Royal College of Art
Postgraduate Art & Design

Academic Appeals Policy and Procedure 2026/27

Academic Year	2026/27
Approval date	4 November 2026
Approved by	Senate
Owner	Academic Registrar, Student Conduct and Complaints Manager
Next Review	August 2027
Related Policies	● Academic Regulations ● Assessment and Feedback Policy ● Extenuating Circumstances Policy

1. Introduction

1.1. The Royal College of Art ('the College') is committed to ensuring a transparent, fair and consistent approach to dealing with academic appeals. No student will be disadvantaged or penalised for submitting an academic appeal in good faith.

1.2. The College defines an academic appeal as 'a challenge to, or request for reconsideration of a decision by an academic body that makes decisions on student progress, assessment and awards', in accordance with the Office of the Independent Adjudicator's (OIA) Good Practice Framework for Handling Complaints and Appeals (2022).

1.3. When considering an academic appeal, the College will:

- Consider each appeal fairly, impartially on its individual merits;
- Ensure that decisions are based on the information and evidence available;
- Consider appeals in accordance with the College's regulations, policies and procedures;
- Ensure that those considering an appeal have appropriate authority and no conflict of interest;
- Seek to resolve appeals at the earliest appropriate stage where possible;
- Keep students informed of the progress of their appeal; and
- Use the outcomes of appeals to improve the College's policies, procedures and academic processes.

1.4. This procedure should be read alongside the following documents, where relevant:

- Academic Regulations;
- Extenuating Circumstances Policy;
- Student Complaints Policy;
- Student Misconduct and Disciplinary Policy; and
- Support to Study Policy.

All policies, procedures, and regulations can be found on the RCA website.

1.5. The College recognises that submitting an appeal can be a stressful experience. Students are encouraged to familiarise themselves with this Policy and Procedure and to seek advice before submitting a case, where this is required:

- The RCA Students' Union (RCASU) is available to help students consider the merits of their appeal, advise them on their options, and provide support throughout the process.
- The Student Casework team manages the central administration of the process and can be contacted in relation to procedural queries regarding this Policy. The Student Casework team can be contacted at casework@rca.ac.uk.

1.6. Any member of staff with a conflict of interest, or whose involvement could reasonably give rise to a perception of bias, will not participate in the consideration of the appeal.

1.7. A student may withdraw their appeal or request for review at any time before an outcome is issued by notifying the Student Casework team in writing. Where an appeal is withdrawn, the College will normally take no further action under this procedure.

1.8. The College will normally consider academic appeals within the timescales set out in this Procedure. Where, due to the complexity of the case or circumstances beyond the College's control, it is not reasonably possible to meet these timescales, the Student Casework team will notify the student, explain the reason for the delay and provide a revised timeframe.

2. Scope

2.1. This Policy applies to all registered students, including those on an approved leave of absence.

2.2. This Policy applies to appeals against academic decisions made or confirmed by the relevant academic decision-making body under the College's Academic Regulations. This includes decisions made by a Non-Awarding Board, Awarding Board, the Academic Board for Concessions and Discipline (ABCD), or another authorised academic decision-making body, where applicable.

2.3. This Policy applies to appeals against the following academic decisions, where the decision is capable of being appealed under the College's Academic Regulations:

- The outcome of an assessment, examination or placement;
- A decision relating to the award or classification of a qualification;
- A decision to terminate studies for academic reasons.

For Postgraduate Research students only:

- A decision to refer a research degree submission;
- A decision to re-register from PhD to MPhil candidature.

2.4. **Students studying on jointly delivered programmes**

Where a programme is delivered jointly with another higher education provider, appeals will normally be considered under this Procedure. Where the relevant collaboration agreement requires a different process, the College may instead direct the student to the partner institution's own appeals procedure in the first instance. The College will consult with, or involve, the partner institution in considering an academic appeal where the collaboration agreement requires this. References in this Procedure to the Assessment Board, Awarding Board or Chair include the equivalent body established under the collaboration arrangements.

2.5. This Policy does **not** cover the following categories of appeal for which separate procedures exist:

- Extenuating Circumstances applications (see the RCA Extenuating Circumstances Policy);
- Complaints regarding services, facilities, or support (see the RCA Student Complaints Policy)
- Appeals against decisions or outcomes of academic misconduct (See the RCA Student Academic Misconduct Policy)
- Appeals against decisions taken under student misconduct and disciplinary proceedings (see the RCA Student Misconduct and Disciplinary Policy)
- Appeals against decisions taken under Support to Study proceedings (see the RCA Support to Study Policy)

2.6. Where an appeal raises issues that fall under another procedure, the Student Casework team will determine the appropriate process and advise the student accordingly.

