

User Guide for Student

ACADEMIC APPEALS BPM PLATFORM

ACADEMIC SERVICES OFFICE

Academic Appeals BPM Platform
User Guide for Students-Submission Stage

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1. LOG IN AND FIND THE APPEAL REQUEST ENTRY

1.1 LOG IN AND FIND THE APPEAL REQUEST ENTRY

The screenshot shows the UNNC Portal's 'Service Cards' page. The left sidebar contains a navigation menu with 'Service Cards' highlighted. The main content area lists several service cards. Annotations include: 1. A red box around 'Service Cards' in the sidebar with the text '1. Click 'Service Cards' first'. 2. A red box around the 'Academic and Enrollment Support' category with the text '2. Find the catalogue of Academic and Enrollment Support'. 3. A red box around the 'Academic Appeals Request' card with the text '3. Find the Service Card of Academic Appeals Request and click 'Apply Online''. The 'Academic Appeals Request' card includes a description, a 'Request a review from the Academic Appeals Committee...' summary, and an 'Apply Online' button.

The screenshot shows the 'Academic Appeals Request' page. The left sidebar is visible with 'Service Cards' selected. The main content area displays details for the 'Academic Appeals Request' service card. Annotations include: 4. A red box around the 'Start' button at the bottom of the card with the text '4. Click here to start your appeal request'. The card details include: Card ID: USP-SC-047, Category: Academic and Enrollment Support, Summary: Request a review from the Academic Appeals Committee..., Eligibility: This service is available to all students..., Prerequisite: Appeals will only be accepted if submitted within one calendar month..., Service: Students have the right to appeal..., Contact: academic-appeals@nottingham.edu.cn, Document: Student User Guide for Academic Appeal.pdf, Reference: Academic Appeals Procedure, Academic Appeals Policy, and Action: Start.

2. FILL OUT AN ACADEMIC APPEALS REQUEST

2.1 BASIC INFORMATION COLLECTION

University of Nottingham
UNNC Portal

Submit | **Save as Draft** | Save as Template | Print | Refresh | Comments

Post As: [Dropdown]

ACADEMIC APPEAL FORM

decision of an academic body and must be submitted within one calendar month of notification of that all students of the University of Nottingham, except for those who have had their registration suspended by the University, other than at their own request under the Voluntary Suspension of Registration procedure.
<http://www.nottingham.edu.cn/en/academicsservices/appeals/home.aspx>

- Complete all sections of the form.
- Remain within the word limit (1200 words) and limit your submission to the facts of the case. You may attach supplementary documentation to support your appeal.
- If your submission is unclear you will be asked to resubmit the form in a manner that enables proper consideration of the appeal to take place.
- Experiences with which you are dissatisfied but which do not fit the grounds listed in Section 2 below should not be pursued under the academic appeals procedure.

I confirm that I understand the instructions regarding the Academic Appeals Policy and Procedure:

Next Page 1

Click here to save the application as a draft temporarily

Click here to tick the box to confirm you have read through [Academic Appeals Regulations](#)

Click here to the next page

University of Nottingham
UNNC Portal

Submit | Save as Draft | Save as Template | Print | Refresh | Comments

Post As: [Dropdown]

Title *	Please Select	First Forename(s) *	
Family name / Surname *			
Student ID Number *			
Email Address *			
(Optional) Email Address *			
Contact telephone number *			
(optional) number:			
Undergraduate/Postgraduate *	Please Select		
Faculty *	Please Select		
Home Department/School *	Please Select		
Programme of Study *	Please Select		
Year of Study *	Please Select		
Personal Tutor *			

If any contact details change during the course of the appeal you must inform academic-appeals@nottingham.edu.cn the Secretary of the Academic Appeals Committee.

