ACADEMIC APPEALS POLICY AND PROCEDURE UH-GAF

University of Hertfordshire hosted by Global Academic Foundation

Version 3 — four-stage appeal structure, aligned to UPR AS12 Appendix I and incorporating the Student Procedures Unit

Date of Publication: September 2026 | Date of Review: August 2027

SUMMARY OF CHANGES IN THIS VERSION

This version consolidates the Academic Appeals Policy and Procedure (Version 2, 27th March 2024) with the operating framework of the Student Procedures Unit, and aligns the structure of the procedure with the University of Hertfordshire Appeals Procedure Guidance (UPR AS12 Appendix I, October 2024). The scope of the policy is unchanged: it governs requests for the review of assessment decisions taken by Boards of Examiners, and nothing else.

1. The procedure is restructured into four stages: Early Resolution, Formal Appeal, Provost Review, and Vice-Chancellor Review. The stages are numbered and named as at sections 5 to 8.

2. Stage 1, Early Resolution, is introduced as a defined stage with its own reference number, response time and outcome letter. The informal routes formerly at Version 2 sections 4.2 to 4.6 are preserved within it as the categories of concern capable of early resolution.

3. Stage 3, Provost Review, is introduced. The Provost does not determine the assessment decision afresh; the appeal is against the Dean's determination subject to any new evidence.

4. Provisions are added, following UPR AS12 Appendix I, on the distinction between an appeal and a complaint (section 4), the triage of formal appeals (6.6), the setting of realistic expectations (6.8), the expedition of cases requiring swift action (section 9), Completion of Procedures and external review (section 10), and the support available to students at each stage.

5. All formal submissions and correspondence are made through the Student Services Application (SSA) platform, and records are maintained by the Unit as set out in section 11.

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1. INTRODUCTION — WHAT IS AN ACADEMIC APPEAL

1.1 The University of Hertfordshire hosted by Global Academic Foundation (UH-GAF) is committed to providing high-quality learning, teaching, and assessment that meet the required academic standards of its partner awarding bodies.

- All assessments are carried out according to the principles of openness, validity, reliability, accessibility and transparency.

1.2 An academic appeal is a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards. It may include a request to change marks, progression decisions, or final award classifications.

1.3 The Academic Appeals Policy allows a student to lodge an appeal, on permitted grounds only and without challenging academic judgement, against:

- The mark or grade awarded for an individual item of coursework;
- The outcome of an individual module;
- Completion of a stage of a programme and progression to the next stage;
- Entitlement to an award; or
- The classification or grade of an award.

1.4 Appeals under this policy are administered by the Student Procedures Unit, which provides a single point of receipt, investigation and determination. The Unit does not conduct first-instance investigations and does not review findings of academic misconduct, which are made by the Academic Conduct Team under the UH-GAF Academic Misconduct Policy. Where a Board of Examiners has applied a penalty following such a finding, the decision of the Board is an assessment decision and may be appealed under this policy on the grounds at 3.1.

1.5 Matters falling outside 1.3, including non-academic conduct and disciplinary matters, are not within the scope of this policy and are dealt with under the procedures applicable to them.

1.6 The procedure has four stages. A student must ordinarily complete each stage before proceeding to the next:

Stage 1 — Early Resolution (section 5);

Stage 2 — Formal Appeal to the Dean of School (section 6);

Stage 3 — Provost Review (section 7);

Stage 4 — Vice-Chancellor Review, which is final (section 8).

1.7 In this policy a working day means a day on which UH-GAF is open for business, excluding weekends and days of institutional closure. Where a period expires on a day on which UH-GAF is closed, it is extended to the next working day.

1.8 The Unit is accountable to the Director of Quality Assurance and reports to the UH-GAF Academic Board in accordance with section 12.

2. GENERAL PRINCIPLES

2.1 Whilst students may raise queries about the results of an assessment, UH-GAF will not consider queries which consist solely of a challenge to the academic judgement of Examiners or individual markers in assessing the merits of a student's work or in reaching a decision or recommendation on progression, award or the class or grade of award based on the marks, grades and other information relating to the student's performance.