2.7. Where the same circumstances give rise to both a complaint and an academic appeal, the College will determine which matters should be considered under each process and if these processes may run concurrently.

2.8. Where two or more students submit appeals raising substantially the same issues, the College may consider the appeals together where it is fair and appropriate to do so, whilst ensuring that each student’s individual circumstances are considered.

2.9. The College may decline to consider an appeal where it is considered to be frivolous, vexatious or abusive, or where it repeats substantially the same matters previously

considered without providing new grounds or evidence. Where an appeal is not considered on this basis, the student will be informed of the reasons.

2.10. The commencement of legal proceedings will not normally prevent the College from continuing to consider the appeal. Wherever possible, the College will aim to conclude its consideration of an appeal, and issue any applicable outcome or Completion of Procedures Letter, so that the College's own position has been fully and fairly recorded.

3. Permitted Grounds for Appeal

3.1. An academic appeal will only be accepted for consideration if it is based on one or more of the following grounds:

- **Ground 1: Extenuating Circumstances**
  The student's performance in the assessment was materially affected by illness or other exceptional circumstances which were not previously considered under the College's Extenuating Circumstances Policy.

  Students are expected to raise circumstances that affect their ability to engage in studies through the College's Extenuating Circumstances process. An appeal cannot normally be used to raise circumstances that could reasonably have been considered through that process.

  An appeal may be considered where the circumstances were not raised through the Extenuating Circumstances process, but only where the appeal provides a reasonable explanation, supported by evidence where appropriate, for why it was not possible or reasonable to engage with that process before the academic decision was made.

- **Ground 2: Administrative Error**
  There is clear evidence of a significant administrative or processing error which affected the academic decision.

- **Ground 3: Procedural Irregularity**
  The assessment or the academic decision-making process was not conducted in accordance with the College's regulations, policies or procedures and this may have materially affected the outcome.

- **Ground 4: Material Irregularity**
  Another significant issue, not involving a failure to follow the College's regulations, policies or procedures occurred in relation to the assessment or academic decision-making process and may have materially affected the outcome.

4. Limitations on Appeals

4.1. An academic appeal may only be made on one or more of the permitted grounds set out in this Policy. Dissatisfaction with an academic decision or disagreement with academic judgement, without evidence that one or more of the permitted grounds applies, does not constitute a valid basis for appeal.

4.2. Academic judgement includes the professional judgement of academic staff and authorised academic decision-makers when evaluating a student's academic performance or assessed work, including decisions about the quality or academic merit of work submitted, whether the required academic standards or learning outcomes have been met, and the application of academic expertise in determining marks, grades or classifications.

4.3. Lack of awareness of the College's regulations or procedures does not, in itself, constitute grounds for appeal.

4.4. An academic appeal must be submitted by the student themselves. This Policy and Procedure is not intended for use by a third-party making an appeal on behalf of the student unless the College agrees this is necessary due to the student's circumstances or as a reasonable adjustment.

4.5. The College will not normally reconsider extenuating circumstances that have already been considered under the Extenuating Circumstances Policy solely because a student disagrees with the outcome. An appeal will only be considered where there is evidence that those circumstances were not fully or properly taken into account when the academic decision was made.

4.6. Where an appeal is made on the ground of extenuating circumstances, an upheld appeal will not normally result in a change to the mark or pass/fail decision. The student shall instead be permitted a further attempt at the assessment(s) in question.

4.7. Submitting an academic appeal does not suspend the academic decision under appeal. The original decision will remain in effect unless it is changed through this Procedure.

5. Submitting an Appeal

5.1. Timeframe and Submission

5.1.1. Academic appeals must be submitted using the RCA Academic Appeal Form **within 15 working days** of the student being notified of the academic decision they wish to appeal. Where a student wishes to appeal more than one academic decision, a separate form must be submitted for each decision.

5.1.2. Appeals submitted after close of business (5:30pm) on a working day, or on a weekend, public holidays or College closure day will be treated as having been

received on the next working day. The timescales set out in this Procedure will be calculated from that date.

5.2. Supporting Evidence

5.2.1. Students are responsible for providing all evidence on which they intend to rely in support of their appeal when they submit their Academic Appeal Form and within the applicable submission timeframe.

