

Non-Academic Appeal Procedure

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Approved by: Academic Quality and Standards Committee

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Scope of policy (audience): staff & student

Policyholder: Director of Academic Quality

Contact: Student Casework Office (appeals@leedstrinity.ac.uk)

Alternative formats: Audio, large font, braille – on request.

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1. Introduction

- 1.1. This procedure applies to students who were registered or were expected to register within 4 weeks of the start of their programme or by permitted deadlines on Leeds Trinity University taught undergraduate and postgraduate programmes, including apprenticeships, recent graduates and students who have suspended their studies. Further details for students studying at collaborative partners can be found below as well as within the Non-Academic Appeal Policy.
- 1.2. For students studying at collaborative partners, this procedure will apply with the following modifications:
 - For institutions with validated programmes – the partner will adopt this Policy and Procedure and adapt to their own structures.
 - For institutions with franchised programmes – Stage 1 Formal Appeal will be conducted by the Partner but involving the Liaison Tutor and Student Casework Office; Stage 2 will be conducted by LTU with contributions from the Academic Partnerships Unit or Global Engagement Office and the Partner.
- 1.3. LTU Horsforth or Leeds City Centre campus-based students (including all apprentices, students studying online and West Midlands Police apprentices), the process to follow is from section 4. For students studying at a Franchised Partner, the process to follow is from section 8.
- 1.4. This procedure adheres to the University's Non-Academic Appeal Policy.
- 1.5. This Procedure is designed to be used by:
 - Student Casework Office
 - Faculties and Schools
 - Assessment and Records Team
 - Student Liaison and Engagement Team
 - Collaborative Partners
 - Students (including Postgraduate Research Students)
 - Finance
 - Global Engagement Office
- 1.6. This procedure is regularly reviewed by the Student Casework Office and updates will be approved by the Director of Academic Quality.
- 1.7. Under this procedure, the Academic Board has empowered the Director of Academic Quality or nominee and the Deputy Vice Chancellor to vary or amend a decision of the Progression and Award Board insofar as the Taught Programme Academic Regulations and adherence to the University policies and procedures below.
- 1.8. This procedure refers to an individual student throughout but can apply to a group of students. Individual students should submit an appeal solely, unless a group appeal is being submitted. Further information below can be found detailing the procedure for group appeals.
- 1.9. An appeal against a withdrawal when due to lack of attendance and engagement, failure to register, failure to pay or make appropriate arrangements for the payment of tuition fees or failure to provide Right to Study documentation will be considered only if it is initiated by a student personally unless they are unable to submit the application on health grounds. Such grounds must be stated in the appeal submission and supported by independent medical advice (see 2.6 below).

2. Conditions of Appeal

- 2.1. An appeal should be submitted within **10 working days of the notification that your registration has been cancelled and you have been withdrawn.**
- 2.2. If you are submitting an appeal outside of the above-mentioned time period, you will need to explain the reason as to why you are appealing late, with documentary evidence, for example if it is due to medical reasons.
- 2.3. All sections of the Non-Academic Appeal Form must be completed as fully as possible and correctly, following the guidance notes within the appeal form and should include:
 - The grounds on which the appeal is being submitted (see 3.1)
 - Clear and succinct facts which support the appeal, confined to the matters directly related to the appeal only
 - Sufficient evidence to support the case being made relating to the relevant period of time (see 2.6)
 - An indication of the outcome you are seeking (see 7.1)
- 2.4. An appeal will not be considered if the form is not completed correctly.
- 2.5. An incomplete form or an email indicating that you wish to appeal, without the relevant form will not be considered.
- 2.6. An appeal will only be considered if it is supported by documentary evidence which clearly relates to the grounds of the appeal. It should also cover the relevant period of time.
- 2.7. An appeal on the grounds of new evidence regarding mitigating circumstances must normally be supported by medical certification (signed by a medical practitioner) or relevant, authentic, third-party evidence. This can include a note or supporting statement from Student Support, Student Liaison and Engagement Team, your Personal Tutor or other tutor. A note from a family member will not be accepted.
- 2.8. Copies of documents are permitted as are documents submitted electronically, however, the University retains the right to request sight of original documentation.
- 2.9. It is your responsibility to ensure that you raise all relevant issues and provide all relevant information and documentation at the point of submitting your appeal. If you are unable to secure the necessary evidence by the appeal submission deadline, you should submit a Non-Academic Appeal Form by the deadline and include a statement explaining that the evidence will be late, the reasons as to why and when it is expected to be submitted. Acceptance of late evidence will be at the discretion of the Student Casework Office for LTU Horsforth or Leeds City Centre Campus students (including all apprentices, students studying online and West Midlands Police apprentices). For students studying at Collaborative Partners, this will be at the discretion of the relevant Collaborative Partner. Receipt of subsequent evidence must be no later than 10 working days after the deadline for the submission of an appeal.
- 2.10. Completed Non-Academic Appeal Forms and relevant evidence should be submitted to appeals@leedstrinity.ac.uk for LTU Horsforth or Leeds City Centre Campus students (including all apprentices, students studying online and West Midlands Police apprentices).
- 2.11. For students studying at Collaborative Partners, the Non-Academic Appeal Form will indicate where this should be submitted.

