**COMMUNICATION PLAN: ACADEMIC APPEALS 2019/20**

**STAGE 1 – EARLY RESOLUTION**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Discuss concerns regarding results | Student | Appropriate member of staff within faculty (module or course leader), or Advice Zone for any administrative errors | Reason for concern and evidence if possible |

**STAGE 2 - APPEAL**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Submission of appeal | Student | Student Casework Unit | Stage 2 Appeal FormSupporting evidence |
| Confirmation of whether there are grounds for an appeal | Senior Registry Officer (Student Casework) (or nominee) | Registry Officer (Student Casework) | Confirmation as to whether the appeal is admissible |
| Request for further information/evidence | Registry Officer (Student Casework) | Student | Letter detailing required information |
| Acknowledgement of receipt of appeal | Registry Officer (Student Casework) | Student | Acknowledgment letter |
| Informing relevant parties of the appeal  | Registry officer (Student Casework) | Faculty contact/RWCMD contact/ student administration team contact | Stage 2 Appeal FormSupporting evidenceConfirmation of timescales |
| Consideration of the appeal | Faculty contact/Student Administration team contact/RWCMD contact | Appropriate academic colleagues | Stage 2 Appeal FormSupporting evidence |
| Request for further information/evidence | Student Administration team/ RWCMD contact | Student/ Registry Officer (Student Casework) | Letter detailing required information |
| Communication of any delays | Faculty contact/Student Administration team contact | Registry officer (Student Casework) | Email detailing the length of and reasons for the delay*NB: The student is then written to by the Student Casework Unit* |
| Communication of the faculty response internally | Faculty contact/ RWCMD contact/ Student Administration team contact | Registry officer (Student Casework) | The faculty response |
| Communication of outcome | Registry officer (Student Casework) | Student | Outcome letter |
| Communication that the outcome has been sent to the student  | Registry officer (Student Casework) |  Faculty contact/ RWCMD contact/ Student Administration team contact/ partner college contact/ Tier 4\*/ Graduation\*\*If applicable | OutcomeQ+ note |

**STAGE 3 - REVIEW**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Submission of stage 3 request for review | Student | Student Casework Unit | Stage 3 Request for Review FormSupporting evidence |
| Confirmation of whether there are grounds for a review | Associate Registrar (Student Casework) (or nominee) | Student | Letter confirming outcome of consideration of whether there is a *prima facie* case |
| Provision of information to:Relevant award and progression boardReview Panel | Associate Registrar (Student Casework) (or nominee)Supporting officer | Chair of the relevant award and progression boardReview panel | Stage 3 request for review formSupporting evidenceStage 2 appeal form and evidenceStage 2 appeal outcome Confirmation of timescales |
| Communication of the outcome internally from:Relevant award and progression boardReview Panel  | Associate Registrar (Student Casework) (or nominee)Senior Registry Officer (Student Casework) (or nominee)/ supporting officer | Faculty contact/ RWCMD contact/ Student Administration team contact/ partner college contactFaculty contact/ RWCMD contact/ Student Administration team contact/ partner college contact | Stage 3 request for review outcome form Copy of the Review Panel outcome letter and minutes of the meeting |
| Communication of the outcome to the student | Associate Registrar (Student Casework) (or nominee) | Student | Outcome letter |

**OFFICE OF THE INDEPENDENT ADJUDICATOR**

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| **Activity** | **Person responsible** | **To be informed** | **Information to be provided** |
| Providing the case file to the OIA | Associate Registrar (Student Casework) (or nominee) | OIA case handler | As requested by the OIA – normally the full case file |
| Informing staff that a case has been taken to the OIA | Associate Registrar (Student Casework) (or nominee) | Dean of faculty (or nominee)/principal of college (or nominee)/faculty contact | Email confirming the case has been allocated to an OIA case handler |
| Informing staff of the outcome of the OIA’s decision | Associate Registrar (Student Casework) (or nominee) | Dean of faculty (or nominee)/principal of college (or nominee)/faculty contact | Copy of the OIA’s final report |
| Providing redacted reports to the Students’ Union | Senior Registry Officer (Student Casework) | Chief Executive, Students’ UnionPresident, Students’ Union | A copy of redacted OIA reports |