2.2 A Module or Programme Board of Examiners acts under the authority delegated to it by the Academic Board and the decision of the Board of Examiners on a referred appeal is final other than exceptional circumstances where the Academic Board may decide to exercise its powers in accordance with the provisions of section B5, UPR AS14.

2.3 At no stage of this procedure does the decision-maker have power to alter a decision of a Board of Examiners. The power at each formal stage is to decide whether the decision should be referred back to the Board for reconsideration. It is for the Board to decide whether the decision changes.

2.4 With limited exceptions, all investigation materials considered by the Dean of School, the Provost or the Vice-Chancellor under this policy will be provided to the student.

2.5 Each stage is dealt with by staff who have not been involved with the case at a previous stage.

2.6 A student will not be disadvantaged by reason of having brought an appeal. Assessment, progression and award decisions remain in effect while an appeal is pending unless the Unit Chair directs otherwise.

2.7 At no stage do the procedures set out in this policy provide for external representation, for example by a lawyer. Where a meeting or hearing takes place a student may be accompanied by a currently registered student or a member of UH-GAF staff.

2.8 Students considering an appeal are advised to consult the information and guidance available via Academic Registry at UH-GAF. Students requiring reasonable adjustments to any part of this procedure should seek support from Academic Registry, and adjustments will be made.

3. PERMITTED GROUNDS FOR A REQUEST FOR THE REVIEW OF AN ASSESSMENT DECISION

3.1 Subject to the general principles set out in section 2 above, the grounds on which students are permitted to lodge a request for the review of an assessment decision are where evidence exists that:

a. The assessment procedures were not followed properly;

b. There has been an administrative error that would affect the outcome of the assessment decision;

c. The examinations or other assessments were not conducted in accordance with the approved programme regulations;

d. University and/or programme-specific regulations on progression and awards were not complied with;

e. Relevant information, including information that has already been provided by the student, was overlooked;

f. There is new evidence that would affect the outcome of the decision that the student was unable, for good reason, to provide earlier in the process;

g. There is a reasonable perception of bias during the process.

3.2 Students should note that:

i) the University will respond only to those matters that fall within the permitted grounds for the request set out above; and

ii) with the exception of Appeals from Exceptional Circumstances claims, the powers of the Dean of School, the Provost and the President/Vice-Chancellor are limited to the referral of a case back to a Module or Programme Board of Examiners for reconsideration, where they are satisfied this is a justifiable course of action.

3.3 The grounds at 3.1 are the grounds on which an assessment decision may be reviewed at Stage 2. At Stage 3 the Provost does not review the assessment decision but the Dean's determination of those grounds. At Stage 4 representations lie only on the ground stated at 8.2. A student must identify the ground relied upon in every formal submission.

3.4 A student should provide as much evidence as possible in support of an appeal, relating to the date of the examination or assessment submission. This may include medical evidence, correspondence with tutors, or a supporting letter from Academic Registry. An appeal unsupported by evidence is unlikely to succeed, save where the ground relied upon turns on records held by UH-GAF itself.

4. IS THIS AN ACADEMIC APPEAL, OR A COMPLAINT?

4.1 Where a student raises dissatisfaction regarding an action or lack of action by UH-GAF, or about the standard of service provided, that is a complaint rather than an academic appeal. A complaint may also concern other aspects of student life, including accommodation, facilities or behaviours, whether provided directly by UH-GAF or by a third party on its behalf.

4.2 Where a student wishes to have an academic decision overturned, that is not normally dealt with as a complaint.

4.3 A student who is unsure which procedure applies should seek impartial advice from Academic Registry. Where a submission is received under the wrong procedure, the Student Procedures Unit will signpost the student to the correct one and will not treat the time spent as counting against any deadline under this policy.

5. STAGE 1 — EARLY RESOLUTION

5.1 It is always preferred that a student resolve a query or concern at Early Resolution. This stage gives the student a prompt explanation, correction, or referral without recourse to the formal procedure.

