

The Blue Lighthouse ED



Appeals policy

Document Control	
Date Created	20.4.24
Date of Implementation	30.8.24
Review schedule	2.9.26
Date of next review	2.9.27
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Version	5

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Rationale

The Blue Lighthouse Ed appeals policy is in place to ensure that all students/parents/carers/schools/school setting are aware of the appeals process and that they can be assured that their appeal will be dealt with in an open and honest way in accordance with a published procedure. The Blue Lighthouse ed is committed to facilitating and responding appropriately to any academic appeal made relating to the academic service provided on any academic programmes that we offer. The Blue Lighthouse ed is committed to investigating and resolving academic appeals fairly, quickly and respectfully using this policy.

Many academic appeals can be resolved informally, and students/parents/carers/schools are encouraged to raise concerns or give feedback as early as possible to support a successful early resolution. The Blue Lighthouse ed managers encourage them to attempt informal early resolution, where possible, by speaking directly to their class teachers in the first instance. If they are dissatisfied with the outcome of this informal process, they are advised to speak to the Managers so that formal proceedings can then be initiated.

Scope

This policy sets out the measures in place at The Blue Lighthouse ed for students to raise an academic appeal regarding their studies at our provision. This policy outlines the formal procedure for raising an academic appeal and should be followed if early informal resolution is unsuccessful or unsatisfactory.

An Academic Appeal is defined as “a request for a review of a decision of an academic body charged with decisions on student progression, assessment and awards.”

This policy applies to the decisions of any courses for which powers have been delegated by the awarding institution, such as ASDAN qualifications to the appropriately qualified and experienced members of staff at The Blue Lighthouse ed.

This policy applies to any student enrolled on a course at The Blue Lighthouse ed.

Academic appeals may be made in the first instance by contacting the class teacher for that topic. In order for The Blue Lighthouse ed staff to investigate the academic appeal properly, students/parents/carers/schools are encouraged to provide any documents they might have in support of the appeal/all relevant information.

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Throughout the investigation of an academic appeal, the focus will be on resolution, rather than apportioning blame, and if the investigation identifies problems in how The Blue Lighthouse ed has delivered its services, measures will be put in to mitigate against future recurrence.

This document will apply only to academic appeals. Other matters of dispute involving a student and The Blue Lighthouse ed will be termed “complaints”. A complaint is defined as the expression of a concern about the provision of a course or programme of study, or a related academic service and is subject to consideration in line with The Blue Lighthouse ed Complaints Policy.

Responsibilities

The Blue Lighthouse ed is committed to thoroughly investigating all academic appeals, ensuring a fair process, and using outcomes for future quality improvements. We will communicate clearly and promptly, identifying next steps. Staff will be supported to conduct investigations fairly, ethically, and respectfully through training and regular communication. We will act on constructive feedback from students/parents/carers during the appeals process to enhance The Blue Lighthouse ed service.

Normally, academic appeals should be raised within fifteen working days of the date on which the notice of recommendation or decision was served in writing, including by email. The Blue Lighthouse ed may consider academic appeals made outside of this time frame if exceptional circumstances apply.

Definitions

Academic Appeal - a request for a review of a decision of an academic body charged with decisions on student progression, assessment and awards.

Examiner - means anyone involved in the assessment process or awarding of marks. This includes class teachers, appropriate external subject specialists etc.

Programme - means any academic activity undertaken by a student for the purpose of achieving the award of credits, a certificate, or for the purpose of achieving progression as prescribed in the relevant regulations.

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Process

Academic appeals may be made by contacting the relevant class teachers and submitting it, with any evidence, in writing. This can be emailed to thebluelighthouseed@gmail.com. In order for The Blue Lighthouse ed to investigate academic appeals properly, any documents which support the appeal/all relevant information should be presented at this stage. Normally, academic appeals should be raised within fifteen working days of the date on which the notice of recommendation or decision was served in writing, including by email. The Blue Lighthouse ed may consider academic appeals made outside of this time frame if exceptional circumstances apply.