Page Up **Next Page 2**

Click here to the previous page

2.2 APPEAL RIGHTS AND GROUNDS

The screenshot shows the 'Section 1 - The Right to Appeal' form on the UNNC Portal. The form is titled 'Section 1 - The Right to Appeal' and includes the instruction: 'Please indicate the type of decision that you wish to appeal against. Remember that you may only appeal a final decision, not a provisional outcome.' Below this instruction is a list of six radio button options, each with an orange exclamation mark icon:

- The conditions imposed and/or the requirement to take reassessment(s) to progress to the next stage of a taught course/phase of research study.
- A decision to terminate a student's current programme of study.
- A classification decision.
- A decision not to award the qualification for which a student is registered.
- A decision of a University Fitness to Practise Committee or Practice Assessment Panel.
- The outcome of an Extenuating Circumstances Claim.

At the bottom of the list are two buttons: 'Page Up' and 'Next Page 3'. A red box highlights the entire list of options. A red arrow points from a text box below to the 'Next Page 3' button.

Choose the type of decision that you wish to appeal against

The screenshot shows the 'Section 2 - Grounds for appeal' form on the UNNC Portal. The form is titled 'Section 2 - Grounds for appeal' and includes the instruction: 'To appeal against one of the types of decision listed above, you must be able to demonstrate that one (or more) of the following circumstances apply.' Below this instruction is a list of three checkbox options:

- Procedural irregularity: That parts of the documented assessment procedure were not applied correctly and this disadvantaged the student significantly enough to have materially affected the decision made, rendering it unsound.
- Prejudice or bias: That prejudice or bias on the part of one or more of the Examiners took place and can be proven or there are reasonable grounds to support the perception of prejudice or bias.
- Manifestly unreasonable: the decision making body took a decision which no reasonable person would find comprehensible. You must provide substantive argument as to why this is the case.

Below the list is a note: 'The following ground is only applicable if you have not already submitted an Extenuating Circumstances Claim.' This is followed by a fourth checkbox option:

- Performance in assessment was affected by extenuating circumstances: circumstances that materially affected the student's performance, for which supporting evidence exists, and these were not known to the Board of Examiners at the time the decision was made and the student, for good reason, could not have made them known to their School/Department before the decision.

At the bottom of the list are two buttons: 'Page Up' and 'Next Page 4'. A red box highlights the entire list of options. A red arrow points from a text box below to the 'Next Page 4' button.

Choose the appeal ground(s)

Section 2 - Grounds for appeal

To appeal against one of the types of decision listed above, you must be able to demonstrate that one (or more) of the following circumstances apply.

Procedural irregularity: That parts of the documented assessment procedure were not applied correctly and this disadvantaged the student significantly enough to have materially affected the decision made, rendering it unsound.
The name of the documented assessment procedure:
Where it is published:
Add Attachment

Prejudice or bias: That prejudice or bias on the part of one or more of the Examiners took place and can be proven or there are reasonable grounds to support the perception of prejudice or bias.

Manifestly unreasonable: the decision making body took a decision which no reasonable person would find comprehensible. You must provide substantive argument as to why this is the case.

The following ground is only applicable if you have not already submitted an Extenuating Circumstances Claim.

Performance in assessment was affected by extenuating circumstances: circumstances that materially affected the student's performance, for which supporting evidence exists, and these were not known to the Board of Examiners at the time the decision was made and the student, for good reason, could not have made them known to their School/Department before the decision.

Next Page 4

If you choose the ground of Procedural Irregularity, please fill out the popped blanks of the name of the documented assessment procedure and where it is published

Upload attachments here

Section 2 - Grounds for appeal

To appeal against one of the types of decision listed above, you must be able to demonstrate that one (or more) of the following circumstances apply.

Procedural irregularity: That parts of the documented assessment procedure were not applied correctly and this disadvantaged the student significantly enough to have materially affected the decision made, rendering it unsound.

Prejudice or bias: That prejudice or bias on the part of one or more of the Examiners took place and can be proven or there are reasonable grounds to support the perception of prejudice or bias.

Manifestly unreasonable: the decision making body took a decision which no reasonable person would find comprehensible. You must provide substantive argument as to why this is the case.

The following ground is only applicable if you have not already submitted an Extenuating Circumstances Claim.

Performance in assessment was affected by extenuating circumstances: circumstances that materially affected the student's performance, for which supporting evidence exists, and these were not known to the Board of Examiners at the time the decision was made and the student, for good reason, could not have made them known to their School/Department before the decision.

