

Quality Assurance and Compliance News

Issue 10 - July 2022

Welcome to the Quality Assurance and Compliance Office
Newsletter

Announcements

Annex 13: Renaming the Student Appeal Process

In response to Divisional feedback, the terminology in Annex 13 has now been amended to avoid confusion students may encounter when engaging with the existing appeals terminology of 'Stage One' and 'Stage Two' appeal - terms typically associated with stages of study.

Steps have therefore been taken to change the descriptors to something more inherently descriptive, and in keeping with the other potential stages of an appeal:

- **Stage 1** appeals will now be referred to as **Formal Appeals**
- **Stage 2** appeals will now be referred to as **Appeal Reviews**
- There will be no title change for Early Informal Resolution (EIR) appeals, and Office of Independent Adjudicators (OIA) appeals.

It is worth noting that some of the existing IT infrastructure will be slower to adapt to this change and it may still be reference as Stage One or Stage Two in systems such as KentVision.

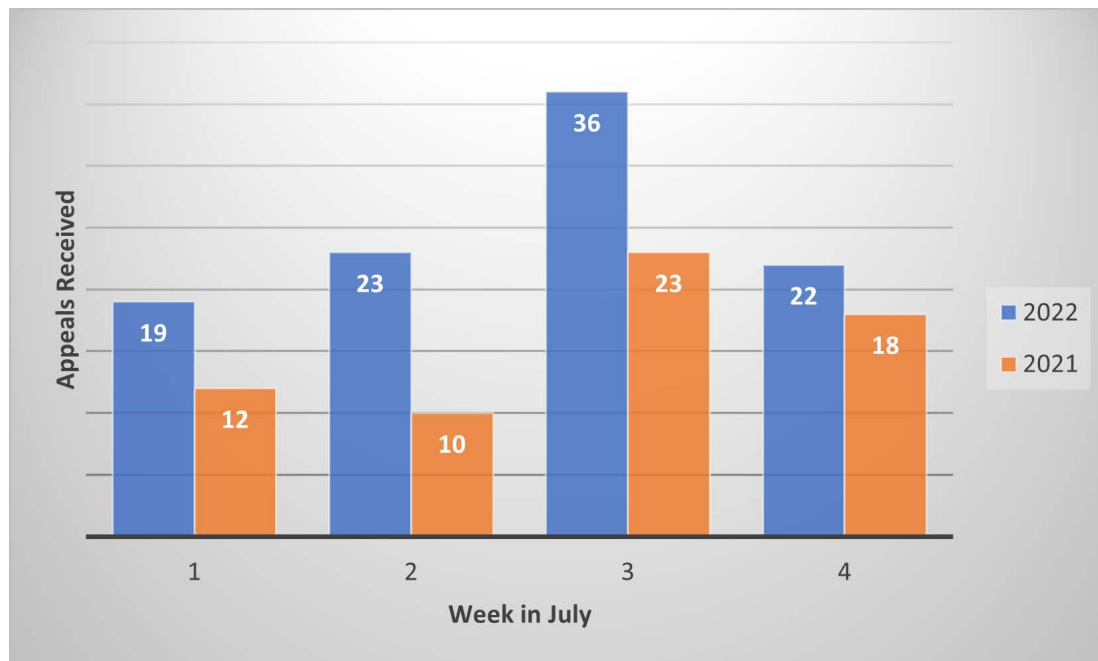
New Regulations Website

The new regulations site with the most up to date documents is now live and can be accessed using the following link: <https://www.kent.ac.uk/education/regulatory-framework>. Please note that the old site will be switched off in due course once all the redirects are put in place, so be sure to bookmark this new web address for easy reference.

Increased Formal Appeal uptake

Comparing the number of Formal Appeals received by QACO in each week of July 2022 to July 2021 has shown a significant uptake by students this year.

We are aware that this may have caused additional pressures on Divisions to comply with document requests. We will be continuing to monitor the appeals data to see if any further trends become apparent over an extended period.



What is an Academic Appeal Review Panel?

Annex 13 follows a two-stage process for the review of student appeals. When a student submits a Formal Appeal, it is considered by Case Managers within the Quality Assurance and Compliance Office.

If an appeal is dismissed, students have the right to request a further review of their case by an

academic panel. This is referred to as an Appeal Review, or Academic Appeal Review Panel (AARP).

Reviewing a Case and Choosing a Course of Action

When a student submits a Appeal Review appeal, a QA Case Manager will determine whether the appeal meets the grounds for review, as laid out in Annex 13. If the appeal meets these conditions, the case will be referred to an Academic Appeal Review Panel Chair who will consult with the QA Case Manager in the first instance and agree a course of action.

If the Chair determines that there are no further actions available or no reasonable grounds to convene a meeting of the AARP, they can recommend that the case be dismissed. Where the Chair determines that there are grounds to convene a meeting of the panel members, an Academic Appeal Review Panel will be arranged, in order to discuss the case.

In all instances, the QA Case Manager will be responsible for completing the summary and corresponding case file, and will communicate the appeal outcome to the student.

The Chair (and panel members) may make the following recommendations;

- That the student's case be upheld
- That the student's case be partially upheld
- That the original Formal Appeal recommendation be upheld

As of this year, AARP Chairs can also remit the case for re-consideration by the relevant Board of Examiners.

Who takes part in an Academic Appeal Review Panel?

