



Higher Education Services Appeals Procedure

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Higher Education Services Appeals Procedure

1.0 Introduction

1.1 This process outlines how higher education services students may challenge academic decisions made by FutureLearn's Subject and Award Board for validated programmes. It is applicable to all students registered on a validated programme at FutureLearn. The student services team will be able to advise and guide students during this process.

1.2 The document should be read alongside the procedures for partner students.

- Brunel University (BU) [Academic Appeals | Brunel University of London](#)
- Roehampton University (RU) [Current Students | Academic Appeals | University of Roehampton, London](#)

2.0 Academic Appeals

2.1 An academic appeal allows a student to request a review of decisions made regarding assessment outcomes, progression, or final awards. These decisions are made by the Subject and Award Board for validated programmes, which approves assessment results, and determines progression and degree classifications. For BU and RU students appeals will be submitted to the university with guidance from the student services team. This process does not cover concerns related to teaching quality, academic or administrative support, or facilities. Such matters should be addressed through the [Student Complaints Procedure](#). If a student's concern includes elements of both an appeal and a complaint, guidance will be given on how each aspect will be handled and through which procedure.

3.0 Grounds for Appeal

3.1 An assessment mark has been calculated incorrectly.

3.2 Defects or irregularities in accordance with current academic regulations that were unknown to the Subject and Award Board at the time of reviewing the students marks and progress.

3.3 There were significant exceptional personal circumstances affecting the student's performance that were unknown to the Subject and Award Board.

3.4 Appeals cannot be made questioning academic judgement and marks awarded. Assessments are subject to first marking, moderation and external examination and therefore marking schemes and awards are considered to be applied fairly.

3.5 Accepting an award does not limit the students to pursue an appeal within the provisions of these regulations.

4.0 Informal Stage Early Resolution

4.1 Applicable to all students including validated, BU and RU students. Students who have questions about their grades, progression, or award outcomes are encouraged to seek clarification before beginning a formal appeal. This early, informal stage is designed to resolve straightforward issues such as factual errors or minor procedural inconsistencies that can be addressed quickly without extensive review.

4.2 Requests for clarification should be directed to the appropriate contact, such as the Lecturer, Module Leader, Programme Leader, or a Student Support Officer. These inquiries must be made as soon as

possible and within 10 working days of receiving confirmed results from either the Subject and Award Board, or partner Board of Examiners.

4.3 If an issue is identified that clearly stems from a simple error or a process irregularity requiring minimal investigation, the relevant department will be asked to correct it. Where formal results have already been confirmed, the Chair of the respective board will be notified and must approve any changes to student records.

4.4 If the concern cannot be resolved informally, the student will be informed and may proceed to submit a formal academic appeal.

5.0 Formal Appeals Stage 1

5.1 (Not applicable for BU and RU, refer to the links in section 1.2)

5.2 Students must submit the [Academic Appeals Form](#) within 10 working days of receiving confirmed results from the Subject and Award Board to quality@futurelearn.com.

- Appeals submitted before results are ratified will not be accepted.
- Late appeals will only be considered with strong evidence explaining why the deadline could not be met.
- The form is available via the Student Services Team and must include:
 - Clear appeal grounds
 - Supporting documents
 - Evidence of any informal resolution attempts

5.3 The Academic Quality Lead or nominated person will acknowledge receipt within 5 working days.

- Appeals missing key information may be returned to the student for clarification or additional evidence.
- For group-related assessments, one student may act as the spokesperson.
- Each group member must confirm their participation in the appeal.

5.4 The Academic Quality Lead or nominee will assess whether the appeal meets the criteria for consideration. Appeals outside the allowed timeframe or grounds will be rejected with written reasons. Students may respond within 10 working days to request a formal review.

5.5 The Academic Quality Lead or nominee may consult academic staff for relevant information. Appeals will be reviewed by a senior academic (e.g. an alternative subject Programme Leader) not previously involved in the case. A decision is typically communicated within 20 working days. Group appeal results are sent to the spokesperson.

