CAMBRIDGE SCHOOL OF VISUAL & PERFORMING ARTS

APPEALS POLICY AND PROCEDURES

This policy is applicable to all students studying on a university-level award at CSVPA.

Version control

PURPOSE/CHANGE	AUTHOR	DATE
Original document for 2024-25 approved at Academic Board.	Megan Knight	September 5 2024
Approved for 2025-26		September 11 2025
Approved for 2026-27		September 23 2026

1. Introduction

An appeal is a request for a review of a decision about you reached through the application of a School policy, procedure or regulation. Examples of decisions you may wish to appeal against are:

- The results agreed at an Assessment Board, which includes the results of an Extenuating Circumstances application
- A decision reached by an Academic Misconduct Panel
- A decision reached through the Attendance and Engagement Policy
- A decision reached through a disciplinary process

If you are unhappy with another aspect of your experience at CSVPA, please contact Student Services for advice about the correct process to follow.

2. Grounds for appeal

A student may make an appeal on the grounds below:

- there was a material administrative error or other material irregularity in the conduct of the assessment (including accommodated assessment/reasonable adjustment for disabled students) or the application of academic regulations;
- extenuating circumstances, which for valid reasons, had not been made known to the examination board which had they been referred might have led the examination board to reach a different decision;
  If you are adversely affected by extenuating circumstances, it is your responsibility to make use of the School's Extenuating Circumstances Policy. If you choose not to reveal any medical or other problem prior to the assessments or an assessment board, you will only be able to use this information as the grounds for a subsequent appeal in the most exceptional circumstances, and must provide evidence as to why you did not divulge such information at the time.

3. Matters which are not covered by the School's Appeals Policy and Procedure

Appeals in relation to the following matters will not normally be considered, unless you are able to evidence the grounds outlined in section 2 in relation to the matter.

3.1. Some issues cannot be dealt with under the Appeals Policy. For example, this policy cannot be used to make a complaint about teaching or another service provided by the School. Students wishing to raise a complaint should read the Complaints Policy.

3.2. You may not appeal the decision of an Assessment Board (or other decision-making body on the grounds of alleged defective judgement or non-competence of a properly convened and constituted Assessment Board (or other decision-making body). In the case of an Assessment Board this would constitute a challenge to

academic judgement. Academic judgement is a judgment that is made about a matter where only the opinion of an academic expert is sufficient. Academic judgement may relate to, but is not limited to:

- Assessment marks;
- Assessment feedback;
- Degree classifications
- Academic misconduct;
- Research methodology;
- Course content and/or learning outcomes

3.3. Formal (Stage 2) appeals should be submitted within twenty (20) working days of the date the decision being challenged is communicated to you.

- Appeals received prior to the decision being communicated to you will not be considered; you will be required to resubmit the appeal at the appropriate time.
- Appeals submitted after the deadline will not normally be considered, unless you can evidence a valid reason why you were unable to submit the appeal by the deadline.

3.4. All students are expected and required to be aware of and abide by the School's regulations, policies and procedures, and ignorance of any particular regulation, policy or procedure is not valid grounds for appeal.

3.5. If any aspect of your appeal is shown to be malicious, dishonest and/or vexatious, the appeal will not be considered. Examples include:

- appeals which are obsessive, harassing, or repetitive
- insistence on pursuing non-meritorious appeals and/or unrealistic, unreasonable outcomes
- insistence on pursuing what may be meritorious appeals in an unreasonable manner
- appeals which are designed to cause disruption or annoyance
- demands for redress which lack any serious purpose or value.

4. Communications

4.1. All communications regarding appeals, including receipt confirmation and outcome notifications, will be conducted by email. Completion of Procedures letters can be sent as a hard copy your preferred address by request.

5. Confidentiality

5.1. In submitting an appeal, you are conferring authorisation to those involved in the process to have access to relevant information required to make a decision. The School may require access to sensitive information (for example, a file held by Student Services).

5.2. Normally, an appeal and supporting evidence will only be viewed by the members of the appeal panel and, should the appeal progress to the AQSC, by the members of that Committee. Where necessary, staff other than the members of the AQSC will need sight of all or part of the appeal in order to respond to the points raised within the appeal. You can be reassured that, in such instances, any information disclosed will be treated sensitively and confidentially. If you have specific concerns regarding confidentiality please contact Student Services and/or raise your concerns on within your appeal form.

6. Timescale for all appeals

6.1. An appeal must be lodged with Student Services within twenty (20) working days of the notification of Assessment Board results or outcome from another School decision-making body. Any appeal must be accompanied by supporting evidence to be considered.

6.2. Appeals received after twenty (20) days of the notification of Assessment Board results or outcome from another School decision-making body will not normally be considered. Supporting material received after twenty (20) days of the notification will not normally be considered.

6.3. An appeal against an Assessment Board outcome may not always be resolved before the start of the next study block or level of study. If you are appealing against a decision that prevents you from continuing your studies into the next study block or level, you may be permitted to provisionally continue with your studies while your appeal is under consideration on the clear understanding that this is without prejudice to the outcome of the appeal.

7. Policy and Procedural Review

7.1. The Student Services team submits an annual report regarding appeals to the Academic Standards and Quality Committee.

8. Appeals procedure

8.1. Step One – Early resolution

Before deciding whether to lodge a formal appeal, you should discuss your concerns with a relevant member of staff. This informal discussion often leads to a better understanding why a certain decision was reached and/or whether you have valid grounds upon which to make an appeal.

8.2. Step Two – Appeal

If you are unable to resolve your concerns through Step 1, you may make a formal appeal. Step Two appeals must be received within 20 working days of the publication of results.

Appeals should be submitted for consideration using the **Step Two Appeal Form** and a full explanation of the reason for appealing must be included. The form should be sent to: studentservices@csvpa.com.

The Step Two will be considered by nominee of the Academic Quality and Standards Committee (reviewing officer) and a response sent within 15 working days.

The reviewing officer may determine in the first instance that your appeal does not warrant a full investigation, according to the following criteria:

- Early resolution: The reviewing officer has determined that your appeal is based on an administrative error (or similar) that can be rectified with immediate effect. In such cases, the appeal is considered as being referred back to Step 1 – Early resolution: the issue will be corrected, and your appeal will be closed.
- Incorrect use of the Appeals Policy and Procedure: The reviewing officer has determined that your request does not fall under the Appeals Policy and Procedure. You may be directed to the appropriate alternative policy/procedure through which to pursue your request.
- Out of time: The reviewing officer may determine that your appeal does not meet the timeframe requirements and you have not provided a valid reason for the delay. Your appeal will not be investigated further and will be closed. The original decision will stand, and you will be issued a Completion of Procedures letter.

All eligible appeals will be investigated by a reviewing officer to determine whether there is sufficient evidence to prove your grounds for appeal. The outcome of your Step 2 appeal will be either:

- Upheld: Your appeal demonstrates valid grounds, and the original decision will be reviewed in light of your successful appeal; or

- Not upheld: Your appeal does not demonstrate valid grounds, and the original decision will stand.

8.3. Step Three – Review

If you are dissatisfied with the outcome at Step Two you may request a review of the procedure undertaken at Step Two , on the following grounds:

- a material error or irregularity in the conduct of Step 2 of the Appeals Procedure; and/or
- you have material new evidence that has become available since the commencement of Step Two that you were unable, for valid reasons, to provide by the original Step Two appeals deadline

A request for review of a Step Two decision must be made to Falmouth University, in accordance with their policies and procedures (https://www.falmouth.ac.uk/student-regulations)