5.2 A student submits an Early Resolution Request to the Module Lead and Programme lead.

Concerns addressed by early resolution

5.3 The following concerns are ordinarily directed by resolution at this stage:

i. a concern relating to the mark or grade of an individual item of coursework, which may be addressed with the marker, module leader or programme leader;

ii. a concern relating to the overall result of an individual module, which may be addressed with the module leader;

iii. a concern relating to stage progression, entitlement to an award, or the class or grade of an award, which may be addressed with the programme leader;

iv. a concern relating to the student's personal circumstances, which may be addressed with the Personal Tutor, Academic Support Tutor, Year or Programme Leader, or Academic Registry;

v. a concern relating to a suspected administrative error or procedural irregularity, which may be addressed with the Chair of the relevant Module or Programme Board of Examiners.

Response and outcome

5.4 A student will receive an initial response within five (5) working days of submitting an Early Resolution Request. The Unit will ascertain whether:

i. further information is required from the student;

ii. immediate early resolution is possible, which may be so where an issue can be clarified or a procedure explained;

iii. referral to the School or to another UH-GAF service is required; or

iv. the concern cannot be addressed through Early Resolution.

5.5 A written outcome is provided to the student in every case. The outcome will include an Early Resolution Reference Number and will explain how the student may proceed to Formal Appeal under section 6 if they wish to do so, the grounds on which they may do so, and the time limit for doing so.

5.6 Where it becomes apparent at this stage that the student's expectations go beyond what UH-GAF can reasonably deliver, or beyond what is within its power to deliver, that should be explained to the student in writing as soon as possible.

5.7 Where a member of staff has personally determined a concern at Early Resolution, that person takes no part in the determination of any Formal Appeal arising from the same matter. Where that person is the Dean of School (or nominee), the Unit Chair will nominate the Dean (or nominee) of another School to determine the appeal in their place, in accordance with 6.2.

6. STAGE 2 — FORMAL APPEAL TO THE DEAN OF SCHOOL

6.1 Once the Early Resolution process has been completed, and if the student remains dissatisfied with the outcome, a Formal Appeal may be submitted. A Formal Appeal is a request to the Dean of School (or nominee) of the School in which the decision was taken to review an assessment decision made by a Board of Examiners in respect of a matter listed at 1.3.

6.2 All requests for a formal review of a decision of a Board of Examiners must be made in writing to UH-GAF. Such requests are received and administered by the Student Procedures Unit, which is responsible for ensuring the appeal is processed in accordance with this policy. The appeal is determined by the Dean of School (or nominee) of the School in which the decision was taken; the Student Procedures Unit does not take part in, and does not seek to influence, that determination. Where the Dean of School (or nominee) took the decision under appeal, was involved in the assessment that led to it, personally determined the student's concern at Early Resolution in the same matter, or otherwise has a conflict of interest, the Unit Chair will nominate the Dean (or nominee) of another School to determine the appeal in their place.

Time limit

6.3 A Formal Appeal must be received within ten (10) working days of the date of the Early Resolution outcome or the Decision letter of modules assess status. The date and time of submission are recorded automatically by the SSA platform.

6.4 The Unit Chair may admit an appeal submitted out of time where the student provides evidence of mitigating circumstances explaining the delay.

How to submit

6.5 Requests must be made in the form of a written submission using the online form available at apps.gaf.edu.eg/ssa which is also available via your course programme site on CANVAS. The submission should:

i. summarise the case and grounds for requesting a review;

ii. indicate the date on which the decision or recommendation was taken by the Module or Programme Board of Examiners;

iii. include any relevant documentary evidence.

Processing and triage

6.6 On receipt, the Unit Chair and the Clerk will check within five (5) working days that the appeal is submitted under the correct procedure, falls within the grounds at 3.1, is submitted within the time limit, and is in the required format. This may result in:

i. the student being referred to a different procedure;

ii. the appeal proceeding to formal consideration; or

iii. the appeal being rejected because it is not made under the permitted grounds.