Please provide a brief explanation as to why the evidence of the circumstances could not have been made available to the Board of Examiners at the time of the original decision. (please fill in this column if you have selected the above ground)

Page Up | Next Page 4

If you choose the ground of Performance in assessment was affected by extenuating circumstances, please fill out the popped blanks of your explanation as to why the evidence of the circumstances could not have been made available to the Board of Examiners at the time of the original decision.

2.3 STUDENT SUMMARY AND EXPECTED OUTCOME

Section 3 - Student's Summary

In accordance with Personal Information Protection Law of the People's Republic of China, you should only submit data relating to living third parties if it is strictly necessary for the consideration of your case. Please don't include other people's data if it's not relevant. Additionally, please notify anyone whose data you are including in your paperwork that you are doing so in order that, if they wish, they can contact the University to object to that data being held.

Any evidence or appendices relevant to the appeal must be submitted at the same time as the form and clearly referenced and labelled (see section 5). All documentation should be in English and the translation of any documents should be done by an accredited translator.

Please ensure that any additional information is relevant and meets the Policy and Procedure requirements for the presentation of a written case.

- Do not exceed 1200 words. Appeals exceeding this word limit will be rejected.
- The information you provide in this section will be used to make an initial consideration of your appeal.

Please summarise your reason(s) for appealing. In your summary you should include:

- details of the decision you wish to appeal against
- when you received notification of the decision
- evidence, including evidence of the attempt to resolve the issue(s) informally with the School/Department
- a concise explanation of the circumstances in chronological order, including the key points to support the ground (or grounds) you believe apply.

Page Up Next Page 5

Provide a summary of your appeal request here (text only), you will be able to attach supporting evidence in Section 4.

Please note that the summary should not exceed 1200 words. Appeals exceeding this word limit will be rejected.

Section 4 - What outcome are you hoping for as a result of this appeal?

Please note, it may not be possible to achieve the outcome you seek if it is not permissible under University Regulations or if the remedy sought is beyond the power of the University to deliver.

Please ensure that the outcome you expected is specified in terms of your study arrangement and be in accordance with university regulations

Page Up Next Page 6

Provide the expected outcome of your appeal (text only), please have your expected outcome detailed and listed here.

2.4 SUPPORTING MATERIALS AND SUBMIT

Click 'ADD' to attach more supporting materials

Fill out the title of the supporting materials, e.g. Outpatient report, Travel record, etc.

Upload the relevant evidence here, both original documents and the translations are needed.

Click submit to finish the step

Tick the boxes to confirm before submission

Click 'OK' to complete

3. THE RESPONSE YOU MAY RECEIVE AT THIS STAGE

3.1 REVISIONS REQUEST

In case your Academic Appeal Form needs to be revised, you will expect to receive an email below requesting revisions of your appeal.

发件人: BPM Test <bpmtest@nottingham.edu.cn>

已发送: 2023 年 2 月 15 日 10:44:43 (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi

收件人:

主题: [New Task] Submitter:

Process Name : Academic Appeals Request • Ticket No. : AAF202302014

[This is a test email, please ignore]

Dear

Please kindly note that the following BPM task was just assigned to you. Click to [Process](#) now.

Process Name: Academic Appeals Request

Submitter:

