

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

Last updated: June 2026

Commitment to students

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

Note that this approach also applies to eligible students studying at eligible academic levels across our Kings Education teaching entities.

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 Centre¹.

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 lack of action), or about the standard of service provided by INTO or an INTO Centre.