5.2.2. Supporting evidence should:

- Be submitted with the Academic Appeal Form;
- Relate to the period relevant to the assessment or academic decision under appeal; and
- Clearly demonstrate the circumstances or issues relied upon and their relevance to the academic decision being appealed.

5.2.3. Where relevant supporting evidence is genuinely unavailable at the time the appeal is submitted, the student must explain why it is unavailable and, where possible, indicate when it is expected to become available. The College may determine the appeal without further evidence where the student does not provide the evidence, or an adequate explanation for not providing this, within the timeframe specified by the Student Casework team.

5.2.4. Where supporting evidence is not in English, a certified English translation must be provided as part of the submitted evidence, at the student's own expense. The translation must either be provided by an accredited translation organisation or verified in writing by a member of College staff who is fluent in the original language.

5.2.5. Where there is reason to believe that supporting evidence has been falsified, altered or otherwise fraudulently obtained, the appeal may be referred for consideration under the Student Misconduct and Disciplinary Policy. Where an appeal is referred, the appeal may be paused, or its outcome withheld, until the misconduct matter has been resolved.

6. Initial Review and Allocation of Appeal

6.1. When the College receives an academic appeal, the Student Casework team will carry out an initial review before the appeal can proceed.

6.2. The initial review will determine whether the appeal:

- Has been submitted within the published timeframe, or there is a valid reason for accepting a late appeal;
- Relates to a decision that may be appealed under this Policy;
- Identifies one or more permitted grounds for appeal;
- Does not seek to challenge academic judgement;
- Where an appeal relies on extenuating circumstances that were not considered through the Extenuating Circumstances process, the appeal explains why it was

not possible or reasonable to engage with that process before the academic decision was made, and provides supporting evidence where appropriate;
- Identifies the outcome sought; and
- Contains sufficient information to enable the College to determine whether the appeal should be accepted for consideration.

6.3. The following will not normally, on their own, be sufficient to explain why an Extenuating Circumstances claim was not submitted before the academic decision was made:
- The student chose not to submit an Extenuating Circumstances claim;
- The student decided to wait until the academic outcome was known before disclosing the circumstances;
- The student did not notify their Programme team of their inability to attend an assessment and is relying on retrospective self-certification to explain their non-attendance;
- The student is dissatisfied with the outcome of a previous Extenuating Circumstances claim; or
- The student was unaware of the Extenuating Circumstances Policy where the College had appropriately communicated the availability of the process.

6.4. Where an appeal relies on extenuating circumstances that were not previously considered under the Extenuating Circumstances Policy, the Initial Review will determine whether, in light of the circumstances and the evidence provided, it was reasonable to expect the student to have submitted an Extenuating Circumstances claim before the academic decision was made.

6.5. Where appropriate, the Student Casework team may request further information or clarification before determining whether the appeal can proceed.

6.6. The Student Casework team will normally complete the initial review within 10 working days of receiving a complete Academic Appeal Form. Where clarification is requested, this timeframe will be paused until the requested information is received.

6.7. If the appeal does not meet the requirements of this Procedure, the Student Casework team will write to the student explaining why the appeal has not been accepted for consideration and will issue a Completion of Procedures Letter.

6.8. Late appeals will only be accepted for consideration at the discretion of the Student Casework team where evidence is provided demonstrating a valid reason for the delay.

6.9. Where an appeal is accepted for consideration, the Student Casework team will determine the appropriate stage of the Procedure, taking into account the grounds of appeal, the nature and complexity of the matters raised, and the most appropriate route for consideration. Appeals will normally be allocated as follows:

Ground for Appeal	Stage of the Procedure
Ground 1: Extenuating Circumstances	Stage 2: Formal Appeal
Ground 2: Administrative Error	Stage 1: Early Resolution
Ground 3: Procedural Irregularity	Stage 1: Early Resolution (unless the Student Casework team determines that the appeal requires formal investigation, in which case it will proceed directly to Stage 2)
Ground 4: Material Irregularity	Stage 2: Formal Appeal

7. Stage 1: Early Resolution (Administrative Error and Procedural Irregularity)

7.1. Purpose

7.1.1. The purpose of Stage 1 is to resolve appeals relating to Ground 2 (Administrative Error) and Ground 3 (Procedural Irregularity) at the earliest appropriate stage.

7.1.2. The College will normally consider an appeal at Stage 1 where the matters raised can be established without the need for a detailed investigation or extensive additional evidence.

7.2. Referral

7.2.1. Where the Student Casework team determines that an appeal is suitable for Stage 1 consideration, it will work with the relevant academic or professional services department to identify an appropriate Stage 1 reviewer.