6.7 Where some or all of an appeal falls outside the permitted grounds, this will be explained to the student in writing. A student whose appeal is rejected under 6.6(iii) may seek a Provost Review under section 7.

6.8 Where the student's expectations appear to go beyond what UH-GAF can reasonably deliver, this will be explained to the student in writing as soon as possible, so that the student can form a realistic view of the possible outcomes.

Investigation

6.9 The Clerk allocates an admitted appeal for investigation to a suitably qualified member of staff nominated by the Unit Chair, who is not the Dean of School (or nominee) of the School in which the decision was taken and who has not otherwise been involved in the matter at an earlier stage. In reading the appeal the investigator considers:

i. whether the student has set out clearly what the appeal is about and which areas of UH-GAF are involved;

ii. whether the student has provided evidence in support of the appeal;

iii. what outcome the student is hoping for, and whether it can be achieved;

iv. what assistance or support can be provided to the student in taking the matter forward.

6.10 The investigator will then, within five (5) working days of allocation:

i. consider meeting the student, if necessary;

ii. gather the documents and information relating to the appeal from the Academic Registry and the School;

iii. consider whether further investigation is needed, including whether other members of staff should be contacted;

iv. consider whether the Dean of School (or nominee) should meet with the student or other relevant parties before determining the appeal; and

v. submit to the Clerk a factual report confined to matters relevant to the stated ground.

6.11 The School will usually be asked to comment on the appeal. The procedure followed should be proportionate to the nature of the appeal and the complexity of the issues raised. The investigator does not determine the appeal and expresses no recommendation on outcome in the report, which is circulated to the Dean of School (or nominee) in advance of the Dean's determination.

Consideration and determination

6.12 The Dean of School (or nominee) considers the investigator's report and the evidence against the ground relied upon, and may meet with the investigator, or request further information from the Student Procedures Unit, before deciding. The Dean's consideration is confidential and is not disclosed outside the Dean and the Student Procedures Unit.

6.13 The determination is made by the Dean of School (or nominee) alone. The Student Procedures Unit is responsible for ensuring that the Dean's consideration of the appeal follows the procedure and time limits set out in this policy and is consistent with the grounds at 3.1, but does not take part in, and does not seek to influence, the determination. The requirements as to recusal are set out at 6.2.

6.14 Having completed their consideration and having reviewed all the evidence, the Dean of School (or nominee) will within 15 working days of the receipt of the appeal or as soon as possible thereafter:

i. dismiss the appeal; or

ii. refer the matter to the Module or Programme Board of Examiners; and

iii. inform the student of the decision by means of a Letter of Decision in the following format:

The Letter of Decision

The Student Procedures Unit, on the Dean's behalf, will communicate the decision to the student in writing. The Dean has power only to decide whether an assessment decision should be referred back to the Board of Examiners; it is for the Board to decide whether the decision changes. Such letters (Letters of Decision) will:

a. inform the student of the decision;

b. give reasons why the decision was taken, including reference to the relevant policies and regulations;

c. where the matter has been referred to the Module or Programme Board of Examiners, advise the student that the proceedings of the Board are confidential, that its decisions are a matter of academic judgement, cannot be influenced and are final;

d. explain any further rights of appeal that the student might have.

Included in the letter will be a copy of the report or record of any meeting or hearing which may have taken place.

6.15 The Letter of Decision will also state the student's right to seek a Provost Review under section 7, the grounds on which they may do so, the time limit for doing so, the procedure to be followed, and where support may be obtained.

6.16 Where an appeal is upheld, the letter will explain how and when any remedy will be implemented, and what the student may do if they remain dissatisfied.

6.17 The Clerk will provide a copy of the Letter of Decision to the Assistant Registrar UH (Student Administration — Collaborative Partnerships Unit at UH) and to the Chair of the Module or Programme Board of Examiners, and to the Dean of the School concerned.

6.18 Where the Dean of School (or nominee) has referred the matter to the Module or Programme Board of Examiners, the Chair of the Board of Examiners will notify the student, in writing, of the decision of the Board. On a referral the Clerk transmits to the Board the appeal, the Letter of Decision, the investigator's report and the supporting evidence, and the Board is asked to reconsider within ten (10) working days.

