
Appeals Policy

1. Context

CHARM-EU is an alliance of European Universities (University of Barcelona, Trinity College Dublin, Utrecht University, Eötvös Loránd University, Budapest and the University of Montpellier). Each university is recognised as a higher education provider by the relevant ministry and quality authorities of their own country at institutional and/or programme level. As members of the European Higher Education Area, the

- European Standards Guidelines for Higher Education in the EHEA¹ (ESG 2015) provides a common framework for internal quality assurance for all alliance partners;
- European Approach for Quality Assurance of Joint Programmes² (October 2014) provide a framework for an integrated approach to quality for joint programmes.

This policy should be read in conjunction with the CHARM EU academic regulations/rules and the Addendum to the CHARM EU Collaboration Agreement.

The Appeals Board is appointed by the Strategic Board.

2. Purpose

The purpose of this policy is to outline a framework for appeals of a decision arising from admissions, registration, assessments, disciplinary conduct, and the awarding of financial support.

3. Benefits

- 3.1 The policy provides a clear, transparent and equitable framework for the management and conduct of academic appeals.
- 3.2 Information on the appeals policy and procedure is available in accessible format in the public domain to students, applicants, staff, partners and stakeholders.

¹ https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

² https://enqa.eu/wp-content/uploads/2015/06/European-Approach-QA-of-Joint-Programmes_Yerevan-2015.pdf

4. Scope

- 4.1 This policy applies to two types of appeals, from applicants and from students.
- 4.2 Appeals to applications by an applicant after the announcement of the decision by the Programme Board (see 8.1).
- 4.3 Appeal by a student against decisions arising from the following Boards or Councils. The appeal must be received within a six-week period after the announcement of the decision (see 8.2):
 - a. Programme Board;
 - b. Board of Examiners;
 - c. Academic Council;
 - d. Academic staff member.
- 4.2 Students and applicants cannot submit an appeal about a general rule, regulation or scheme.
- 4.3 Refer to the Complaints Policy and Procedure for the management of complaints and appeals of the outcome of a complaint.
- 4.4 This policy does not apply to modules included in the CHARM-EU Online Course Catalogue whereby appeals to decisions should be made to relevant bodies in the university providing the module.

5. Principles

- 5.1 All actions undertaken under this policy are to be based on values consistent with the CHARM-EU mission, core values and on the principles of mutual respect and procedural fairness for and by students, staff and stakeholders.
- 5.2 CHARM-EU will take all reasonable steps to prevent students and applicants from suffering any disadvantage or discrimination as a result of lodging an appeal.
- 5.3 CHARM-EU will respond to appeals in a way that contributes to a supportive and fair, inclusive learning environment.
- 5.4 CHARM-EU prohibits any discrimination on any ground.

- 5.5 CHARM-EU is committed to creating excellence in teaching and learning by providing the appropriate measures in policies and practices that remove barriers to success and support student and staff access and participation needs.
- 5.6 CHARM-EU is committed fostering an open, welcoming, safe atmosphere, where all forms of diversity are recognized, respected, and seen as a source of strength and benefit to the CHARM-EU community and beyond.

6. Definitions

- 6.1 CHARM-EU – **C**hallenge-driven, **A**ccessible, **R**esearch-based, **M**obile **E**uropean **U**niversity.
- 6.2 Appeal – For the purposes of this policy, an appeal is defined as the process by which a student or applicant may challenge an academic decision they received.
- 6.3 Student: An individual who has formally applied, registered, and been admitted to a CHARM-EU educational programme.
- 6.4 (prospective) Applicant: An individual who has applied for a CHARM-EU educational programme or has engaged with CHARM-EU staff to that end, but is not formally registered or admitted as a student.

7. Grounds for an Appeal

The grounds for an appeal are where a student case:

- a. is not adequately covered by the ordinary regulations of CHARM-EU, or
- b. is based on a claim that the regulations of CHARM-EU were not properly applied in the applicant's case, or;
- c. represents an ad misericordiam appeal. An appeal other than an ad misericordiam appeal, cannot be made against the normal application of CHARM EU academic regulations, as approved by the Strategic Board.

8. Policy

- 8.1 Appeals from applicants relating to application decisions taken by the Programme Board must be received within 20 days of receipt of notification of the decision.

- 8.2 All other appeals (i.e. student appeals) must be received within a six-week period of notification of a decision in order that the process can commence, and the case can be dealt with in a timely manner.
- 8.3 In all instances appeals should be submitted to the Joint Virtual Administrative Office where a preliminary assessment of the appeal will be carried out to ensure that the grounds for an appeal are satisfied. Where the grounds for an appeal are met the appeal will proceed as follows:
- i. where the appeal relates to a decision taken by the Board of Examiners or an examiner, or it concerns admission to the programme, the appeal will be submitted to the Appeals Board;
 - ii. where an appeal relates to the decision on the awarding of financial support, the student can submit the appeal to the head of the Joint Virtual Administration Office.
- 8.4 There are two level so Appeal:
- Level 1: is the Appeals Board appointed by the Strategic Board
- Level 2: is the Spanish Legal Court system (as the University of Barcelona as the coordinating University for CHARM-EU).
- 8.5. Appellants must exhaust the appropriate appeals mechanism at a lower level of the appeals process prior to bringing an appeal forward to a higher level.
- 8.6. Students and applicants entitled to have representation appropriate to the level of the appeal hearing, this may include for example, for existing students, a student representative, academic advisor/mentor or a member from the CHARM-EU Equality, Inclusion and Inclusion Diversity Office.
- 8.7. It is recommended that any student who has an appeal in progress that could have implications for their degree result should not proceed with degree conferral until the outcome of the appeal has been confirmed.
- 8.8. Decisions on the outcomes of all levels of appeal are notified to the Strategic Board.
- 8.9. All staff and students are expected to cooperate with the appeals procedure fully and openly.

9. Responsibility

- 9.1 The Chair of the Appeals Board is responsible for oversight of this policy.



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9.2 The Joint Virtual Administrative Office is responsible for ensuring the policy is implemented as approved.

10. Related Documents

10.1 CHARM-EU website

10.2 [Appeals Form](#)

11. Document Control

11.1 Date of initial approval: Appeals Board and Academic Council noting 25/03/2024

11.2 Date policy effective from: April 2024

11.3 Date of next review: Academic Year 2026/2027