Academic Appeals Policy

1.0 Academic Appeals

An academic appeal is a request for a review of a decision of an academic body charged with making decisions on student progression, assessment, and awards. Academic appeal procedures are an essential part of assuring and enhancing academic quality. This policy applies to students enrolled on, or recently graduated from, programmes delivered by LSBF Malta. It should be read in conjunction with LSBF Malta's academic regulations, the relevant Student Handbook, and the applicable MFHEA-approved programme specifications.

1.1. Responsibility for the consideration and determination of academic appeals rests with LSBF Malta in accordance with its approved academic governance arrangements and applicable programme requirements.

1.2. Information about LSBF Malta's academic appeals policy, procedures, grounds for appeal, decision-making responsibilities, and available outcomes shall be communicated transparently to students. Where an external validating and/or awarding body is involved, any applicable responsibilities and routes of review shall also be communicated.

1.3. Students who require assistance and/or guidance with academic appeals shall be provided with appropriate guidance by the Student Support Programme Administrator and/or relevant academic staff.

1.4. Anonymous or third-party academic appeals shall not be accepted. No academic Appeal made on behalf of a student shall be undertaken without the student's written consent.

1.5. All information provided during academic appeals procedures shall remain confidential and is subject to the requirements of the Data Protection Policy. Only staff directly involved withan academic appeal shall be given access to confidential information.

1.6. No student bringing an academic appeal, whether successful or otherwise, shall be treatedless favourably by any member of staff than if the academic appeal or student complaint had not been brought.

1.7. Assessment is a matter of academic judgement. Academic judgement cannot be questionedor appealed.

1.8. Grounds for academic appeals (grade appeal) include the following:

- The published grade is incorrect due to an administrative error.
- There has been an irregularity within the assessment process. This irregularitymust cast doubt upon the validity of the student's result in order to be considered.
- A student's performance was affected by exceptional circumstances which, for a valid reason, could not reasonably have been communicated through the Special Consideration process at the appropriate time. Sufficient evidence must be supplied to substantiate the claim. Further information is available in the Special Consideration provisions of the General Assessment Policy and the relevant Student Handbook.
- There has been an error in the calculation of the final grade or classification.

1.9. Students cannot appeal against the following:

- The academic judgment of the examiners.
- Marks awarded in individual pieces of work where all required procedures have been followed.
- The decision that a student must retake a module due to not passing on their first attempt.

1.10. Academic appeals shall be resolved without delay whenever possible. Where this is not possible, the student shall receive an acknowledgement and shall be kept up to date.

1.11. Students are expected to have met their obligations and responsibilities as a member of the student community with regard to:

- Meeting their academic commitments;
- Acting in accordance with LSBF Malta policies and procedures and, where applicable, the requirements of any external validating and/or awarding body;
- Behaving with reasonable consideration for other students and staff.

1.12. The academic appeals procedure shall operate on the following principles:

- All parties shall be given the opportunity to provide evidence to substantiate their version of the issue / incident;
- Full disclosure of any allegations or evidence shall be made to those parties involved in the academic appeal or student complaint;
- All parties involved in an academic appeal or student complaint shall have the right to seek assistance from a friend or non-legal representative at each stage of the procedure;
- It is assumed that all parties operate in good faith and provide information that is true,

complete and not misleading; this includes a duty to disclose all information which is relevant to the issue at stake, including information which may not support their position.

1.13. Students shall not engage in baseless, frivolous, or vexatious academic appeals. Where clear evidence exists that students do submit academic appeals or student complaints which are clearly baseless, frivolous, or vexatious, disciplinary action maybe taken.

1.14. Where a programme is delivered in partnership with, validated by, or leads to an award of an external awarding body, a student who remains dissatisfied after completing LSBF Malta's internal academic appeals procedure may be eligible to pursue any further review route provided by that body, where applicable and subject to its rules. For LSBF Malta awards, the internal academic appeals procedure is the applicable academic appeal route.

1.15. Nothing in this policy affects a student's statutory rights or their right to raise a complaint where they believe that an administrative or procedural error has occurred in the handling of an academic appeal. Any such complaint concerns the administration or application of the procedure and does not constitute a further appeal against academic judgement or the merits of the academic appeal decision.

1.16. LSBF Malta is licensed and regulated by the Malta Further and Higher Education Authority (MFHEA). MFHEA's published appeals procedures concern appeals by providers against formal decisions of the Authority and do not replace LSBF Malta's internal student academic appeals procedure.

Authorship

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