A student may appeal against the following recommendations or decisions:

- Termination from a programme of study for non-compliance with the expected standards of academic integrity, conduct and/or submission requirements of the programme
- Exclusion from the assessments for the module
- Any other academic decisions including decisions of the class teachers to which powers have been delegated by awarding institutions.

A student may appeal on one or more of the following grounds:

- There is evidence that was not brought to the attention of the Managers at the time of their decision, that would have led them to a different decision; and there is good reason why the evidence was not presented at the appropriate time
- Demonstrable procedural irregularities in the conduct of the assessment process of such a nature as to cause reasonable doubt as to whether the result would have been different if they had not occurred
- Evidence of prejudice or bias on the part of one or more of the class teachers and/or the Managers.

The following are not normally considered to be legitimate grounds for appeal:

- Where a student questions the exercise of academic judgement, that is, the decision made by academic staff on the quality of the work itself
- Where a student disagrees with the conclusions reached by the panel which considered their mitigating circumstances, unless further evidence can be provided as above

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- Lack of awareness or knowledge of the relevant regulatory framework
- Lack of awareness or knowledge of the requirements for the submission of mitigating circumstances and extensions.

Academic appeals need to be submitted to thebluelighthouseed@gmail.com initially as this will ensure that the Managers are made aware of it this is to ensure that the investigation process is not compromised, and it will be processed according to the scope of this policy. Staff appointed as investigating officers must not have been involved in matters leading to the academic appeal and must be free of actual or perceived conflicts of interest.

The process for handling academic appeals is detailed below:

Stage 1: Informal Resolution

- We encourage you to firstly try and resolve the issue informally, either by speaking directly with those concerned, your class teacher.
- Possible resolution could include;
 - o Giving more information or a more detailed explanation
 - o Suggesting solutions
 - o Providing an apology where appropriate
 - o Recommending further assistance or support
- Should informal resolution not settle the issue, then you should proceed to Stage 2:

Making an academic appeal

Stage 2: Making an academic appeal

- Academic appeals must be raised using thebluelighthouseed@gmail.com and any supporting evidence should also be included at this stage.
- Academic appeals will be received and logged by the Managers and an investigating officer will be appointed. This will normally be a Manager or a member of the Business Management team.



- You will be notified that the academic appeal form has been received and the investigation will commence.

Stage 3: Investigation of academic appeal

- The Investigating Officer will undertake an investigation into the academic appeal, and may, at their discretion, contact you and/or any individuals implicated within the academic appeal.
- You will normally be contacted by the Investigating Officer within 10 working days of receipt of the academic appeal. If this timescale is to be extended, you will be kept informed of progress.
- If you are required to attend a meeting as part of the investigation, you may be accompanied by an appropriate supporting adult. However, any accompanying persons may not speak for the complainant or attend in place of the complainant. Legal representation will not be facilitated.
- The Investigating Officer will complete a report of their findings. This document will not be shared with you due to the possibility of recording sensitive or confidential information which may compromise the privacy of individuals concerned. This form is for office use only as evidence that an investigation has taken place.
- The investigating officer will decide, based on the available evidence, the outcome of the investigation into the academic appeal.
- The appeal will be rejected where it falls within those areas which do not constitute legitimate grounds for appeal or fall outside of the decisions which can be appealed on page 5 of this document. The Student will have the right to request a review of this decision.
- Where grounds for an appeal have been demonstrated, but where no informal resolution has been agreed, an Appeals Panel may be convened.
- The Appeals Panel will consist of the following members:

The Managers, members of the Business management team and external subject specialist staff (if appropriate) unless there is a conflict of interest, in which case an appropriate authorised representative will be appointed.

An Admin staff member to take minutes.

- The panel meeting will be held as soon as is reasonably practicable, but normally within 25 working days of the decision that grounds for appeal have been demonstrated.
- The student will be informed in writing of the time, date and venue of the meeting with at least 5 working days' notice.

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- The student must confirm their attendance at the appeals panel and also confirm if they will be accompanied by a supporter.
- The student will have the right to be heard in person by the Appeal Panel. They may be accompanied by a supporter. The student must notify the Officer of the Appeals Panel of the details of any supporter at least 5 working days prior to the panel meeting. The supporter is permitted to speak on the student's behalf but the student will be required to answer any questions put to them and to provide information directly as required by the

Appeals Panel.

