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Independent Advice Team**

at



Academic Appeals

Frequently asked Questions

CONTENTS:

1. How do I create an account?
2. My password doesn't work?
3. When is the deadline to submit my application?
4. Which application should I select?
5. What if I am appealing a decision reach on Academic Malpractice / Misconduct Panel Hearing?
6. What is a Stay on Action?
7. What happens if I have missed the deadline?
8. What grounds for appeal should I select?
9. What if I disagree with the results given?
10. What do I include in my personal statement?
11. I was feeling unwell before the assessment but declared I was 'Fit to Sit' by choosing to attend the exam or submit my coursework. I have now failed the assessment, what are my options?
12. What evidence is required?
13. What happens if my evidence cannot be submitted by my application deadline?
14. How do I get feedback on my Academic Appeal Application?
15. What happens if my application is rejected at the initial stage?
16. How long does it take for a decision to be reached?

We have created this list of questions to assist students during the Academic Appeals Procedure. We hope you find it useful, but please get in touch (contact details are available at the bottom of this document) if you have any additional queries we can assist with.

Q1: How do I create an account?

A: [Click here](#) to log onto the webpage. If you have not used this system (it is different from your VLE login) you will need to create a new account. This should be your main University email account (mybpp.com) as this will be used for communications with the University regarding your application. It is your responsibility to ensure that you provide the correct email address and check this regularly for updates regarding your application.

Q2: My password doesn't work?

A: This password is for this application system only, therefore it is not linked to your VLE login. The password is case sensitive and needs to be carefully inputted. You will get the opportunity to change your password if you are locked out.

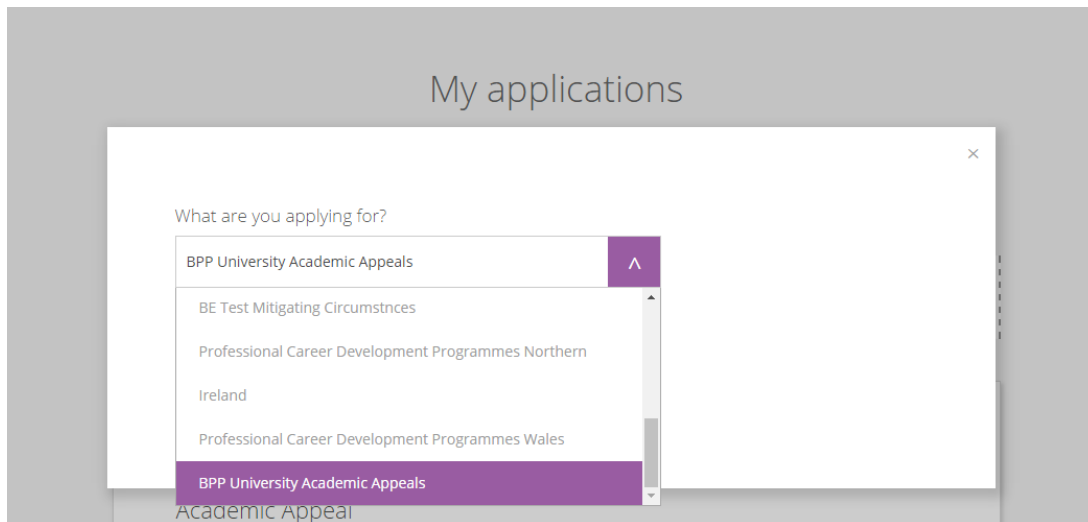
Q3: When is the deadline to submit my application?

A: You have 20 working days from the date the assessment results are released or a decision made by the University as a result of any investigation or action taken. (*Manual of Policies & Procedures Page 179*)

A working day is Monday to Friday and the final submission time is 23:59 on the 20th working day.

Q4: Which option should I select?

A: Please select the BPP University Academic Appeals option to proceed with an application (see below)



Q5: What if I am appealing a decision reached on Academic Malpractice/Misconduct Panel Hearing?

A: You will also go through this procedure to appeal that decision. However, you will need to enter this information in the text box in the appeal form. Please contact The Independent Advice team for further information.

Q6: What is a Stay on Action?

A: This option is provided to students after you have submitted an Academic appeal. Essentially, until the outcome of an appeal your status as a student with the University remains. For example, if you are being academically withdrawn, this will not be formally processed until you have exhausted the internal appeals procedure. You may need to alert teams (e.g. Programme Support Officers, Study Visas, Examinations) within BPP that you have this in place and continue to attend lectures and assessments when required.

Q7: What happens if I have missed the deadline?

A: You will need to demonstrate with evidence why you were physically or mentally incapable of submitting your application within the 20 working day deadline.

WARNING! You need to address the lateness of your application in a separate paragraph at the beginning of your personal statement.