Submit Date: 2/15/2023 10:40:09 AM

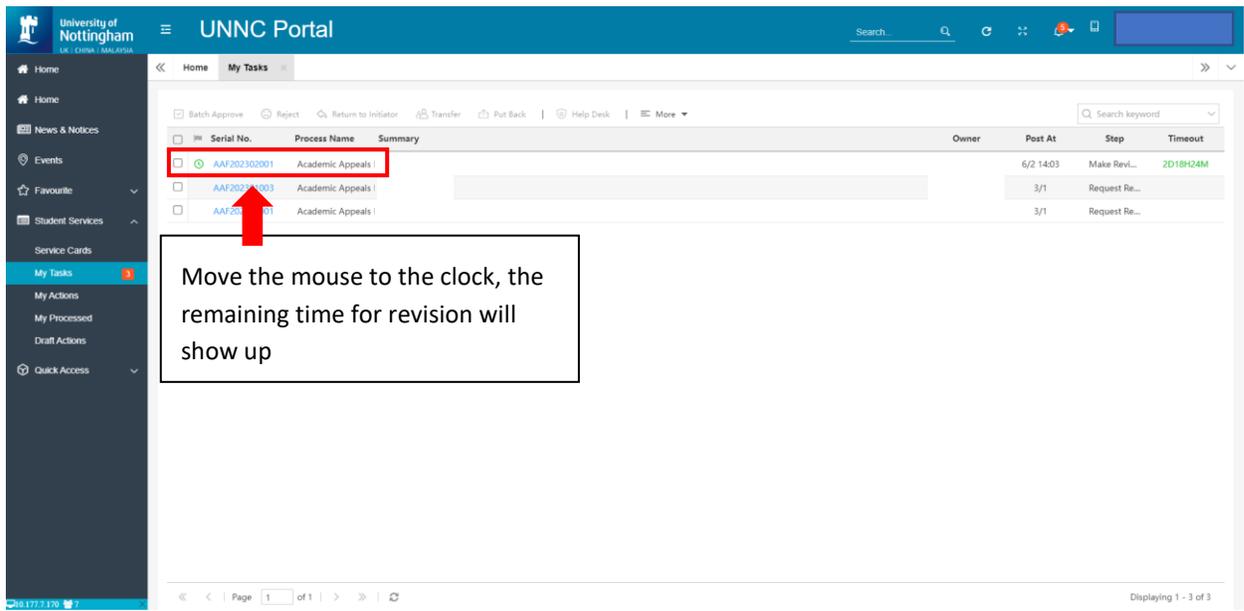
Ticket No.: AAF202302014

From:

Summary:

Click to [Process](#) now.

Click 'Process' to enter the system



3. Once you complete the revisions, click here to submit

*If you are unable to meet the requested timeline, click here to apply for an extension and a separate extension page will pop up

