



The British University in Egypt

Academic Appeal Procedure

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1. Introduction

- 1.1 The Academic Appeal procedure applies to every student enrolled and registered with the University.
- 1.2 The Academic Appeal Procedure permits a student to request a review of an academic decision made by the University, including a decision made by a Programme Examination Board, Impaired Performance Panel or Academic Misconduct Panel.
- 1.3 The grounds of an Academic Appeal must be stated clearly and must be supported by clear and appropriate evidence.
- 1.4 Appeals against decisions made by the Impaired Performance or Academic Misconduct Panels must provide new evidence rather than what was provided to the Panels.
- 1.5 Appeals that do not follow the grounds for appeal detailed below and/or provide the evidence required will be rejected.

2. Grounds for Academic Appeal

- 2.1 Students may appeal **only** on one or more of the following grounds:
 - 2.1.1 **A decision made by an Examination Board** where the student believes there are relevant circumstances that the Board was not aware of when making its decision. The student must provide an appropriate explanation for not declaring these circumstances through other procedures (such as the Impaired Performance procedure) in time;
 - 2.1.2 **A decision made by an Examination Board** where the student can demonstrate that the Board did not consider an outcome of another Panel. Clear and appropriate evidence is required;
 - 2.1.3 **A decision made by a University Panel** where the student believes additional information/evidence was not presented to the Panel on time. New, clear and appropriate evidence is required, and the student must provide an appropriate explanation for the additional information/evidence not being presented in time;
 - 2.1.4 **A procedural irregularity or bias** in the conduct of an assessment or a University Panel. The student must provide a compelling justification for this allegation.
- 2.2 The following will **not** be accepted as grounds for Academic Appeal:
 - 2.2.1 Administrative error in the mark awarded for an assessment – this should be dealt with through the mark enquiry procedure;
 - 2.2.2 Disagreement with the academic judgment of examiners;
 - 2.2.3 Non-academic issues, e.g. staff behaviour, inadequate facilities – this should be dealt with through the complaints procedure.

3. Timescales and deadlines

- 3.1 A student who submits an appeal is required to meet all stipulated deadlines for submission of responses and/or evidence.
- 3.2 A student who is unable to adhere to the timescale/deadlines for any reason should contact Academic Services with a clear and appropriate explanation. It is at the sole discretion of the University whether or not to approve an extension of timescale/deadlines.
- 3.3 There may be instances where the University needs to extend the timescale for dealing with specific cases. When this is the case, students will be contacted to explain the delay and set a new deadline for the next stage.

4. Making an Academic Appeal

- 4.1 Academic Appeals must be submitted using the online platform at <https://claims.bue.edu.eg/student/>
- 4.2 Students must use their own BUE account, and a student cannot submit an appeal on behalf of another student.
- 4.3 As above, students must state clearly the grounds of the Academic Appeal and must support their submission with clear and appropriate evidence.

5. Academic Appeals process

- 5.1 The Academic Appeals procedure follows a two-stage decision-making process:
 - 5.1.1 **Stage One:** an Appeal Review Panel considers all submitted appeals and prepares the final list of appeal cases to put forward to the University's Academic Appeals Committee;
 - 5.1.2 **Stage Two:** the University Appeals Committee discusses and makes decisions on the appeal cases referred by the Appeal Review Panel.

6. Stage One: Appeal Review Panel membership and outcomes

- 6.1 Appeal Review Panel membership is normally:
 - A senior member of staff from the Office of the Provost, nominated by the Provost, and who declares no conflict of interest (Chair);
 - One SAR, nominated by the Deputy Registrar to operate cross-institutionally (but not from the student's Faculty);
 - A representative of Academic Services, acting as secretary;
 - The Director of Student Services may be invited to attend the Panel if there are cases related to disabilities, specific learning difficulties, long-term illness, or mental health challenges.
- 6.2 The Appeal Review Panel considers all submitted appeals to ensure they qualify for discussion by the Academic Appeals Committee, concluding with one of the following outcomes:

- 6.2.1 **Appeal is ineligible** as it fails to provide appropriate grounds. Appeal is rejected;
- 6.2.2 **Appeal is eligible** as it meets the criteria (grounds/evidence). Appeal is forwarded to the Academic Appeals Committee;
- 6.2.3 **Appeal is possibly eligible**, but more information is required. Academic Services advises the student to provide the missing information/evidence within three working days. If not provided, Appeal is rejected.
- 6.3 The Appeal Review Panel may recommend that the student appears before the Academic Appeals Committee¹. The student may accept or decline to attend.
- 6.4 The Appeal Review Panel's outcomes are communicated to students through Academic Services within five working days of the Panel.

7. Stage Two: University Academic Appeals Committee membership and outcomes

- 7.1 The Academic Appeals Committee membership is normally:
- The Provost or nominee (Chair);
 - The Director of Academic Services or nominee;
 - One SAR, nominated by the Deputy Registrar to operate cross-institutionally (but not from the student's Faculty);
 - A representative of Academic Services, acting as secretary;
 - The Director of Student Services may be invited to attend the Panel if there are cases related to disabilities, specific learning difficulties, long-term illness, or mental health challenges.
- 7.2 The Academic Appeals Committee meets twice per annum after the Examination Boards have concluded.
- 7.3 The secretary of the Appeal Review Panel briefs the Academic Appeals Committee on how cases were reviewed and decided upon (the Academic Appeals Committee may overturn a decision at its discretion).
- 7.4 The Academic Appeals Committee considers the cases referred by the Appeal Review Panel, and concludes one of the following:
- 7.4.1 **Reject** the appeal due to insufficient grounds or lack of evidence;
- 7.4.2 **Uphold the appeal** and ask the Programme Examination Board to reconsider its decision on the student's progression;

¹ A student who is invited to attend the Academic Appeal Committee may be accompanied by another member of the University community, including a Student Union representative, who may not answer questions on behalf of the student (unless this is agreed in advance by the Chair e.g. as a reasonable adjustment for a disability).

- 7.4.3 **Uphold the appeal** and allow the student further attempts with no restrictions;
- 7.4.4 **Uphold the appeal** and overturn decision made by the Academic Misconduct or Impaired Performance Panels. The Academic Appeals Committee will ask the Programme Examination Board to reconsider its decision on the student's progression following this change.
- 7.5 The secretary of the Academic Appeal Committee normally informs the student(s) of the decision of the Committee within five working days of the meeting date.