Grounds for appeal

- 2.12. You may appeal on the following grounds:
- **New** evidence regarding mitigating circumstances which you could not have reasonably supplied to the University, for instance via the Mitigating Circumstance Procedure, Student Support, Student Liaison and Engagement Team, Finance Team, Global Engagement Team or speaking with your Personal Tutor before the decision of your withdrawal.
 - Administrative Error
- 2.13. If you are withdrawn due to academic failure as determined by the Progression and Award Board, you should submit an appeal via the Academic Appeals Policy and Procedure.

3. Stage 1 Formal Appeal

The below procedure relates to LTU Horsforth or Leeds City Centre Campus students (including all apprentices, students studying online and West Midlands Police apprentices). For collaborative partners, please see 'Collaborative Partner Appeals Procedure' below in Section 8.

- 3.1. Once a Non-Academic Appeal form and relevant evidence has been received, the Student Casework Office (SCO) will undertake an initial evaluation to check:
- If your appeal falls within permitted grounds
 - That it is submitted by the permitted deadline. If it is late, the SCO will check if the Appeal Form explains the reason for this
 - That it is in the required format and the Form has been completed in full
 - That it is supported by necessary evidence
- 3.2. An appeal may not be considered if:
- It is considered that a case has not been made or that the appeal is vexatious (solely to cause annoyance) or frivolous (not serious or sensible)
 - There is no relevant supporting evidence
 - It is received after the deadline for appeals without reason
- 3.3. If the appeal is rejected, you will be informed of this in writing. You may request that this decision is reviewed under Stage 2 of this procedure.
- 3.4. Whilst considering your appeal, the Student Casework Office, may contact relevant colleagues or persons necessary to consider your case.
- 3.5. Before permitting you to return to your programme, the Student Casework Office will contact your Module Tutor(s) to confirm if you are able to return to your studies immediately or if you are required to suspend your studies for the remainder of the academic session.
- 3.6. Upon receiving your Appeal, the Student Casework Office will write to you **within 25 working days** of the appeal submission with an outcome letter indicating:
- That the appeal has been upheld or partially upheld and the resulting consequences.
 - That the appeal has not been upheld and the relevant reasons as to why.
- 3.7. Your outcome letter will indicate that you are permitted to submit a Stage 2 Review of Appeal decision, should you wish to appeal the outcome of your Stage 1 appeal.

- 3.8. If applicable, your outcome letter will also be sent to the Student Liaison and Engagement Team so you can be supported upon your return to your studies.
4. **Stage 2 Review of an Appeal Decision**
- 4.1. If you wish to request a review of the Stage 1 appeal decision, you should write to the Deputy Vice Chancellor within **10 working days** of the notification of the outcome from the Student Casework Office.
- 4.2. The written correspondence to request a review of a decision should be submitted by email and should clearly outline the **reason for requesting a review of the appeal**. Any relevant documentary evidence should also be submitted.
- 4.3. A review of an appeal decision will be conducted via written correspondence, in that you will receive a formal outcome letter indicating:
- That the appeal has been upheld or partially upheld and the resulting consequences.
 - That the appeal has not been upheld and the relevant reasons as to why.
 - The next steps available to you, including referring to any external body.
- 4.4. A review of the appeal will not consider new matters that have not been raised in the original appeal, although new evidence may be provided if that could not have reasonably supplied as part of the Stage 1 Appeal. The acceptance or discounting of such evidence will be at the discretion of the Deputy Vice Chancellor.
- 4.5. A review of the appeal has the power to overturn appeal decisions.
- 4.6. The Deputy Vice Chancellor may seek further information to inform their consideration of the request for review from relevant colleagues.
5. **Case Closure of Stage 2 Appeal**
- 5.1. The outcome of a Stage 2 Appeal is final and completes the University's internal procedures for consideration of an appeal. At the conclusion of the internal University procedures for appeals, you will be issued a **Completion of Procedures** notice and informed about the process to be followed if you wish to take your appeal to external review with the Office of the Independent Adjudicator within 12 months of the date of the Completion of Procedures Letter. The Completion of Procedures Letter will contain information on the services provided by the OIA and on how to submit a complaint.
6. **Appeal Outcomes**
- 6.1. There are a number of possible outcomes which can be permitted as part of an appeal outcome:
- Immediate return to studies, once the student record has been updated
 - Allow late registration which must be completed within 5 working days of the outcome letter
 - Return to studies but suspend for the remainder of this academic session
 - Right to study documents accepted
 - Debt cleared or payment plan set up and permitted to register
 - Not upheld
- 6.2. The Student Casework Office and the Deputy Vice Chancellor has the discretion to make decisions regarding appeal outcomes which may be

different to those listed above if the circumstances and evidence are of a significant and substantial nature and where a different decision would be in your best interest.