6.19 Where Module or Programme Board of Examiners finds evidence of administrative error or procedural irregularity, the Module or Programme Board of Examiners will take appropriate action.

7. STAGE 3 — PROVOST REVIEW

7.1 In the event that either:

i. the decision of a Module or Programme Board of Examiners remains unchanged after the matter has been referred to it by the Dean of School (or nominee);

ii. a student has had their appeal dismissed by the Dean of School (or nominee); or

iii. a student's appeal has been rejected under 6.6(iii),

then a student may request a Provost Review.

7.2 A Provost Review is a review of the determination of the Dean of School (or nominee) and is not a fresh determination of the assessment decision. It lies where the student contends that the Dean determined a ground under 3.1 wrongly, or failed to determine a ground properly raised. A request that does no more than repeat the case put at Stage 2 will not be entertained.

7.3 The request must be submitted through the SSA platform within ten (10) working days of the date of the Letter of Decision or, where the matter was referred to a Board of Examiners, within ten (10) working days of written notification of the Board's decision. It must identify the ground relied upon, explain why the Dean's determination of it is said to be wrong, and identify any new evidence together with the reason it could not be provided earlier.

7.4 The Unit Chair may admit a request submitted out of time where the student provides evidence of mitigating circumstances explaining the delay.

7.5 The Clerk communicates the request to the Provost together with the Stage 2 file. Where the Provost considers that further enquiry is necessary, the case is allocated to the SPU to be considered.

7.6 The Provost, upon receipt of the decision of the panel, will within fifteen (15) working days of receipt or as soon as possible thereafter:

i. dismiss the request;

ii. remit the matter to the Appeal Panel for reconsideration; or

iii. refer the matter to the Module or Programme Board of Examiners for reconsideration.

7.7 The Provost will not have taken part in the determination of the matter at an earlier stage and will not otherwise have had material involvement in the decision under appeal. Where the Provost is conflicted, the Director of Quality Assurance will nominate an alternative senior officer of equivalent standing.

7.8 The decision is communicated to the student in writing, by email and through the platform, within two (2) working days. The letter will inform the student of the decision, give reasons why it was taken, and explain the right to request a Vice-Chancellor Review under section 8, the limited ground on which such a request may be made, the time limit for doing so, and where support may be obtained.

8. STAGE 4 — VICE-CHANCELLOR REVIEW (FINAL STAGE)

8.1 In the event that a student has had their request dismissed by the Provost under 7.6(i), then a student may, in limited circumstances, make representations to the Vice-Chancellor of the University of Hertfordshire, in their capacity as Chair of Academic Board. This is the final stage of the internal procedures.

8.2 A request for Vice-Chancellor Review can be made **only** on the grounds that exceptional circumstances apply. Any submission to the Vice-Chancellor should not be regarded as another opportunity to present the same arguments as those submitted to the Dean of School or the Provost, and should be made only if the student can evidence one or more of the following:

i. that the correct procedure has not been followed; and/or

ii. that all the relevant circumstances have not been considered; and/or

iii. that there is new evidence not previously considered by the Provost.

8.3 The request must be submitted in liaise with the published policies and procedures outlined in this link https://ask.herts.ac.uk/academic-appeals-requests-for-the-review-of-assessment-decisions#Stage3VicechancellorAppeal

Late requests

8.4 Where a student does not escalate within the time limit, UH-GAF may close the matter and notify the student in writing. Whether a late request is admitted depends on whether the student provides evidence of mitigating circumstances explaining the delay, such as hospitalisation at the time of the deadline or other unforeseen and exceptional personal circumstances.

8.5 Where a request is not admitted for final stage review, a Completion of Procedures Letter will be issued at the student's request, explaining that the student has not completed the internal procedures and the reasons for that.

