



Student Appeals Policy Attendance Monitoring

This Policy applies to all appeals relating to decisions to terminate studies due to poor engagement prior to consideration at assessment Boards.

Confidentiality and Disclosure

Where the grounds for appeal relate to mitigating circumstances of a health, medical or disability-related nature (Special Category data), the University will seek explicit consent from the student in order to be able to receive and use Special Category Data in the decision-making process. It may also be necessary when processing your appeal for information to be shared between the teams.

For all appeals requests, the Student Enrolment and Administration Team will review information with appropriate colleagues including the University Registrar, and School/Department staff who can provide additional information.

Special Category data will be treated as confidential by all of the members of staff who receive it in line with the process set out above. The Special Category data submitted as part of the appeal will be stored and processed in accordance with the University's Data Protection Policy and will be destroyed one year after the end of the academic year in which the request for the appeal was made.

If following the operation of the School/Department Student Monitoring procedures, a decision is reached that a student's studies should be terminated or suspended, the School/Department will inform Student Enrolment and Administration of their decision. The Head or nominee of this unit will notify the student indicating that studies will be terminated unless an appeal is received. The Appeals Form will be included with this notification.

How to appeal

(a) Grounds for Appeal

A student may give notice of appeal against the decision to terminate studies on the following grounds:

- that they were unable to divulge evidence of mitigating circumstances explaining their lack of response to contact through the Student Monitoring Procedures
- that there had been a material administrative error;
- that some other material irregularity had occurred.

(b) Action required by the student

Given the nature of this form of appeal the deadlines are necessarily tighter.

ANY FAILURE TO MEET THESE DEADLINES WILL INVALIDATE THE APPEAL

In the first instance the student should attempt to resolve the matter informally with their School/Department.

Only when these informal stages have been exhausted, and the student remains convinced that they have firm grounds for appeal, should the formal procedure be initiated. The final decision on whether to proceed with an appeal must, however, rest with the student.

In the first instance, a student who has decided to submit a formal appeal **MUST** give notice to the University, in writing, of the intention to appeal. For this purpose, students are required to submit, either in hard copy or email to appeals@hope.ac.uk, an Appeal Form and any evidence they intend to provide. The Appeal Form can be found on the [Commendations, Complaints and Appeals section](#) of the University website.

The Appeal Form, with all supporting evidence, must normally be received no later than 7 calendar days after the notice of termination is issued.

On receipt of the Appeal Form, the Appeals Administrator will arrange for the Director of Student Enrolment and Administration (SEA), or their nominee, to review your appeal.

Within 5 working days of receipt the Director (SEA) will notify you of the outcome of your appeal writing.

(c) Right to Review the decision of the Director of Student Enrolment and Administration

The student has the right to review the decision notified by the Director (SEA) by submitting a formal letter to the Registrar. This should be addressed to the Registrar and sent to appeals@hope.ac.uk within 5 working days of the receipt of the Directors decision.

In normal circumstances such a review will only be accepted for consideration if evidence is submitted that, at the time of the original appeal, the handling of the case was the subject of some procedural irregularity. No new evidence relating to the original appeal will normally be accepted at this stage. It is essential that all relevant information is given in the review letter.

The student will normally receive the outcome of their review to the Registrar within 5 working days of receipt.

If the review by the Registrar is unsuccessful the student has recourse to the Office of the Independent Adjudicator. Students should consult the OIA student pages which can be found [here](#).

Students normally need to have completed the Student Academic Appeals Process detailed in this policy before complaining to the OIA. Liverpool Hope University will send a "Completion of Procedures Letter" when students reach the end of processes and there are no further steps you can take internally. If your appeal is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one.