

## INTO University Partnerships Limited (“INTO”) Academic Appeals Policy Statement

January 2022

### Commitment to students

INTO, and the INTO Centres, are committed to dealing with academic appeals effectively and in a timely manner. It is noted however, that as the ultimate responsibility for deciding these matters lies with the awarding body, and operational policies are often owned by these, and not INTO or INTO Centres. In many cases, this will be the relevant partner University. Each Centre ensures that students are informed of their rights in pursuing an academic appeal promptly, and signposted to the appropriate procedure.

### Guiding principles

The guiding principles for the consideration of an appeal are aligned with the OIA Good Practice Framework, namely:

- Timely decision-making;
- Transparency in the decision-making process;
- Proper recording of appeal decisions;
- Impartiality of decision-makers;
- Ability to review a decision;
- Availability of representation

Operational academic appeals procedures are available on request from each INTO Centre<sup>1</sup>.

Academic appeals are made on grounds of grievance with academic process only, and not on matters of academic judgement. Separate complaints procedures are in operation to deal with INTO's or an INTO Centre's actions or inaction, or about the standard of service provided by INTO or an INTO Centre.

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<sup>1</sup> Noting, as above, that these may be the policies of the University partner.