Consideration

8.6 In the first instance the Vice-Chancellor will consider the request and determine whether there is sufficient justification for the review to be considered. Where the request is accepted for consideration, the Unit will issue a Letter of Acknowledgement to the student. An investigating officer will then review all the evidence on behalf of the Vice-Chancellor, including all documents available at the previous stages, and the decision will be based on the evidence available.

8.7 Within twenty (20) working days of the date of the Letter of Acknowledgement, or as soon as possible thereafter, the Vice-Chancellor will:

a. dismiss the request and advise the student accordingly by means of a Vice-Chancellor's Letter of Decision; or

b. determine that there is sufficient justification to require the Module or Programme Board of Examiners to reconsider the case, and advise the student accordingly by means of a Vice-Chancellor's Letter of Decision; or

c. determine that a more detailed review should be made, involving the gathering of additional evidence or the seeking of further guidance, and advise the student accordingly in writing.

8.8 The Vice-Chancellor does not possess the power to alter decisions, but may request that the appropriate Board of Examiners review the case in view of any exceptional circumstances.

The Vice-Chancellor's Letter of Decision

8.9 The Vice-Chancellor will communicate the decision to the student in writing, sent to the email address the student has provided to the University for all correspondence. The Letter of Decision will:

a. inform the student of the decision;

b. provide a clear explanation for why the decision was taken;

1. c. where the matter has been referred to the appropriate Board of Examiners, explain to the student that the proceedings of the Board are confidential, that its decisions are a matter of academic judgement, cannot be influenced and are final.

8.10 The decision of the Vice-Chancellor concludes the internal procedures of UH-GAF and the University of Hertfordshire. No further internal appeal lies from it.

9. CASES REQUIRING SWIFT ACTION

9.1 Some appeals require swift action and should be expedited at any stage of this procedure. These may include, but are not limited to:

i. cases where the issues raised have detrimental consequences for the student's mental health, or where the student displays significant distress;

ii. cases where external time limits apply, for example in meeting regulatory requirements for the completion of professional courses;

iii. cases where the decision under appeal has resulted in withdrawal from the programme, or in the loss or curtailment of a visa or sponsorship.

9.2 Where a case falls within 9.1, the Unit Chair will expedite the stage then in progress, and may abridge any period in this policy other than a time limit for submission by the student. The reason for expedition is recorded on the case file.

9.3 Where a student displays significant distress at any stage, the Unit will refer the student to Academic Registry for support, independently of the progress of the appeal.

10. COMPLETION OF PROCEDURES AND EXTERNAL REVIEW

10.1 The Vice-Chancellor's Letter of Decision will be followed by a Completion of Procedures Letter, confirming that the student has completed the internal processes, which may be used in relation to any future dealings with the Office of the Independent Adjudicator in the UK. Letters of Decision will be sent by recorded delivery and by email to the address provided by the student to the University for correspondence.

10.2 Where a request for Vice-Chancellor Review has been upheld or partially upheld, the student may request a Completion of Procedures Letter within one month of the date of the Vice-Chancellor's Letter of Decision, by writing to studentprocedures@gaf.edu.eg

10.3 A student who remains dissatisfied may take the case to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. The OIA will consider a case only where the internal procedure has been exhausted, and will not intervene in matters which turn purely on academic judgement. Further information is available at www.oiahe.org.uk.

10.4 Guidance on the procedure for making an appeal to the Vice-Chancellor and further options are fully summarised in UPR AS13 available at: https://www.herts.ac.uk/__data/assets/pdf_file/0019/233533/AS13-apx1-Appeals-Procedure-Partner-Organisations.pdf

11. RECORDS, CONFIDENTIALITY AND DATA PROTECTION

11.1 The Student Procedures Unit maintains, through the SSA platform, a complete record of each appeal at every stage, comprising the submission, the evidence, the investigator's report, the determination and the correspondence issued. Letters of Decision are saved to the Confidential Student File. Records are held on a secure encrypted system with an audit trail.

11.2 Appeals are handled with an appropriate level of confidentiality, with information released only to those who need it for the purposes of investigating or responding to the appeal. No third party should be told any more about the investigation than is strictly necessary to obtain the information required from them.

