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| **Quality Nominee** | **Rumiana Bahova Nuseibeh** | **Revision no.:** | **08/11/2024** |
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**Appeals Policy**

**This Document was last revised : 8th November 2023**

 **1. Policy**

### Students have the right to appeal to HTU to review decisions that have been made in the course of the assessment of their programme of learning. The appeals process is available to all students and staff (hereafter, referred to as students) registered on a programme of learning with HTU, with the exception of students who have had their registration suspended by HTU. An appeal may only be submitted in relation to final decisions. The key stages in the Appeals Policy are set out in the diagram below.

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### 2. Categories and criteria for appeals

**2.1** Students may appeal against decisions made by HTU in accordance with the criteria and categories set out below. However, an appeal cannot be made against the academic judgment of the assessor or examiner, or against the regulations of the qualification. HTU reserves the right to reject an appeal that does not meet the criteria and categories set out in this policy.

**2.2** The criteria against which an appeal may be submitted to HTU are as follows:

i. The policy or procedure for the decision reached was not followed correctly or applied fairly by HTU.

ii. New and relevant information or evidence that was not known by HTU, or could not have been brought to the attention of HTU at the time the decision was made, has become available.

**2.3** Students can make an appeal against an HTU decision in the following categories:

1. A results enquiry outcome regarding the fair, correct and consistent application of the processes and procedures leading to an assessment result, with respect to an individual assessment component or unit within a qualification, not to the qualification itself.
2. A reasonable adjustment outcome with respect to an individual assessment component or unit within a qualification, not to the qualification itself.
3. A special consideration outcome in relation to an individual assessment component or unit within a qualification, not to the qualification itself.
4. A malpractice outcome associated with an individual assessment component or unit within a qualification, or the award of the overall qualification. Additionally, HTU may consider Centre appeals as part of this process eg. additional HTU monitoring arising from inspection.

**2.4** A student registered by a Centre, and not directly with HTU, must request that the Centre make an appeal on their behalf in relation to an enquiry, reasonable adjustment, special Consideration or malpractice outcome.

**2.5** An appeal application made by a centre on behalf of a student must be completed by an appropriately authorised member of centre staff, for example the named examinations officer for appeals relating to assessment. If a centre makes an appeal application other than on behalf of a student, the application must be completed by the head of the centre.

### 3. Making an appeal

**3.1** An appeal application must be submitted to HTU within **15 working days** of the date of HTU’s letter advising the outcome of a decision. If the Appeal Application Form is received after the deadline, HTU reserves the right to refuse the application.

**3.2** The applicant must complete the Appeals Application form which is available from Student Support Services **( Student Portal**) **All supporting evidence must be supplied with the application form** or, if it is not available at the time of the application, as soon as it becomes available. The appeal must clearly state the criteria and category that constitute the grounds for the appeal being made (see Section 2, above). The Appeals Application form must be submitted with all relevant supporting evidence, and with the appropriate fee, to HTU Student Support Services team. The Appeal process ( workflow) is fully automated accessible to the learner on the student portal.

**3.3** If an application is not accompanied by the appropriate fee **(5 Jordan Dinars**) or does not set out clearly the grounds for appeal, HTU reserves the right not to process the application. HTU will not take responsibility to seek evidence beyond that supplied by the student making the application for an appeal.

**3.4** A student cannot make an appeal as well as a complaint against the same incident. Students wishing to complain about the service they have received should refer to the complaints policy or, in the case of an enquiry about the marking of their assessment, make an assessment result enquiry.

**3.5** HTU reserves the right to exclude or remove a student or centre from a programme of learning if they make repeated, unfounded or vexatious appeals and / or complaints regarding the programme and / or its delivery.

**4. Processing an appeal**

**4.1** HTU will acknowledge receipt of an accepted Appeals Application form within **five working days.** HTU will inform the applicant of the time period within which the appeal will be considered. If HTU requests further information or evidence from the applicant, the timescale will only begin once all the requested supporting evidence has been received by HTU.