5.6 Students will receive a written outcome explaining the decision and next steps. If the appeal is upheld, the relevant Board Chair will arrange updates to student records. In cases involving a new award classification, students must return the original certificate before receiving a replacement. If timelines cannot be met, students will be informed of the reason and provided with a new expected response date.

6.0 Requesting a Review Stage 2

6.1 If a student disagrees with the outcome of their formal appeal, they may request a further review within 10 working days of receiving the decision. Late requests are unlikely to be accepted. Valid grounds for review include:

- There was a procedural error during the formal appeal process.
- New, relevant evidence has come to light that couldn't reasonably be provided earlier.

6.2 Students must complete the Stage 2 [Appeal Review Form](#) within the 10-day timeframe to quality@futurelearn.com. The request must:

- Clearly state the grounds for review.
- Explain why the initial outcome was unsatisfactory.
- Include relevant supporting documents.

6.3 The Academic Quality Lead or nominee will confirm receipt within 5 working days. They will verify the request meets the required criteria and deadlines. A review panel of two senior academic staff (uninvolved in the original appeal) will be formed, supported by the Academic Registrar or nominee. The panel may ask the student for further details or evidence, at least 5 working days will be given to respond.

6.4 Possible outcomes include:

- The appeal is upheld in full or in part, with appropriate action taken.
- The appeal is rejected.

6.5 Students will receive a written outcome within 20 working days of submission. This decision is final.

7.0 Institutional Follow-Up

7.1 If the appeal is upheld, remedial steps will be recommended and shared with the Student Engagement, Quality and Programme Committee at its next meeting.

8.0 External Review: Independent Adjudication

8.1 Students who have received a Completion of Procedures Letter and remain dissatisfied with FutureLearn's final decision may request an independent review through the Office of the Independent Adjudicator for Higher Education (OIA).

8.2 Eligibility for review is subject to the OIA's complaints scheme rules, which are available on their official website: www.oiahe.org.uk.

8.3 Any complaint submitted to the OIA must be lodged within 12 months from the date stated on the Completion of Procedures Letter.

9.0 Monitoring

9.1 The policy will be kept under review and formally reviewed every three years by the Academic Registrar.

Appendix

Academic Appeals Form

Before you complete this form, please ensure that you have firstly raised the matter informally at a local level with the appropriate Lecturer, Module Leader, Programme Leader or Student Support Officer. Please also ensure that you have carefully read the Academic Appeals Procedure, and the Academic Regulations.

If, after reading the procedure and regulations, you are certain that you have grounds for appeal and you have been unable to resolve it informally, **please complete and sign this form and return to:**

quality@futurelearn.com

SECTION A: STUDENT DETAILS

Forename(s):	
Surname:	
Student ID:	
Contact Address:	
Email Address:	
Telephone Number:	
Programme:	
Date of Subject & Award Board to which this appeal relates:	

As per the Academic Appeals Procedure, an academic appeal must be submitted within 10 working days of the Subject and Award Board.

Students with disabilities or learning difficulties:

Do you have a disability or learning difficulty that you believe may require reasonable adjustments in relation to the appeals process?

☐ Yes ☐ No

(If 'no' proceed to Section B)

Please provide details below of the adjustments you feel should be made to the appeals process:

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SECTION B: MODULE/ASSESSMENT ELEMENT RELATED TO THE APPEAL

Please give the module code(s) and details of the assessment(s) related to the appeal

SECTION C: GROUNDS FOR APPEAL

Please confirm your grounds for appeal by selecting the appropriate box(es) below:

1. *At the time of the assessment, there existed circumstances which adversely affected your performance and which you were unable to communicate to the Subject and Award Board before it reached its decision. In making such a case, you must provide valid documentary evidence where appropriate. (Retrospective medical certification will not be accepted as valid)*
☐ Yes ☐ No

2. *There has been an administrative error or procedural irregularity during the conduct of the relevant assessment, of such a significant nature, as to have materially affected the approved grade or mark awarded.*
☐ Yes ☐ No

SECTION D: SUPPORTING STATEMENT

Please give details of the circumstances of your appeal and attach any relevant supporting evidence (continuing on a separate sheet if necessary).

