

APPEAL PROCEDURE

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	Chief Academic Officer	
2.0	Academic Compliance Office	Chief Academic Officer	

1. PURPOSE

This Procedure has been developed to support British University Vietnam (BUV) Academic Compliance Office, Appeal Committee and related parties in dealing Appeal cases of BUV students.

2. SCOPE

The process documented in this Procedure encompasses the process of requesting and dealing with Appeal cases for BUV own programmes. For Staffordshire University (SU) programmes, SU's Complaints and Appeals Procedure would be applied. BUV will support student in the process of submitting their case to SU for consideration & final decision.

3. DEFINITIONS

a. Abbreviations

Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
ACO	Academic Compliance Office

b. Appeal and when to appeal

At BUV, an appeal is when a student asks the university to change its academic decision including but not limited to:

- Academic results
- Attendance Decision
- Academic Conduct decisions.
- Exceptional Circumstances decisions.
- Disciplinary decisions.
- Scholarship evaluation decisions.

Student may appeal against an academic decision for the following reasons which student must make clear in the appeal letter:

- That the procedure was not followed properly, and this has affected the outcome;

- For Academic Conduct: That the decision reached was unreasonable due to bias or the harshness of the sanction. For Exceptional Circumstances: That the decision reached was unreasonable in view of all of the circumstances. However, in all cases, student cannot make an appeal against academic judgement of the lecturer.
- That student have new evidence which student were unable to provide earlier in the process for valid reasons;

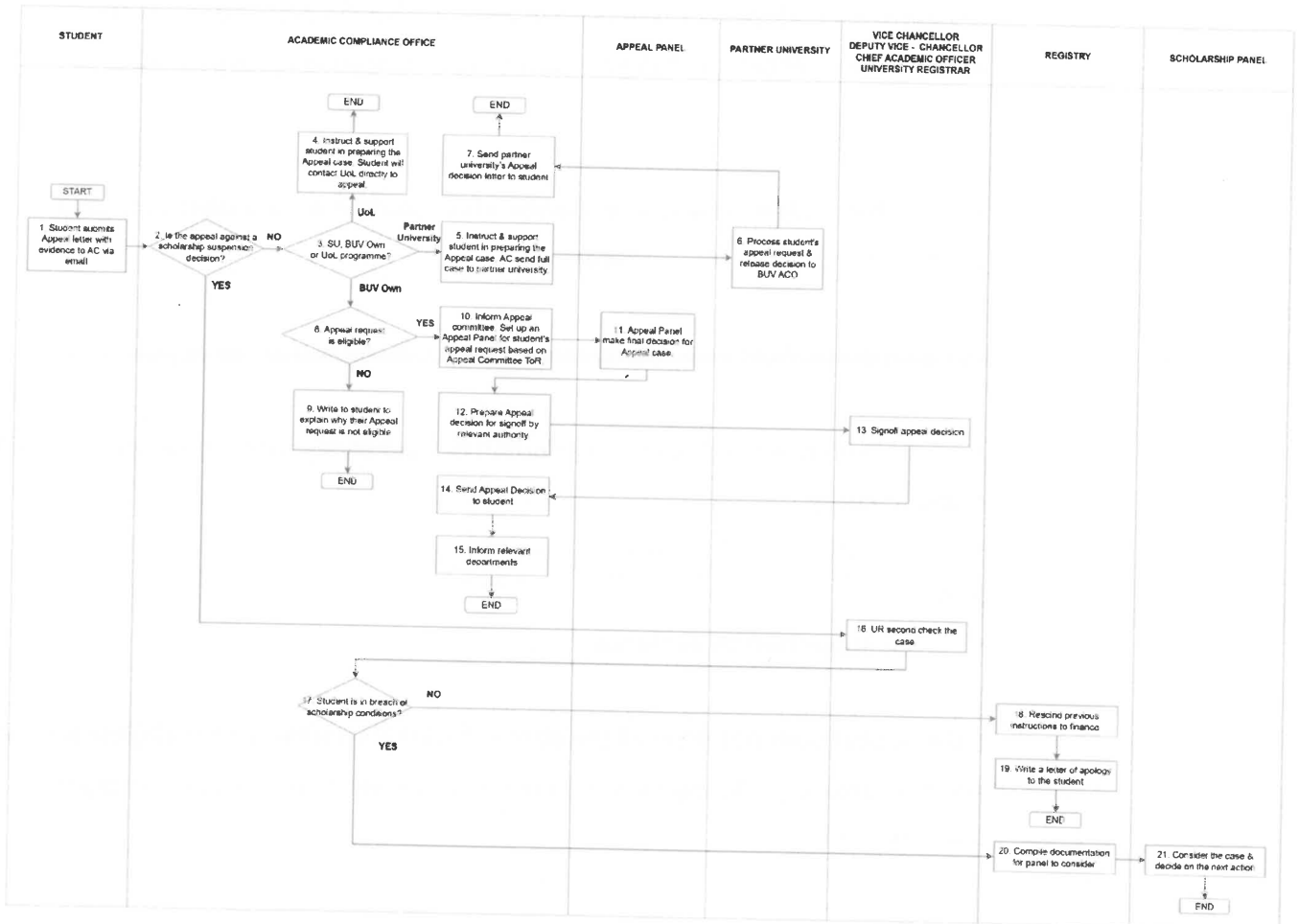
For all appeals, Academic Compliance Office will check that the appeal is:

- On time, within 2 weeks (excluding banks holidays and University closures) of the decision.
 - Meets one of the reasons to appeal.
- and
- Is supported by evidence.

If the appeal does not meet all the above, it will be considered not eligible & BUV will not consider it. Academic Compliance Office will write to student explaining the reason why.

4. PROCEDURES

a. Flowchart






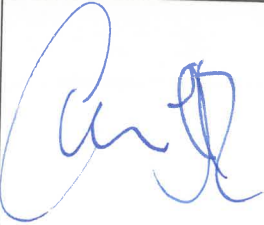
b. Roles & Responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Student submits Appeal letter with evidence to ACO via email.	2 weeks for original decision	Appeal letter	Student
2	Is the appeal against a scholarship suspension decision? If Yes, move to (16) If No, move to (3)			
3	UoL, other partner universities or BUV Own or programme? - If student is from any UoL programmes, move to (4) - If student is from any other partner universities' programmes, move to (5) - If student is from any BUV Own Degree programmes, move to (8)			
4	ACO instruct & support student in preparing the Appeal case. Student will contact UoL directly to appeal.	3 working days	Appeal full case	ACO
5	ACO instruct & support student in preparing the Appeal case. ACO send full case to partner university. - ACO instruct & support student in preparing the Appeal case - ACO to send full case to partner university, including student' Appeal letter, evidence, case summary, all BUV communicate with student as well as all other document relevant to the case	5 working days from appeal date	Appeal full case	ACO
6	Partner university to process student's Appeal request & release decision to BUV ACO		Appeal decision letter	SU
7	ACO send Partner university's Appeal decision letter to student	3 working days	Appeal decision letter	ACO
8	Appeal request is eligible? - Please refer to part "III. 2. Appeal & when to appeal" to consider if an appeal is eligible - If the appeal is not eligible, go to step 9 - If the appeal is eligible, go to step 10	3 working days		
9	ACO write to student to explain why their Appeal request is not eligible.	5 working days from receiving appeal	Email notice	ACO
10	ACO inform Appeal committee. Set up an Appeal Panel for student's Appeal request - ACO inform Appeal committee with full case: including student' Appeal letter, evidence, case summary, all BUV	5 working days from receiving appeal	Panel & schedule set up	ACO

	communicate with student as well as all other document relevant to the case - ACO to set up an Appeal Panel meeting as per requirement of Appeal Committee to consider student's Appeal			
11	Appeal Panel make final decision for Appeal case	Appeal Meeting	Appeal decision	Appeal Panel
12	Prepare Appeal decision for signoff by relevant authority.	3 working days	Appeal decision letter	ACO
13	Sign off appeal decision.		Appeal decision letter	VC - DVC - CAO - UR
14	Send Appeal Decision to student	3 working days	Appeal decision sent	ACO
15	Inform relevant departments	1 working day	Email notice	ACO
16	UR second check the case	1 week	Second check	UR
17	Student is in breach of scholarship conditions? - If Yes, move to (20) - If No, move to (18)			
18	Rescind previous instructions to finance	1 week from Step 17	Email notice	UR
19	Write a letter of apology to the student	1 week from Step 17	Apology letter	Registry
20	Compile documentation for panel to consider	1 week from Step 17	Documentation prepared	Registry
21	Consider the case & decide on the next action	2 weeks from Step 17	Decision made	Scholarship panel

5. APPROVALS

- a. Policy development or review will be endorsed by the University Registrar and approved by CAO prior to implementation and execution.
- b. Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- c. This document is approved and effective from the date of signing:

Prepared by	Checked by	Agreed by	Approved by
 Dec 13, 2023 Hoang Linh Chi Senior Officer Academic Compliance Office	 13/12/23 Tran Duc Trung Deputy University Registrar	 18/12/23 Tony Summers University Registrar	 Christopher Jeffery Chief Academic Officer

19/12/23.

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Appeal Decision Letter	Soft/Hard copy	AC	5 years

7. REFERENCES

Document Ref
06/2023/ACO/BUV-REGISTRY

Document Title
Appeal Procedure

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