7.2.2. The Stage 1 reviewer will have appropriate knowledge or expertise relevant to the grounds of appeal and must not have been involved in the original decision or circumstances giving rise to the appeal.

7.2.3. The Student Casework team will coordinate the Stage 1 process and remain the student's point of contact throughout.

7.3. Review

7.3.1. The Stage 1 reviewer will consider the matters raised in accordance with the College's regulations, policies and procedures and will provide their findings to the Student Casework team.

7.3.2. Where clarification is required before the review can be completed, the Student Casework team may request additional information from the student.

7.3.3. The Stage 1 reviewer will normally complete their review **within 15 working days** of receiving the referral. Where this is not possible, the Student Casework team will notify the student and provide a revised timeframe.

7.4. Stage 1 Outcome

7.4.1. Following the review, the Stage 1 reviewer will provide their determination to the Student Casework team together with details of any remedial action taken or recommended.

7.4.2. The Stage 1 reviewer may conclude that:

- No administrative error or procedural irregularity has been identified;
- An administrative error or procedural irregularity has been identified and appropriate remedial action has been taken or is recommended; or
- The appeal requires consideration under Stage 2: Formal Appeal.

7.4.3. Where the Stage 1 reviewer concludes that the appeal cannot reasonably be resolved through Stage 1, it will return the appeal to the Student Casework team with the reasons for its recommendations.

7.4.4. The Student Casework team will consider the Stage 1 reviewer's findings and write to the student with the Stage 1 outcome.

8. Stage 2: Formal Appeal

8.1. Purpose

8.1.1. The purpose of Stage 2 is to allow a formal investigation of appeals that:

- Have been referred from Stage 1: Early Resolution;
- Are based on Ground 1 (Extenuating Circumstances) or Ground 4 (Material Irregularity); or
- Are otherwise considered to require formal investigation by the Student Casework team.

8.1.2. Where an appeal relates to a jointly delivered programme, the Student Casework team may seek information, advice or representations from the partner institution where this is necessary to investigate or determine the appeal. Any determination will be made in accordance with the relevant collaboration agreement.

8.2. Stage 2 Review

8.2.1. Where an appeal proceeds to Stage 2, the Student Casework team will investigate the matters raised in the appeal.

8.2.2. As part of the investigation, the Student Casework team may seek information or clarification from the student, relevant members of staff or other College departments where this is necessary.

8.2.3. Where further information is requested of the student, the Student Casework team will advise the student of the information required and the date by which it should be provided.

8.2.4. Where a student does not provide information requested within the specified timeframe, the College may proceed to determine the appeal based on the information available.

8.2.5. Where the investigation identifies new information or evidence that is material to the determination of the appeal and has not previously been shared with the student, the Student Casework team will normally provide the student with an opportunity to comment before the appeal is referred for determination.

8.2.6. The student must not use this opportunity to introduce new grounds of appeal or submit additional evidence unless requested.

8.2.7. Stage 2 appeals will normally be determined on the basis of the appeal, supporting evidence and any information gathered during the investigation.

8.3. Consideration of the Appeal

For the purposes of this Procedure, references to the Chair include an appropriately senior member of staff nominated to undertake the review where necessary.

8.3.1. Following completion of the investigation, the appeal and any relevant information gathered during the investigation will be referred to the Chair of the relevant Board or decision-making body for determination. This will normally be the Chair of the Board or body responsible for the academic decision under appeal, who will determine the outcome on behalf of that Board in accordance with this Procedure.

8.3.2. The person determining an appeal must have had no prior involvement in the academic decision or matters under appeal. Where the relevant Board or decision-making body, or an individual involved in considering the appeal, has had previous involvement in the matters under appeal, the College will make alternative arrangements to ensure that the appeal is considered by another appropriately authorised person with no prior involvement.

8.3.3. The Chair may seek further advice or clarification from the Student Casework team before reaching a decision.

8.3.4. The Chair will determine whether to:

- Uphold the appeal in full;
- Uphold the appeal in part; or
- Dismiss the appeal

8.3.5. In determining the outcome of the appeal, the Chair will consider the outcome sought by the student and whether that outcome can appropriately be provided under the College's Academic Regulations.

8.3.6. The Student Casework team will notify the student in writing of the outcome of the appeal and the reasons for the decision.