11.3 Access is restricted, on a role basis, to the Unit Chair, the Clerk, the Dean of School (or nominee) determining the appeal, the investigator allocated to the case, any Panel member allocated to a Stage 3 enquiry, and the Academic Registry. None of the above must discuss a case outside those with permitted access, disclose the identity or circumstances of a student, or share the reasoning for a determination with School staff.

11.4 Where a student submits documents containing the personal data of other students, that data must be redacted before submission.

11.5 Records are retained and archived in accordance with the institutional records retention schedule and applicable data protection law. A student may request a copy of the record of their own appeal at any time.

12. ANNUAL MONITORING AND REPORTING

12.1 At the end of each academic year the number, nature and outcomes of claims of informal and formal appeals will be analysed with particular attention to claims lodged by students with protected characteristics, and any actions resulting from this will be agreed by the UH-GAF Academic Board and any actions will be implemented at the start of the following academic year and monitored in the same manner.

12.2 The Unit Chair reports semi-annually the volume of the appeals received, outcomes by stage and by School, compliance with the time limits in this policy, cases expedited under section 9, and any matter of concern arising from its operation. These reports form the basis of the analysis at 12.1.

APPENDIX A — CONSTITUTION AND GOVERNANCE OF THE STAGE 3 APPEAL PANEL

A1 Composition

The Panel is convened by the Student Procedures Unit at Stage 3 only, to carry out a further enquiry directed by the Provost under 7.5 and to reconsider a matter remitted to it by the Provost under 7.6(ii). The Panel does not sit at Stage 2 and has no part in the determination of a Formal Appeal under section 6. The Panel comprises of one representative of each School, being the Dean of School or the Dean's nominee, together with a representative of the International Foundation Programme. Each School additionally nominates an alternate to sit where its representative is absent or withdraws under A2. Nominations are made annually and a nominee should be of senior academic standing, ordinarily at Associate Dean or Programme Leader level.

The Unit Chair presides. The Chair does not vote except where the votes are equally divided, when the Chair has a casting vote. The Clerk attends to administer the proceedings and does not vote.

The Dean of School (or nominee) who determined the appeal at Stage 2 is not a member of the Panel for that matter and takes no part in its consideration at Stage 3, in accordance with 2.5. The School's alternate sits in their place.

A2 Conflicts of interest and recusal

A member must withdraw from the consideration and determination of an appeal where the member:

i. took the decision under appeal, or was involved in the assessment that led to it;

ii. personally determined the student's concern at Early Resolution, or determined the Formal Appeal at Stage 2, in the same matter;

iii. has a personal relationship with the student;

iv. has any other material conflict of interest; or

v. is the subject of a concern as to bias raised by the Chair or the Clerk.

Where a member withdraws, the School's alternate sits and votes in their place. Failing that, the Panel may proceed provided it remains quorate. A member who has withdrawn takes no part in the deliberation or the vote and is not present for either.

A3 Quorum and voting

The Panel is quorate when four voting members are present. A decision of the Panel at Stage 3 is made by a majority of the voting members present. Where the votes are equally divided the Chair exercises the casting vote. These provisions apply to the Panel at Stage 3 only; a Formal Appeal at Stage 2 is determined by the Dean of School (or nominee) alone under 6.13.

A4 Role of the Unit Chair

The Chair is responsible for the consistent application of this policy across Schools; for the triage at 6.6; for monitoring the time limits in this policy; for expedition under section 9; for nominating a Dean of another School to determine an appeal where the Dean of School is conflicted under 6.2; for addressing conflicts of interest among Panel members at Stage 3; for satisfying themselves, before issue, that every Letter of Decision accurately records the determination of the Dean of School (or nominee) and meets the requirements of 6.14

to 6.16, without altering or influencing that determination; for exercising the casting vote at any meeting of the Panel at Stage 3; for escalating complex or high-risk matters to the Director of Quality Assurance; and for the monthly report required by 12.2.