To state that you were unaware of the Academic Appeal procedure is not considered a valid reason for explaining the lateness of your application

Q8: What grounds for appeal should I select?

A: You will need to pick a ground for each individual assessment you are appealing. Please enter this under assessment details section of the application form. Look for the information circle for further explanation on each ground.



The University procedures have three grounds a student can submit under:

- a) There is reasonable ground supported by authoritative and objective evidence to believe that there has been an **administrative or procedural error** of such a nature as to have affected the outcome of the investigation or result; or
- b) The decision in the case was manifestly unreasonable; or
- c) There is new evidence that for good reason, objectively and authoritatively documented, could not be submitted earlier.

If you are unsure of which option to select you can contact a member of the Independent Advice Team to determine this.

Q9: What if I disagree with the results given?

A: Receiving unfavourable results is not viewed as valid grounds for an appeal and it is suggested that you contact the relevant member of staff within your School with information on feedback.

Similarly, grounds simply questioning academic judgement are also not permissible

Q10: What do I include in my personal statement?

A: You will need to be very clear about the grounds for your appeal making direct reference to why your application should be considered eligible, particularly in the first paragraph. For example, *“I am requesting the opportunity to have my attempts for my assessment taken in March disregarded under ground (C) as I have new medical evidence that I could not present to the University earlier.* You will need to demonstrate in your personal statement why you could not provide the University with this information at an earlier opportunity – for example via the Mitigating Circumstances procedure.

It can be helpful to provide a chronological explanation of events, explain when were you first affected by these circumstances and when you decided to share this with University staff? If a procedural or administrative error occurred, it is really important that you provide evidence of this.

When multiple pieces of evidence is being submitted to support your appeal, we suggest that you refer to it specifically within your statement.

Q11: I was feeling unwell before the assessment but declared I was ‘Fit to Sit’ by choosing to attend the exam or submit my coursework. I have now failed the assessment, what are my options?

A: A student who has signed a declaration that they are fit to sit an examination or submit an assessment may not submit a concession application unless:

1. They are affected by unforeseen circumstances beyond their control after signing the fit to sit declaration but before the end of the examination; or
2. The student is subsequently diagnosed as having been suffering from a condition at the time of the assessment of which, for a reason supported by evidence, they were unaware of at the time; or
3. At the time of signing the fit to sit declaration the student was suffering from a condition which impaired their ability to make a rational judgement as to their ability to take the assessment.

In all of the above cases, the student must believe that these circumstances affected their performance in the assessment and in each case they must provide objective and authoritative evidence of their condition. Therefore, your personal statement and evidence should reflect the above information and guidance.

Q12: What evidence is required?

A: Medical evidence should include the following;

- Clear information/diagnosis of the nature of your ill health (whether physical or mental health)
- An indication of the likely duration of the condition (e.g. whether it’s an on-going condition or likely to be time limited, and dates if known)

- A brief assessment of the impact the ill health is likely to have on your ability to study, attend, produce work, or participate in associated activities. (e.g. indicating if the effect is mild, moderate, significant, severe, critical etc.)

All evidence should be signed and dated by the author (regardless whether it is a medical certificate or not).

Q13: What happens if my evidence cannot be submitted by my application deadline?

A: Your application cannot be late, please submit your application but explicitly state in your personal statement that the evidence is to follow indicating when you will submit. Please note that this MUST be within 10 working days from the date you submit your application.

Q14: How do I get feedback on my Academic Appeal Application?

A: Get in touch with us before you submit your application, do not leave it to the last minute as we deal with a high volume of enquires. We would expect you to request feedback at least 5 working days before the deadline. Any later and we may not be able to respond fully to your enquiry.

Q15: What happens if my application is rejected at the initial stage?

A: You can submit a request for a review explaining why you disagree with the decision. You only have 5 working days from the date of the decision letter/email to submit this request.

When seeking to challenge the decision we normally suggest for students when requesting a review, to write this in a formal manner as though you are writing a letter, For example, *"I am seeking a review from the Deputy Vice Chancellor in relation to the Academic Appeal application dated XXXX 2018."*

We would advise you to focus on the key points that you disagree with and write a statement in response. You will need to send a request by email to orc@bpp.com no later than 23:59 on the last working day.

We can look at a draft of your statement before you submit it and answer any further questions that you may have.

Q16: How long does it take for a decision to be reached?

A: An initial decision is taken within 10 working days to determine whether your application is eligible for further consideration. It can take a number of weeks before a final outcome to be reached on your application. This timescale will vary dependent on the number of applications being handled at the time and how your application progresses.

USEFUL CONTACTS:

Independent Advice: independentadvice@bpp.com

Office of Regulation & Compliance: orc@bpp.com

Technical website issues: bpptac@bpp.com

0330 1000 706 / 0845 678 7821 / 0800 056 3949

[Manual of Policies & Procedures](#)