8.3.7. Where an appeal is upheld and a further assessment opportunity is granted, the Chair of the relevant Board may consult with relevant academic or professional services staff to determine the appropriate academic arrangements in accordance with the College's Academic Regulations and associated policies. This may include consideration of the timing and format of any further assessment opportunity.

8.3.8. Where an appeal against termination of studies is upheld and the student is permitted to continue their studies, the student will be informed of any action they need to take and any applicable deadlines. Failure to engage with the requirements of their programme or to take the required action may affect their ability to continue their studies.

8.3.9. Where implementation of an appeal outcome requires information about the circumstances giving rise to the appeal to be shared with relevant academic or professional services staff, the Student Casework team will normally discuss this with the student in advance and will seek to ensure that only the minimum information necessary is shared for the purpose of implementing the appeal outcome.

8.3.10. Where an appeal is dismissed, the outcome letter will explain the student's right to request a review under Stage 3: Institutional Review.

8.3.11. The College will normally complete Stage 2, including investigation, determination and communication of outcome, **within 20 working days** of the appeal being allocated to Stage 2. Where the student is invited to comment on new information obtained during the investigation, this timeframe may be extended.

9. Stage 3: Institutional Review

9.1. Purpose

9.1.1. The purpose of Stage 3 is to provide a final institutional review of the outcome reached at Stage 2.

9.1.2. A Request for Review is not a rehearing of the original appeal. It allows the College to consider whether the Stage 2 appeal was considered fairly, reasonably and in accordance with this Procedure.

9.2. Grounds for a Request for Review

9.2.1. A Request for Review will only be considered where the student can demonstrate one or more of the following grounds:

- There was a procedural irregularity in the consideration of the Stage 2 appeal;
- There is new material evidence that has become available that could not have reasonably been provided during Stage 2 and which may have affected the outcome; or
- The Stage 2 outcome failed to properly address one or more of the permitted grounds of appeal.

9.3. Submitting a Request for Review

9.3.1. A Request for Review must normally be submitted **within 10 working days** of the date of the Stage 2 outcome.

9.3.2. A Request for Review must be made in writing to the Student Casework team at casework@rca.ac.uk.

9.3.3. The Student Casework team will undertake an initial review to determine whether the Request for Review falls within the permitted grounds.

9.3.4. Where the Request for Review is not accepted for consideration, the student will be informed in writing of the reasons for the decision and issued with a Completion of Procedures Letter.

9.4. Request for Review

9.4.1. Where the Request for Review is accepted, the Student Casework team will refer the appeal to the Academic Registrar for an independent institutional review.

9.4.2. The Academic Registrar will review the Stage 2 appeal, the outcome reached, the grounds for review and any new evidence accepted under this Procedure.

9.4.3. Where the Academic Registrar is unavailable, has had previous involvement in the matters under review, or has a conflict of interest, the Request for Review will be referred to another appropriately authorised, senior member of staff with no previous involvement in the appeal.

9.4.4. The Academic Registrar will normally determine the Request for Review **within 20 working days** of it being accepted for consideration.

9.4.5. Where it is not reasonably possible to determine the Request for Review within this timeframe, the Student Casework team will notify the student, explain the reason for the delay and provide a revised timeframe.

9.4.6. Where a Request for Review relates to a jointly delivered programme, the Academic Registrar may consult the partner institution where this is required by the relevant collaboration agreement before reaching a final decision.

9.4.7. The Academic Registrar may:

- Dismiss the Request for Review and confirm the Stage 2 outcome;
- Uphold the Request for Review and refer the appeal back to the Chair of the relevant Board for reconsideration; or
- Uphold the Request for Review and determine that another appropriate remedy should be implemented in accordance with the College's Academic Regulations.

9.4.8. The Student Casework team will notify the student in writing of the outcome and the reasons for the decision.

9.4.9. The outcome letter will confirm that the College's internal Academic Appeals Procedure has been completed and will include a Completion of Procedures Letter.

9.5. Completion of Procedures and the Office of the Independent Adjudicator for Higher Education (OIA)

9.5.1. The College will issue a Completion of Procedures Letter where:

- A Stage 3 Request for Review has been concluded;
- An Academic Appeal or Request for Review is not accepted for consideration because it falls outside of the scope of this Procedure or does not meet the admissibility requirements; or
- The College has otherwise reached the end of its internal Academic Appeals Procedure.

9.5.2. A student whose appeal is upheld may request a Completion of Procedures Letter **within 10 working days** of receiving the outcome.

9.5.3. Students who remain dissatisfied may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The Completion of Procedures Letter will explain how to do this as well as the applicable timescales.

