Alternatively, where no valid grounds are established, the Committee will reject the appeal.
2. Consider appeals against the decision of the Board of Examiners or other relevant body that a student has failed to meet the minimum requirements to continue their programme and has therefore been withdrawn. In such cases, the Committee may uphold the appeal based on the submitted evidence and recommend to the Chair of the Board of Examiners or other relevant body that

the withdrawal decision be reversed. Alternatively, where no valid grounds are established, the Committee will reject the appeal.

3. Consider cases where a student has been withdrawn due to insufficient engagement, as outlined in the [Code of Practice on Student Engagement and Reasonable Diligence](#). In such cases, the Committee may, based on the evidence submitted, suspend the withdrawal decision. This will be conditional upon the student meeting a time-limited improvement requirement (e.g., sustained high attendance, active engagement, and/or submission of incomplete or previously non-submitted assessments). If the condition is not met, the withdrawal will be enforced, and the student will have no further right to appeal under Stage Two of this Procedure.