Please indicate the remedy you are seeking as a resolution to your appeal:

SECTION E: DETAILS OF INFORMAL DISCUSSIONS

Has this appeal been raised informally first with the appropriate Lecturer, Module Leader, Programme Leader or Student Support Officer:

NO: Prior to completing this form, please ensure that you have attempted to resolve the matter informally.

YES: If 'Yes', with whom was it discussed:

Name of staff member:	
Post Title:	
Module / Programme:	
Date discussed:	

What was the outcome? *(Please also indicate why you are still dissatisfied)*

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SECTION F: STUDENT DECLARATION

By signing this form, I would like FutureLearn to consider my appeal, and I declare that:

- I have read and understood the Academic Appeals Procedure.
- I understand that FutureLearn will need to gather information about the matters raised in my appeal and that this information may include sensitive personal details which will be processed in accordance with Data Protection legislation.
- I understand that my appeal will be handled in confidence, but that in order to investigate the issues raised it may be necessary to disclose the content of my appeal to relevant staff.
- I understand that FutureLearn may need to exchange information about my appeal with external organisations such as the Office of the Independent Adjudicator (OIA), or FutureLearn's legal counsel.
- If I have disclosed personal data relating to another person/s within my appeal, I have been given permission by them to do so.
- I confirm that what I have written on this form and any enclosures is truthful and relevant to my appeal.

Signed <i>(Your Signature)</i>	Date

Academic Appeals Review Form

This form should only be used if you have received the outcome of a Stage 1 academic appeal, and you are dissatisfied with the outcome.

Please **complete and sign this form and return to:** quality@futurelearn.com within 10 working days of receiving the outcome to stage 1.

SECTION A: STUDENT DETAILS

Forename(s):	
Surname:	
Student ID:	
Contact Address:	
Email Address:	
Telephone Number:	
Programme:	
Date of Subject & Award Board to which this appeal relates:	

As per the Academic Appeals Procedure, an academic appeal must be submitted within 10 working days of the Subject and Award Board.

Students with disabilities or learning difficulties:

Do you have a disability or learning difficulty that you believe may require reasonable adjustments in relation to the appeals process?

☐ Yes ☐ No

(If 'no' proceed to Section B)

Please provide details below of the adjustments you feel should be made to the appeals process:

--

SECTION B: MODULE/ASSESSMENT ELEMENT RELATED TO THE APPEAL

Please give the module code(s) and details of the assessment(s) related to the appeal

SECTION C: GROUNDS FOR APPEALING THE DECISION FROM STAGE 1

Please confirm your grounds for appeal by selecting the appropriate box(es) below:

1. That there was a procedural irregularity at Stage 1 of the Academic Appeals Procedure which has materially disadvantaged the student.

☐ Yes ☐ No

2. The emergence of new and relevant evidence which, for good and reasonable cause, was not available during Stage 1.

☐ Yes ☐ No

3. That evidence is available to show that the outcome reached at an earlier stage was manifestly unreasonable. In this context, unreasonable shall be taken to mean perverse, i.e. that the outcome was not a possible conclusion which a similar hearing or process of consideration might have reached.

☐ Yes ☐ No

SECTION D: SUPPORTING STATEMENT

Please give details of the circumstances of your appeal and attach any relevant supporting evidence (continuing on a separate sheet if necessary).

Please indicate the remedy or further action you are seeking as a resolution to your appeal:

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SECTION E: STUDENT DECLARATION

By signing this form, I would like FutureLearn to consider my appeal, and I declare that:

- I have read and understood the Academic Appeals Procedure.
- I understand that FutureLearn will need to gather information about the matters raised in my appeal and that this information may include sensitive personal details which will be processed in accordance with Data Protection legislation.
- I understand that my appeal will be handled in confidence, but that in order to investigate the issues raised it may be necessary to disclose the content of my appeal to relevant staff.
- I understand that FutureLearn may need to exchange information about my appeal with external organisations such as the Office of the Independent Adjudicator (OIA), or FutureLearn's legal counsel.
- If I have disclosed personal data relating to another person/s within my appeal, I have been given permission by them to do so.
- I confirm that what I have written on this form and any enclosures is truthful and relevant to my appeal.

Signed (<i>Your Signature</i>)	Date