

Appeals Policy

1. Context

- 1.1. Each university within CHARM-EU 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.
- 1.2. This policy should be read in conjunction with the CHARM EU Academic Rules and Regulations and the CHARM EU Cooperation Agreement.

2. Purpose

- 2.1. 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.

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

- 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.

4. Scope

- 4.1. This policy applies to two types of appeals, from applicants and from students.
- 4.2. **Applicants** may appeal decisions made by the Programme Board regarding their application for admission to the MSc in Global Challenges for Sustainability. Appeals by applicants may include, but are not limited to, decisions related to admission, needs assessments, mobility arrangements, or grants.
- 4.3. **Students** may appeal decisions arising from the following Boards, Councils, or individuals. Appeals by students may include, but are not limited to, assessment, needs assessment, mobility arrangements, grants, or disciplinary measures,
- a. Programme Board
 - b. Board of Examiners
 - c. Academic staff member involved in teaching or assessment within the MSc in Global Challenges for Sustainability.
- 4.4. Students and applicants cannot submit an appeal about a general rule, regulation or scheme.
- 4.5. Dissatisfaction with a specific action or the standard of services under the remit of a CHARM-EU activity, not related to decisions on admissions, assessments, mobility arrangements, disciplinary measures, or the awarding of financial support, should be addressed through the Complaints Policy.
- 4.6. The provisions set out in this appeals policy will be limited by the scope set in the CHARM-EIGHT Grant Agreement & MSc in Global Challenges for Sustainability Cooperation Agreement and the applicable law.
- 4.7. The scope of this policy is solely for the CHARM-EU MSc in Global Challenges for Sustainability.

5. Principles

- 5.1. All actions undertaken under this policy are 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. Appeal: An appeal is defined as the process by which a student or applicant may challenge an decision they have received related to admissions, registration, assessments, disciplinary conduct, and the awarding of financial support.
- 6.2. Student: An individual who has formally applied, admitted and enrolled in the CHARM-EU MSc in Global Challenges for Sustainability.
- 6.3. Applicant: An individual who has applied for the CHARM-EU MSc in Global Challenges for Sustainability 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

- 7.1. Student or applicants have grounds for an appeal when they challenge that regulations of CHARM-EU were not properly applied for their case, or their case represents an ad misericordium appeal.
- 7.2. An appeal other than an ad misericordiam appeal, cannot be made against the normal application of CHARM-EU academic rules and regulations, as approved by the Academic Council.

8. Policy

- 8.1. There are two levels of Appeal:
 - 8.1.1. Level 1: The Appeals Board, appointed by the Strategic Board.
 - 8.1.2. Level 2: The Spanish Legal Court system (as the University of Barcelona as the coordinating University with legal responsibility for the CHARM-EU MSc in Global Challenges for Sustainability).
- 8.2. The Right to Review must be completed before bringing the appeal will be reviewed the Appeals Board.
- 8.3. Students and applicants are 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 DEI Office.
- 8.4. 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.
- 8.5. Decisions on the outcomes of all levels of appeal will be communicated to the relevant Boards and/or Committees depending on the nature of the appeal.
- 8.6. All applicants, staff, and students are expected to cooperate with the appeals procedure fully and openly.
- 8.7. The Appeals Board is appointed by the Strategic Board.

9. Responsibility

- 9.1. The Academic Council is responsible for oversight of this policy.
- 9.2. The Joint Virtual Administrative Office is responsible for ensuring the procedure is implemented as approved.

10. Related Documents

- 10.1. [Appeals Form](#)

11. Document Control

Date of initial approval: Academic Council 06/03/2025

Date policy effective from: 06/03/2025

Date of next review: Academic year 2027/2028