9.6. Monitoring and Governance

9.6.1. The College will maintain a central record of all academic appeals received under this Procedure and will use information from academic appeals to identify trends, recurring themes and opportunities for institutional learning.

9.6.2. The College will report this information to the appropriate committees to support institutional oversight and continuous improvement.

9.7. Equality, Accessibility and Support

9.7.1. The College is committed to ensuring that this Procedure is accessible to all students and to meeting its obligations under the Equality Act 2010.

9.7.2. Reasonable adjustments will be made throughout this Procedure to ensure that students with disabilities are not disadvantaged in accessing or participating in the Academic Appeals Procedure. This may include, for example, permitting a representative to speak on a student's behalf at any stage of this Procedure, or extending the timescales set out in this Procedure.

9.7.3. Any reasonable adjustment will be proportionate and relevant to the student's disability, and will be approved by the Student Casework team, in consultation with the Academic Registrar where appropriate.

9.7.4. Students who require reasonable adjustments should notify the Student Casework team via casework@rca.ac.uk as early as possible.

9.8. Confidentiality and Record Keeping

9.8.1. Information, including evidence, submitted in support of an appeal, including health-related information, will frequently constitute special category data under UK GDPR and will be processed accordingly. Appeal records will be held separately from the student's main file and retained for a period sufficient to respond to any request for review by the OIA.

9.8.2. Information will only be shared with those members of staff who require access in order to administer, investigate or determine the appeal.

Key Definitions

Academic Appeal	A request by a student for the College to review an academic decision on one or more of the permitted grounds set out in this Procedure.
Academic Board for Concessions and Discipline (ABCD)	The Academic Board for Concessions and Discipline, which is responsible for considering and ratifying certain academic decisions in accordance with the Academic Regulations.
Academic Decision	A decision made under the College's Academic Regulations that affects a student's assessment, progression, continuation of study, referral, reassessment, award, classification or termination of studies.
Academic Judgement	The exercise of academic expertise in evaluating a student's academic performance or assessed work, including the award of marks, grades or classifications. Academic judgement is not a permitted ground of appeal.
Academic Registrar	The College's senior officer responsible for academic administration and governance, or their nominee, responsible for conducting the independent institutional review under Stage 3 of this Procedure.
Administrative Error	A significant error in the administration or processing of an assessment or academic decision, including the recording, calculation or communication of assessment outcomes.
Assessment Board	The Board responsible for considering and confirming assessment outcomes in accordance with the College's Academic Regulations.
Awarding Board	The academic body responsible for considering and confirming assessment results where a student is being considered for an award, in accordance with the Academic Regulations.
Chair	The Chair of the Relevant Board, or another appropriately authorised member of staff with no prior involvement in the matters

	under appeal, responsible for determining the outcome of an appeal considered at Stage 2 of this Procedure.
College	Royal College of Art.
Completion of Procedures Letter	The letter issued by the College confirming that its internal Academic Appeals Procedure has been completed and explaining the student's right to refer the matter to the Office of the Independent Adjudicator for Higher Education (OIA).
Extenuating Circumstances	Illness or other exceptional circumstances that significantly affect a student's ability to complete an assessment or meet the required academic standard. Students should normally raise these circumstances through the College's Extenuating Circumstances process.
Material Irregularity	A general term for any significant irregularity (whether administrative, procedural, or other) that may have affected an academic decision.
Non-Awarding Board	The academic body responsible for considering assessment results where a student is not being considered for an award at that stage, in accordance with the Academic Regulations.
Office of the Independent Adjudicator for Higher Education (OIA)	The independent body responsible for reviewing student complaints and academic appeals after a provider's internal procedures have been completed.
Partner Institution	A higher education provider delivering a programme in collaboration with the College under a formal partnership agreement.
Procedural Irregularity	A failure to follow the College's published regulations, policies or procedures in reaching an academic decision, where that failure materially affected the outcome or decision.
Relevant Board	The Assessment Board, Awarding Board or equivalent academic body responsible for the academic decision under appeal.
Request for Review	A request for a final institutional review under Stage 3 of this Procedure.

Student	Any person registered on a programme leading to an award of the Royal College of Art, including students studying on jointly delivered programmes where this Procedure applies under the relevant collaboration agreement.
Student Casework team	The team responsible for administering the College's Academic Appeals Procedure, including the initial review of appeals, case management and communication with students.
Working Day	Any day on which the College is open for business, excluding Saturdays, Sundays, public holidays and College closure days.