

## GLOBTER INTERNATIONAL COLLEGE

### APPEAL PROCEDURE

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#### Policy and Procedure Document

<b>Document Owner</b>	Principal / Quality Assurance Office
<b>Applies To</b>	All students enrolled at Globter International College
<b>Approval Authority</b>	Academic Board / College Management
<b>Effective Date</b>	Academic Year 2026
<b>Review Cycle</b>	Annual or earlier if required

*This document sets out the formal process through which students may appeal academic or procedural decisions, ensuring fairness, transparency, and consistency across the College.*

## 1. Purpose

This Appeal Procedure establishes the arrangements by which a student of Globter International College may formally challenge an academic or administrative decision where there are valid grounds for review. The procedure is intended to promote justice, timely resolution, and confidence in the College's internal quality assurance processes.

## 2. Scope

This procedure applies to appeals relating to assessment decisions, progression decisions, disciplinary outcomes affecting academic standing, procedural irregularities, and other formal decisions of the College where a review mechanism is required.

The procedure does not replace informal discussion or routine academic feedback. Students are encouraged to seek clarification at the earliest opportunity before submitting a formal appeal.

## 3. Principles

- All appeals shall be considered fairly, independently, and without prejudice.
- Students shall have the right to be heard and to submit relevant supporting evidence.
- Appeals shall be handled confidentially and in accordance with College data protection requirements.
- No student shall suffer disadvantage or retaliation for submitting an appeal in good faith.
- Appeals shall be resolved within reasonable timescales and outcomes shall be communicated in writing.

## 4. Grounds for Appeal

A student may submit an appeal on one or more of the following grounds:

- There is evidence of a material administrative or procedural error in the original decision-making process.
- There are extenuating circumstances which the student was unable, for valid reasons, to disclose at the relevant time.
- There is evidence that the decision was unreasonable, inconsistent, or not based on the regulations of the College.
- There is evidence of bias, conflict of interest, or unfair treatment affecting the decision.

Disagreement with academic judgement alone, without evidence of one of the grounds above, will not normally constitute valid grounds for appeal.

## 5. Stages of the Appeal Procedure

Stage	Action	Indicative Timescale
Stage 1	Informal discussion with tutor, assessor, or relevant department to seek clarification or early resolution.	Within 5 working days of the decision
Stage 2	Submission of a formal written appeal to the Academic Office or designated Appeal Officer.	Normally within 10 working days of the decision
Stage 3	Initial screening for admissibility and confirmation whether the appeal meets the stated grounds.	Within 5 working days of receipt

Stage 4	Formal investigation and review by the Appeal Panel or designated senior officer.	Normally within 10 working days after screening
Stage 5	Written outcome issued to the student, including reasons and any corrective action.	Normally within 5 working days of the decision

## 6. Submission Requirements

A formal appeal should be submitted in writing and should include the following information:

- Student full name, student identification number, programme, and contact details.
- The decision being appealed and the date on which the student was notified of that decision.
- A clear statement of the ground or grounds for appeal.
- A concise explanation of the circumstances and the remedy sought.
- Any documentary evidence supporting the appeal, such as medical evidence, correspondence, or relevant records.

## 7. Admissibility and Investigation

Upon receipt, the College shall acknowledge the appeal and conduct an initial review to determine whether it has been submitted within the permitted timescale and whether valid grounds have been established. Where an appeal is incomplete, the student may be asked to provide additional information within a specified timeframe.

Where the appeal is accepted for consideration, an investigation shall be undertaken by an appropriate officer or Appeal Panel not previously involved in the matter. The investigator or panel may review records, interview relevant staff, and consider any written submissions made by the student.

## 8. Appeal Panel Composition

Role	Responsibility
Chair	Senior member of staff nominated by the College who has had no prior involvement in the case.
Academic Member	Provides subject or academic process insight where relevant.
Quality / Compliance Member	Ensures procedural consistency and adherence to policy.
Secretary	Maintains records, correspondence, and outcome documentation.

Any member with a conflict of interest must withdraw from the consideration of the appeal.

## 9. Outcomes of an Appeal

Following review, the College may determine one or more of the following outcomes:

- The appeal is upheld in full or in part.
- The original decision is confirmed where no valid basis for change is established.
- A reassessment, remarking, or reconsideration is authorised in accordance with College regulations.
- A procedural correction is made and a new decision-making process is initiated.
- Recommendations are made for service improvement, staff guidance, or regulatory clarification.

### 10. Communication of the Decision

The student shall receive a written outcome explaining the decision, the reasons for that decision, and any action to be taken by the College. Where the appeal is not upheld, the student shall be informed of any further internal or external route available in accordance with College regulations and applicable regulatory expectations.

### 11. Record Keeping and Confidentiality

All records relating to an appeal shall be maintained securely by the College. Access shall be restricted to authorised personnel only. Information shall be processed in line with the College’s confidentiality, records management, and data protection requirements.

### 12. Monitoring and Review

The Principal, Academic Board, or designated Quality Assurance function shall review appeal data periodically to identify trends, procedural issues, and areas for improvement. This procedure shall be reviewed at least annually, or earlier where changes in regulation, organisational structure, or operational risk require revision.

### Appendix A: Appeal Submission Form Template

Students may use the following template when submitting a formal appeal.

<b>Student Name</b>	_____
<b>Student ID</b>	_____
<b>Programme</b>	_____
<b>Decision Being Appealed</b>	_____
<b>Date of Original Decision</b>	_____
<b>Ground(s) for Appeal</b>	_____
<b>Summary of Appeal</b>	_____ _____
<b>Supporting Evidence Attached</b>	Yes / No (please specify) _____
<b>Remedy Sought</b>	_____

<b>Student Signature and Date</b>	<hr/>
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**Note:** The College may request additional evidence or clarification where necessary before the appeal is considered.