7. Collaborative Partner Appeals Procedure

- 7.1. As mentioned in point 2 of this procedure, Collaborative Partners will undertake their own investigations into appeals regarding withdrawals due to lack of attendance and engagement, failure to register, failure to pay or make appropriate arrangements for the payment of tuition fees or failure to provide Right to Study documentation.
- 7.2. Once a Non-Academic Appeal Form and relevant evidence have been submitted, relevant colleagues at Collaborative Partners will undertake an initial investigation to check:
 - If your appeal falls within the permitted grounds
 - That it is submitted by the permitted deadline. If it is late, the Collaborative Partner will check if the Appeal Form explains the reason for this.
 - That it is in the required format and the form has been completed in full.
 - That it is supported by the necessary evidence.
- 7.3. If the above criteria have been met, the Collaborative Partner will begin investigating the appeal with support from the College Liaison Tutor and Student Casework Office at Leeds Trinity University.
- 7.4. An appeal may not be considered if:
 - It is considered that a case has not been made or that the appeal is vexatious (solely to cause annoyance) or frivolous (not serious or sensible)
 - There is no relevant supporting evidence
 - It is received after the deadline for appeals without reason.
- 7.5. If the appeal is rejected, you will be informed of this in writing. You may request that this decision is reviewed under Stage 2 of this procedure, which will be considered by Leeds Trinity University.
- 7.6. The Collaborative Partner, whilst considering your appeal, may contact relevant colleagues or persons necessary to consider your case.
- 7.7. Upon receiving your Non-Academic Appeal, the Collaborative Partner will write to you **within 25 working days** of the appeal submission, with an outcome letter indicating:
 - That the appeal has been upheld or partially upheld and the resulting consequences.
 - That the appeal has not been upheld and the relevant reasons as to why.
- 7.8. Within your outcome letter, it will indicate that you are permitted to submit a Stage 2 Appeal, should you wish.
- 7.9. Once a Stage 1 Outcome has been issued, the Collaborative Partner will upload this to the relevant Microsoft Teams site for the Assessment and Records Team to process. They should also update the relevant Appeal log of cases as well as logging this locally at the Collaborative Partner.
- 7.10. Should you wish to submit a Stage 2 Appeal, you should follow **Stage 2 Review of an Appeal Decision** detailed in this procedure.

8. Confidentiality and integrity of procedure

- 8.1. The University endeavours to carry out these procedures fairly, consistently and impartially and in accordance with the [Equality, Diversity and Inclusion Policy](#) of the University. By submitting an appeal, you will not be disadvantaged in any way in terms of your assessment or your programme of study.
- 8.2. The information provided by you will remain confidential and will only be made available to necessary staff to progress your appeal.
- 8.3. Where it is necessary to seek evidence from a party external to the University to progress your appeal, and where this might mean disclosure of information to that third party, you will be contacted before disclosure to confirm that you wish to proceed with the appeal.
- 8.4. Where an appeal is being submitted by a third party on health grounds on your behalf, we will ensure that the necessary permissions are secured from you prior to considering the appeal and/or disclosing any personal data.

9. Additional Information for Students studying on a Student Visa

- 9.1. For students who are studying on a student visa, the University has a duty to inform UK Visas and Immigration (UKVI) of the cancellation of registration and withdrawal from the University. Once UKVI are notified of your withdrawal of sponsorship, your visa will normally be cancelled within 60 days' notice, to enable you to put your affairs in order and depart the UK.
- 9.2. On the appeal form, you should indicate if you are studying on a Student Visa so that the Global Engagement Office will be made aware of the appeal, to ensure a hold is placed on notifying UKVI.
- 9.3. Once an appeal deadline has passed (i.e., 10 working days after your registration has been cancelled and you have been withdrawn), the Global Engagement Office will notify UKVI of your withdrawal.
- 9.4. If your appeal is submitted late i.e., more than 10 working days after your registration has been cancelled and you have been withdrawn, the Global Engagement Office will have notified UKVI of your registration being cancelled.

10. Timescales

- 10.1. Stage 1 Formal Appeal – to be submitted within 10 working days of your registration being cancelled and being withdrawn from the University.
- 10.2. Consideration of your appeal by the Student Casework Office/Collaborative Partner – 25 working days from submission of appeal.
- 10.3. Stage 2 Review of Appeal – to be submitted within 10 working days of receiving your Stage 1 outcome letter.
- 10.4. Consideration of appeal by the Deputy Vice Chancellor – 25 working days from submission of your Stage 2 appeal.

11. Key Contacts

Student Casework Office – appeals@leedstrinity.ac.uk

Student Records – records@leedstrinity.ac.uk

Assessment Team – assessment@leedstrinity.ac.uk

Academic Partnership Unit – apu@leedstrinity.ac.uk

Visa Compliance Team – visacompliance@leedstrinity.ac.uk

Student Support – studentsupport@leedstrinity.ac.uk

Wellbeing – studentwellbeing@leedstrinity.ac.uk

Finance – finance@leedstrinity.ac.uk

Nominee at each Partner Institution – responsible for appeals for students at collaborative partners and will be detailed on relevant appeal forms.

If you spot anything in this procedure which has become outdated or inaccurate, even if just a link that no longer works, we always appreciated this being reported to us at appeals@leedstrinity.ac.uk so we can make amendments and ensure accuracy.