In addition to the panel Chair, the AARP should consist of the Divisional Director of Education and Student Experience (UG cases) or Director of Graduate Studies (PG cases). These individuals may also appoint a nominee to the panel. Other members should include a member of academic staff not involved in the student's academic school or subject area, a sabbatical officer and the QA Case Manager.

When do AARPs take place?

In general, a Appeal Review can be submitted at any point throughout the academic year, however the majority of requests for reviewing appeal cases take place from July-September, after students have received their initial results or resit results from the Boards of Examiners.

How long does the process take?

A meeting of the Academic Appeal Review Panel will normally be held within 15 working days of the student submitting a Appeal Review. If the process extends beyond this deadline, the student should be contacted to update them on the appeal progress and the likely timeframe for completion.

Guidance on Academic Appeal Review Panels can be found in **Section 10** of **Annex 13**.

The Quality Assurance and Compliance Office offer training to all AARP Chairs throughout the year. 1-2-1 training can be booked via our [QA Clinic booking form](#). You can also watch a recently recorded training session for Academic Appeal Review Panel Chairs on our [MS Stream Channel](#).



QUALITY ASSURANCE & COMPLIANCE OFFICE / QA CLINICS

We are running QA Clinics for **Chairs of Academic Appeal Review Panels** from **8th - 19th August 2022**.

Clinics run for 30 minutes on a 1:1 basis and can be booked via our [QA Clinic Booking Form](#). Please provide a brief overview of your query so that we can allocate the most appropriate QA specialist.

For more information visit: [QACO Training](#) or email the QA Training team at qacotraining@kent.ac.uk.

QA Training Sessions

Recordings of recent QA training sessions can be found on our [MS Stream Channel](#). The following session recordings are now available to view:

Academic Appeal Review Panels 2021/22

Training requests can be made by completing our [Training Request Form](#) or by using our [QA Clinic Booking Form](#).



Updates to Codes of Practice / Credit Framework

The following changes have recently been applied to the Credit Framework

- Annex 13 (Academic Appeals): Stages 1 and 2 of the formal appeal process have been renamed to Formal Appeal and Appeal review respectively.
- Annex 13 (Academic Appeals): Revision to when Completion of Procedures letters are issued to students in response to further OIA guidance.
- Annex 10 (Academic Misconduct) Appendices D-K: Template letters updated to reflect recent changes to trigger point for Academic Misconduct Committees (section 6.3.4). Wording also included to clarify for students that records of Formal Warnings are for internal databases only, and not available for parties external to the University to view (unless required by request).
- Annex 10 (Academic Misconduct) Appendix F: Template letter provided for the purpose of informing students where a (first) Significant Offence has been committed and a penalty confirmed by the Academic Misconduct Committee Chair.

The following changes have recently been applied to the Website

- Collaborative Partnerships website has been revised and moved to a digital accessible template: <https://www.kent.ac.uk/education/collaborative-partnerships>
- Regulatory Framework website has been revised and moved to a digital accessible template: <https://www.kent.ac.uk/education/regulatory-framework>
- Course Specifications website will be used to publish current and future course specifications and as such is currently linked to student/help pages: <https://www.kent.ac.uk/courses/course-specification>

QACO FAQs

These are QA questions that are asked regularly, that might be of general interest. If you have a question that you would like to see answered here, please contact qacotraining@kent.ac.uk.

Q: Why are some appeal documentation requests 2 working days and some 5 working days for expected Divisional response?

A: The timeframe is linked to the urgency of the appeal in question. Should the student's appeal be successful and they would be permitted to either resit in the upcoming examination period or return to study in the new academic year then the shorter time period of 2 working days is required to allow time for the entire process to complete.

Q: What is the process if a student submits a Formal Appeal whilst an Early Informal Resolution is still being undertaken?

A: Where two consecutive appeals are running simultaneously the Formal Appeal will be put on hold until such time as the Early Informal Resolution (EIR) is concluded. If the EIR is unsuccessful then the Formal Appeal will continue in the normal fashion. Should the EIR be upheld/partially upheld then the results will be compared to the grounds of the Formal Appeal and a decision made whether to continue or abandon this stage of the process depending if it would still provide benefit to the student.

Q: Are Board of Examiner minutes required from a Division as part of an appeal documentation request?

A: This is no longer required from Divisions and has been removed from the documentation request template as it can be accessed directly by the QACO team via Kent Vision.

Q: If a student appeal results in mark changes what is the correct method to contact CSAO/MSAO?

A: It has been the practice to copy CSAO/MSAO into appeal outcome letters but this is no longer the case. If an appeal results in any mark changes then the Division is to make the corresponding updates via the new Kent Vision post board function and this will inform CSAO/MSAO of the specific updates without having to divulge the entire context which in turn helps reduce the number of people in contact with potentially sensitive and personal student data.

Useful weblinks

Academic Regulations – Research Courses: <https://www.kent.ac.uk/education/regulatory-framework/academic-regulations-for-research-courses>

Academic Regulations – Taught Courses: <https://www.kent.ac.uk/education/regulatory-framework/academic-regulations-for-taught-courses>

Collaborative Partnerships: <https://www.kent.ac.uk/education/collaborative-partnerships>

Credit Framework: <https://www.kent.ac.uk/education/regulatory-framework/credit-framework>

Research Code of Practice:

<https://www.kent.ac.uk/education/regulatory-framework/codes-of-practice-for-research-courses>

Taught Code of Practice:

<https://www.kent.ac.uk/education/regulatory-framework/codes-of-practice-for-taught-courses>

If you would like to be added to the mailing list for this newsletter, please email gacotraining@kent.ac.uk.