1. Check the comments from case handler at the top of the page

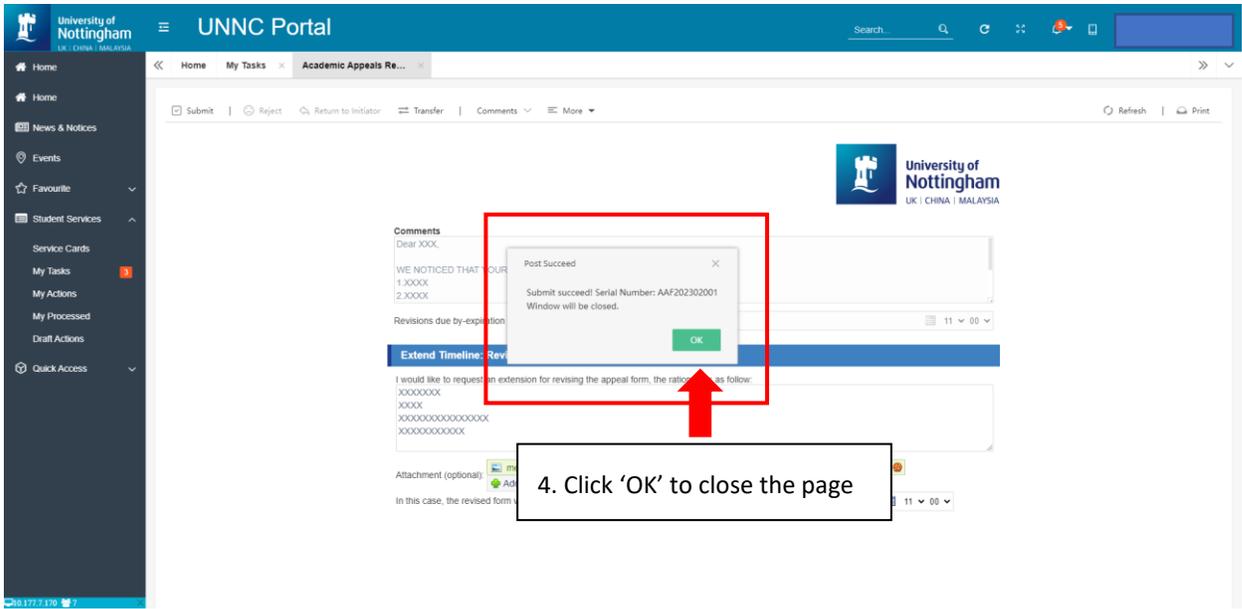
2. Check the revision deadline here

***After clicking the extension, below is the popped extension request page.**

3. Click here to submit the application to Case handler for approval

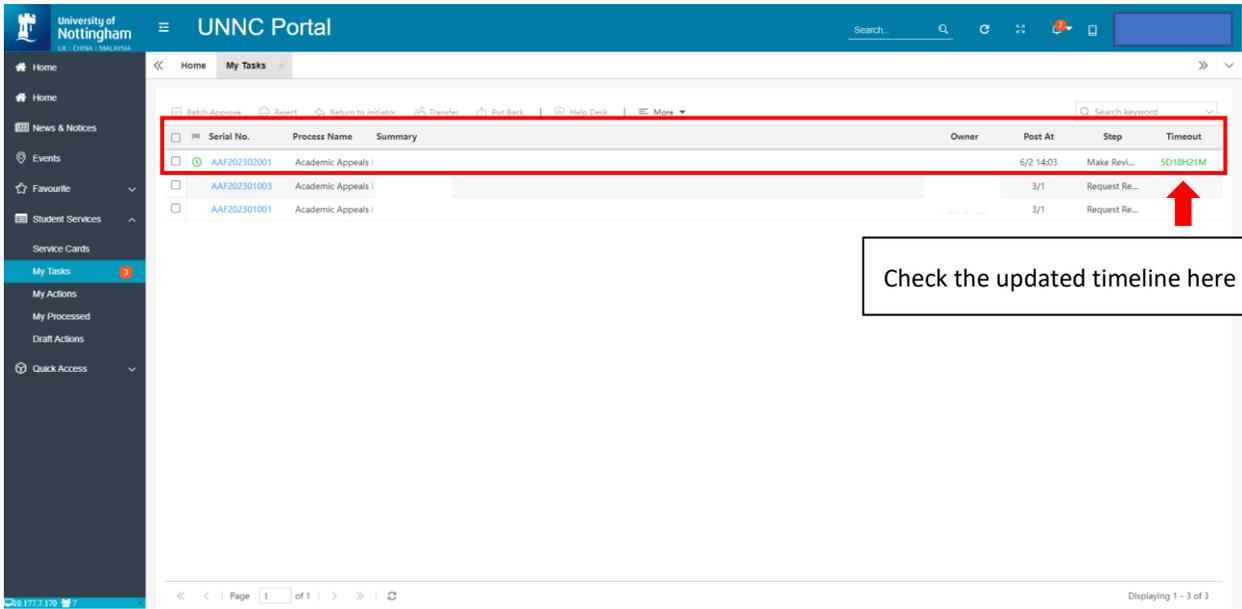
1. Fill out the blank for your rationale of extension request; upload supporting evidence if there is any

2. Choose the date (new deadline) that the revised form could be



When your extension request is approved by case handler, you could find the task in 'My Tasks' and the updated new timeline, please follow the step [3.1](#) for the revision of your appeal request.

*** Please note that if you missed the approved revision deadline, your appeal request will be automatically submitted to Case Handler.**



3.2 LATE SUBMISSION EXPLANATIONS REQUEST

According to UNNC [Academic Appeals Procedure](#), the academic appeals request needs to be submitted within **one calendar month** of the student receiving notification of the decision against which they wish to appeal (or publication of results in the case of classification appeals).

As such, if you submit the academic appeal request out of time, you would be requested to explain the late submission,

发件人: BPM Test <bpmtest@nottingham.edu.cn>
已发送: 2023年2月28日 16:29:41 (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi
收件人:
主题: [New Task] Submitter: Process Name: Academic Appeals Request, Ticket No.: AAF202302017

[This is a test email, please ignore]
Dear

Please kindly note that the following BPM task was just assigned to you. Click to [Process](#) now.