**4.2** HTU will check the Appeals Application form to make sure that the criteria and category requirements for an appeal have been met before accepting the application. If the appeal application does not meet the criteria then it will be rejected and will not enter the appeals process. If an appeal application is rejected by HTU*,* the Appeals Application form and fee will be returned to the applicant, and the applicant will be given the reason for the rejection of the appeal.

**4.3** If HTU accepts the appeal as meeting the criteria set out in section A the appeal is considered by HTU Complaints and Appeals Review Group, which will include one member who is external to HTU and with no previous involvement in the decision being appealed. Where new information is provided as part of the appeal it may initially be referred back to the original decision maker to allow an opportunity for early resolution.

**4.4** The Complaints and Appeals Review Group **(Committee**)will investigate the appeal, including the policy and procedures followed in reaching the original decision being appealed, and the facts upon which the decision was based. A written response will be provided outlining the issues that have been considered, the findings and the outcome of the investigation. If HTU requires additional time to investigate an appeal, it will keep the applicant fully informed of this and progress thereafter.

**4.5** The student and HTU are each entitled to seek independent advice, as appropriate, in respect of an appeal. However, the applicant cannot have legal representation during the appeals process, or appear in person unless by invitation of HTU*.* If an applicant is invited to appear in person they are entitled to have a supporter accompany them. A supporter may or may not be a member of HTU.

**4.6** All the information submitted to HTU during the appeals process is treated as confidential.

**5. Outcomes and resolution**

**5.1** Following the appeals process one of the following outcomes will apply:

* An appeal is upheld (in part or in full). Where appropriate, some form of action is taken.
* **An appeal is not upheld. Reasons for this decision will be given clearly to the applicant. The applicant may either choose to take no further action or to take their appeal for external referral.**

**5.2** Where, through an appeal, HTU learns of a failure in its processes, the actions taken to resolve this may also include those that apply to other learners and/or to improvements to HTU processes.

**5.3** If an appeal is upheld, the applicant will receive a full refund of the appeals fee.

**External referral**

**5.4** Following the decision by the Complaints and Appeals Review Group the process is deemed to have been exhausted. HTU will issue the appellant with a letter stating that the appeals process has been exhausted. The case may then be eligible for consideration by the regulators. HTU will comply with the process established by the regulators and will give due regard to the outcome of any process in relation to a qualification which HTU delivers.

**5.5** If, as a result of the regulator’s appeals process or the Complaint and Appeal Group upholding the appeal, HTU learns of a failure in its assessment process, HTU will take reasonable steps to:

1. identify other students or Centres who have been affected by this failure;
2. correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure; and,
3. make sure that the failure does not occur again.

**5.6**. *Students have also the final right to appeal to Pearson*

**6. Quality assurance, monitoring and review**

**6.1** Records of all appeals, and their outcomes, are maintained by HTU for a period of at least five years*.* Appeals are monitored by the Operating Committee in line with its terms of reference.

**6.2** Any failings discovered or lessons learned during the course of an appeal or the monitoring of appeals will be acted upon as part of continuous review of HTU qualifications and processes.

**6.3** The policy and the procedures are also subject to regular monitoring and review by HTU*.* HTU continually reviews its practices to maintain the highest possible standards of consistency and quality.

**6.4** The policy and procedures are formally approved by HTU’s Complaints and Appeals Review Group.

**6.5** The policy and procedures have been developed to comply with all relevant legislation and have been externally benchmarked to be in line with recognized best practice.

**6.6** HTU is subject to regulation by the qualifications regulatory authorities within Jordan and by Pearson as an international accredited body.

**6.7** In the event that Pearson advises HTU of failures that have been discovered in similar assessment processes being offered by other awarding organizations, HTU will review its own assessment processes. If, as a result of this review, HTU finds a potential failure, it will take the same action as if a failure had been discovered by virtue of the application of the regulator’s appeals process.

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End of Policy.