A5 Role of the Clerk

The Clerk receives Early Resolution Requests and appeals through the platform, issues Early Resolution Reference Numbers, maintains the case record, allocates investigations under 6.9, circulates the investigator's report and the supporting papers to the Dean of School (or nominee) at Stage 2, schedules and services any meeting of the Panel at Stage 3 and records its minutes and vote, issues correspondence in accordance with 6.14 to 6.17, and transmits referrals to Boards of Examiners and requests to the Provost and the Vice-Chancellor.

A6 Role of members

Members review the papers in advance of any meeting of the Panel at Stage 3, attend and participate in deliberation, vote on the matter before the Panel, observe the confidentiality requirements at 11.2 and 11.3, and declare any conflict at the earliest opportunity. Members do not consider or vote on a Formal Appeal at Stage 2.

A7 Role of the Academic Registry

The Academic Registry supplies assessment records and other evidence on request and implements any amendment to a student record arising from a decision under this policy.

APPENDIX B — SUBMISSION THROUGH THE SSA PLATFORM

Early Resolution Requests and all formal submissions under sections 6, 7 and 8 are made at apps.gaf.edu.eg/ssa, which is also reachable from the programme site on CANVAS. Students log in with their University email address and password and may use a desktop computer, tablet or mobile device.

The student selects the stage, states the ground relied upon, and provides a written explanation of the case of not more than 1,000 words, together with the module code and the date of the decision under appeal. The platform validates that the required fields are complete before submission, records the date and time of submission, and issues a reference number.

Supporting evidence may be uploaded in PDF, Word, Excel, JPEG or PNG format, up to 2 MB per document, with no limit on the number of documents. Documents should be given clear descriptive file names, should be legible, should be paginated, and should be marked CONFIDENTIAL in the file name where appropriate. The personal data of other students must be redacted before upload.

The platform records the progress of the case and makes correspondence available for download, and notification is issued by email at each stage. A student requiring an adjustment to the method of submission on grounds of disability should contact the Unit at studentprocedures@gaf.edu.eg and reasonable adjustments will be made.

APPENDIX C — SUMMARY OF STAGES AND TIMESCALES

Stage	Decision-maker	Grounds	Time to submit	Time to decide
Stage 1 — Early Resolution (s.5)	Marker / Module or Programme Leader / Board Chair / Academic Registry	Any concern at 5.3	As soon as results are notified	Initial response 5 working days
Stage 2 — Formal Appeal (s.6)	Dean of School (or nominee); administered by the Student Procedures Unit	3.1 (a)–(g)	10 working days of Early Resolution outcome	15 working days; triage within 2
Referral (6.18)	Module / Programme Board of Examiners	Reconsideration	n/a	10 working days
Stage 3 — Provost Review (s.7)	Provost	Dean's determination of a 3.1 ground	10 working days	15 working days
Stage 4 — VC Review (s.8)	Vice-Chancellor	Exceptional circumstances only (8.2)	10 working days	20 working days of Letter of Acknowledgement

Working days are defined at 1.7. Cases falling within section 9 are expedited.

APPENDIX D — RELATED POLICIES AND DOCUMENTS

1. Academic Misconduct Policy and Procedures — UH-GAF Student Handbook (CANVAS)
2. UH-GAF Examination Regulations — UH-GAF Student Handbook (CANVAS)
3. UPR AS12 Appendix I — Appeals Procedure Guidance (University-delivered provision)
4. UPR AS13, Appendix 1 — Appeals Procedure for Partner Organisations
5. UPR AS14, section B5 — Powers of the Academic Board
6. Early Resolution Request form, Appeal form, Provost Review form, Vice-Chancellor Review form, Letter of Decision templates, investigator report template and Stage 3 Panel minutes template — maintained by the Student Procedures Unit.

Enquiries

Student Procedures Unit, UH-GAF — studentprocedures@gaf.edu.eg

Version control

Date of Issue	Review Date
Version 1 — September 2020	August 2023
Version 2 — 27th March 2024	August 2026
Version 3 (this version) — September 2026	August 2027
Signed on behalf of GAF Academic Board	
Date: 24-09-2026	