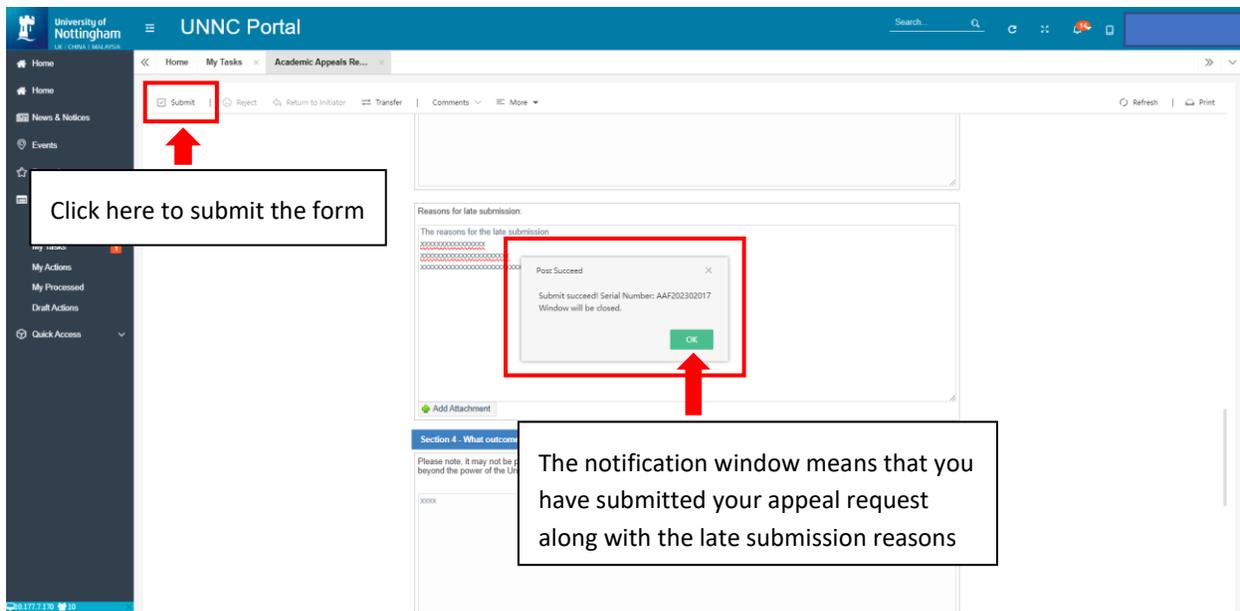
Process Name: Academic Appeals Request
Submitter:
Submit Date: 2/16/2023 9:18:12 AM
Ticket No.:
From:
Summary:

Click here to process your Academic Appeals request

If you have any business related question, please check with the business department.

If you have any technical question or if you are not sure, please contact IT Service Desk via email or phone.

The screenshot shows the UNNC Portal interface. On the left is a navigation menu with options like Home, News & Notices, Events, Favourite, Student Services, and Service Cards. The main content area displays a task list with columns for Serial No., Process Name, Summary, Owner, Post At, Step, and Timeout. A task with Serial No. AAF202302017 and Process Name Academic Appeals Request is shown. The 'Step' column for this task contains the text 'Late submission explanation'. Two red boxes highlight the 'Serial No.' and the 'Step' text, with red arrows pointing to callout boxes. The first callout box says 'Click here to to see the details' and the second says 'Check the status of your Academic Appeals request here'. At the top of the task list, there are action buttons: Batch Approve, Reject, Return to Initiator, Transfer, Put Back, and Help Desk. A search bar is also visible at the top right of the task list.



3.3 THE RECEIPT OF THE APPEAL APPLICATION

- You will expect to receive an email receipt titled 'Receipt of your Academic Appeal Request' from the appeal team when a complete appeal request is made.

4. FAQs

- If you have any technical problems while submitting your appeal request, please contact Academic Appeal Team at academic-appeals@nottingham.edu.cn with a clear description and the screenshot(s) of the issues.
- If you have any enquiry regarding to the Academic Appeal Procedure, please contact Academic Appeal Team at academic-appeals@nottingham.edu.cn.