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## 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 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 EHEA*<sup>1</sup> (ESG 2015) provide a common framework for internal quality assurance for all alliance partners;
- *European Approach for Quality Assurance of Joint Programmes*<sup>2</sup> (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 Rectors Assembly.

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<sup>1</sup> [https://enqa.eu/wp-content/uploads/2015/11/ESG\\_2015.pdf](https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf)

<sup>2</sup> [https://enqa.eu/wp-content/uploads/2015/06/European-Approach-QA-of-Joint-Programmes\\_Yerevan-2015.pdf](https://enqa.eu/wp-content/uploads/2015/06/European-Approach-QA-of-Joint-Programmes_Yerevan-2015.pdf)



## **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 framework transparent and equitable for the management and conduct of academic appeals in a way.
- 4.2. Information on the appeals policy and procedure is available in accessible format in the public domain to students, staff, partners and stakeholders.

## **4. Scope**

- 4.1 This policy applies to all applications for review and/or appeal by students against decisions arising from the following received within a six-week period (unless otherwise specified in CHARM EU rules and regulations-refer **8.1**) after the announcement of the decision:
  - a. Admissions Board;
  - b. Board of Examiners;
  - c. Academic Board;
  - d. Academic staff member.
- 4.2. Students 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 appeal/s of the outcome of a complaint.



## 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.
- 5.3. CHARM EU will take all reasonable steps to prevent students from suffering any disadvantage or discrimination as a result of lodging an appeal.
- 5.4. CHARM EU will respond to appeals in a way that contributes to a supportive and fair, inclusive learning environment.
- 5.5. CHARM-EU prohibits any discrimination on any ground.
- 5.6. 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.
- 5.7. 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 – **CH**allenge-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 prospective student may challenge an academic decision they received.

## 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 the 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 Rectors Assembly.

## 8. Policy

- 8.1. Appeals relating to application decisions taken by the Admissions Board must be received with **20 days** of receipt of notification of the decision.
- 8.2. All other appeals must be received within a **six-week** period of notification of a decision in order that the process can commence and the content can be dealt with in a timely manner.
- 8.3. In all instances appeals should be submitted to the Joint Virtual Administration Office where staff will conduct a preliminary assessment of the appeal 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 relate 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 chief of the Joint Virtual Administration Office.
- 8.4. There are two level so Appeal:

Level 1: is the Appeals Board appointed by the Rectors Assembly

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 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 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 not to 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 Rectors Assembly.
- 8.9. All staff and students are expected to cooperate with the appeal procedure fully and openly.

## **9. Responsibility**

- 8.1 The Chair of the Appeal Board is responsible for oversight of this policy.
- 8.2. The Joint Virtual Administration Office is responsible for ensuring the policy is implemented as approved.

## **9. Related Documents**

- 9.1 CHARM EU website

## **10. Document Control**

- 10.1 Date of initial approval: Academic Board 12/07/2021
- 10.2 Date policy effective from: September 2021
- 10.3 Date of next review: Academic Year 2023/2024

## **CHARM-EU**



**C**hallenge-driven  
**A**ccessible  
**R**esearch-based  
**M**obile  
**E**uropean  
**U**niversity

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Page 1 of 6