- The student may call any witness or other person whom they deem qualified to provide relevant evidence, which may include representatives from the academic course against whose decision the appeal was lodged.
- The Appeal Panel may call any other witness or other person whom it deems qualified to provide expert advice.
- The duty of the Appeal Panel will be to consider all the evidence presented and determine whether the appeal should be upheld or rejected by deciding whether any or all of the grounds have been satisfied.
- Where the Appeal Panel determines that the appeal should be rejected, the student will be informed of this decision in writing. This letter will advise the student of their right to request a review of that decision.
- Where the Appeal Panel determines that the Appeal should be upheld, it will declare the decision against which the appeal was lodged invalid and make one or more of the following decisions as appropriate:
 - o That the relevant course lead be required to reconsider its decision in light of the evidence presented.
 - o That in the case of a decision resulting from assessment of a piece of coursework, portfolio, project or similar, the student be permitted to submit a fresh piece of work within a deadline determined by the Appeal Panel and for a fresh decision to be made on the basis of its fair assessment
 - o That in the case of a decision resulting from an examination mark, the student be entitled to sit a further examination as a first attempt (or second attempt if the appeal is against a resit mark)
 - o That the student be reinstated and permitted to proceed with their programme of study
 - o That another decision be made as the Appeal Panel deems appropriate
 - o Any decision detailed above may be accompanied by guidance from the Appeal Panel to the relevant class teacher/course lead.

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- o The Appeal Panel will not be empowered to award any credit or any other qualification (including achievement of progression requirements) or raise or lower a mark.
- o The Appeal Panel will be empowered to make any additional recommendation relating to issues arising from the appeal as it deems appropriate, for example, advice for the future on the way any similar decision-making process is conducted.

Stage 4: Communication of outcome

- The Managers will formally communicate the outcome of the appeal, normally via email and/or letter, to the appellant within the timescale identified, clearly addressing all points raised in the original academic appeal and indicating the outcome of the appeal.
- The outcome of the academic appeal will be summarised and communicated to you, normally within 5 working days of the academic appeal panel. In some cases, it may take longer to conduct a thorough investigation, and in these cases the Managers will communicate any expected delays to you.
- The outcome of the investigation may be any of the following: Upheld, Partially Upheld or Not Upheld. If the outcome is upheld or partially upheld, there will be some resolution offered/described within the communication.
- If you are dissatisfied with the outcome of the investigation, you may appeal the decision within 10 working days of the response

Stage 5: Appeal process

- Appeals must be raised using thebluelighthouseed@gmail.com and must be raised within 10 working days of the date of the outcome letter. No further or new evidence may be introduced to the investigation at this stage, without good reason, as the appeal will be based on the original academic appeal and original evidence gathered by the investigating officer.
- Any appeals will normally be referred to the Owners, who will review the evidence and investigating officers' reports against the original academic appeal and grounds for appeal.
- Appeals will normally be responded to within 10 working days of the appeal being received.

Stage 6: Completion of procedures

- Once you have exhausted the process covered in this policy (ie has gone through all above stage), an internal Completion of Procedures letter will be issued which will confirm this.



- If no appeal is made within 10 working days, an internal Completion of Procedures letter will be issued, which will confirm that the original academic appeal has been closed according to this policy.

Awarding body's appeals process

If you are still not happy with the outcome of the appeal or if piece of work is externally assessed (by the awarding body and not a member of The Blue Lighthouse team), you can raise your appeal directly with awarding body e.g. ASDAN etc. If you have a concern with the grade/marks you have been awarded, The Blue Lighthouse team will support you with finding and lodging your request for appealing your marks/grades.

Qualifications we are accredited to deliver:

ASDAN short courses

[asdan-appeals-policy-and-procedure-2025.pdf](#)

This policy will be updated to include the qualifications we have been accredited to deliver once accreditation has been gained.

Monitor and Review

This policy will be reviewed annually to ensure it remains current, effective, and aligned with organisational objectives. An earlier review will be undertaken if there are changes in relevant legislation or regulations that impact its content or application.