Cardiff Academy

POLICY /// ACADEMIC QUALITY AND STANDARDS

Academic Appeals Policy

How students can ask Cardiff Academy to review a decision of the Assessment Board, Extenuating Circumstances Panel or Academic Misconduct Panel, the grounds for appeal, timescales, and what happens next, including for students whose university offers depend on the outcome.

REFERENCE	**CA-ACA-07**	VERSION	**1.0 (Approved)**
POLICY OWNER	**Principal**	APPROVED BY	**Academic Board**
ISSUE DATE	**October 2026**	APPROVAL DATE	**October 2026**
REVIEW CYCLE	**Annual**	NEXT REVIEW DUE	**October 2027**
APPLIES TO	**Students, parents of students under 18, staff; partner universities**	PUBLISHED	**Website; Student Handbook; programme handbooks; included with results**

RELATED POLICIES CA-ACA-01 Academic Regulations; CA-ACA-04 Assessment; CA-ACA-05 Academic Integrity; CA-ACA-06 Extenuating Circumstances; CA-WEL-08 Student Complaints

LEGAL ENTITY Cardiff Education Group Ltd, trading as Cardiff Academy (Company No. 14569122). Registered office: 168 City Road, Cardiff CF24 3JE. Teaching premises: 8 Drake Walk, Cardiff CF10 4LG

1 Purpose

An academic appeal is a request to review a decision about a student's academic progress, assessment, progression or award. This policy gives students a fair, timely and transparent way to challenge such decisions on clear grounds, recognising that results often affect university places.

2 What can and cannot be appealed

Students may appeal against decisions of:

- the **Assessment Board** (confirmed marks, progression, reassessment, award or overall grade)
- the **Extenuating Circumstances Panel**
- an **Academic Misconduct** investigation or panel

Students **cannot** appeal against academic judgement – that is, the opinion of qualified markers about the quality of the work – simply because they disagree with the mark.

3 Grounds for appeal

An appeal will only be considered on one or more of the following grounds:

1. **Procedural irregularity:** the assessment or the decision was not conducted in line with the Academy's regulations or procedures, and this could have affected the outcome (including administrative or arithmetical errors).
2. **Extenuating circumstances:** the student's performance was affected by circumstances that, for good reason, they could not tell the Academy about before the decision was made.
3. **Bias or prejudice:** there is evidence of bias, prejudice or inadequate assessment by an examiner or panel member.
4. **Misconduct decisions:** the misconduct decision was not supported by the evidence, or the penalty was disproportionate.

4 Stage 0 – Clerical check (results query)

Before appealing, a student may ask for a **clerical check** of a mark (to confirm that all parts were marked and the marks correctly totalled and recorded). Requests are made to the examinations officer within **5 working days** of results being released and answered within **5 working days**. There is no fee.

5 Stage 1 – Formal appeal

- The student submits the Academic Appeal Form, explaining the grounds and the outcome sought, with evidence, to the Principal's office within **10 working days** of the decision being published.
- The appeal is acknowledged within **3 working days**.
- An **Appeals Officer** (a senior member of staff not involved in the original decision) reviews the appeal. They may obtain information from staff and may meet the student. The student may be accompanied by a friend, parent (under 18) or student representative.
- The Appeals Officer decides within **15 working days** of acknowledgement to:
  - **reject** the appeal (grounds not met), giving reasons; or
  - **uphold** the appeal and refer the matter back to the Assessment Board or relevant panel with a direction (for example to re-mark by an independent marker, to allow reassessment as a first attempt, or to correct an error).

6 Stage 2 – Review

- If the student believes that Stage 1 was not handled properly or that new evidence is now available, they may ask for a review within **10 working days** of the Stage 1 outcome.
- A **Review Panel** of three people – a member of the Academic Board (Chair), a senior teacher from a different programme, and **an external member independent of the Academy** (normally the external academic adviser or a member of the Board of Governors who is not an employee) – considers the case on the papers, and may meet the student.

- The Panel decides within **15 working days**. Its decision is final within the Academy, and the student receives a **Completion of Procedures letter**.

7 Urgent appeals affecting university places

Where a decision affects whether a student meets a university offer condition, the student should mark the appeal **URGENT**. The Academy will prioritise the appeal and aim to complete Stage 1 within **5 working days**. With the student's consent, the Academy will tell the university that an appeal is under way and the expected date of the outcome.

8 Outcomes

If an appeal is upheld and a mark, grade or award changes, the Academy will issue a corrected transcript and certificate, notify any university that received the original result, and record the change in the Assessment Board minutes.

9 After the internal procedure

Students who remain dissatisfied after receiving a Completion of Procedures letter may, where the partnership agreement allows, raise the matter with the relevant partner university. Students on British Council accredited English courses may contact the British Council. Students may also seek independent advice.

10 Principles

- No student will be disadvantaged for appealing in good faith.
- Appeals are handled confidentially.
- Reasonable adjustments are made for disabled students and students whose first language is not English.
- Vexatious or frivolous appeals may be rejected at Stage 1 with reasons.

11 Monitoring

The Principal reports annually to the Academic Board on the number, grounds and outcomes of appeals, by programme and by protected characteristic where numbers allow, and on any lessons learned.

Compliance mapping

This policy has been written to meet, and to evidence, the following external requirements. Inspectors and university partners can use this table to locate the relevant provisions.

ISI Educational Oversight (PFE) standards	Standards 52–53 (transparent procedures with an independent stage); Standard 11 (reliable assessment)
British Council Accreditation UK criteria	M20 (written information on how to raise problems)

University partner due diligence	Partner due diligence – local appeal procedure completed before escalation; outcomes communicated promptly where offers depend on results; QAA UK Quality Code principle on concerns, complaints and appeals
Legislation and statutory guidance	Equality Act 2010; Consumer Rights Act 2015; UK GDPR

Document control

Version	Date	Author / reviewer	Summary of changes
0.9	Pre-2026	Various	CA Complaints and Internal Appeals Policy (JCQ, 2025); NCUK Enquiry About Results and Appeals Policy (reference)
1.0	October 2026	Principal	New policy written for university partnerships, ISI Educational Oversight and British Council Accreditation UK. Supersedes all previous versions.

APPROVED ON BEHALF OF THE BOARD	SIGNATURE	DATE
Chair of the Board of Governors		