

# IHM Appeals Procedure

## Appeals against decisions of the IHM Assessment Board

**Please note that a separate appeals procedure exists for members appealing against Code of Conduct findings**

### 1. Introduction

- 1.1 By enrolling as a student or for assessment at the Institute of Healthcare Management, you have agreed to abide by its regulations.
- 1.2 All the regulations are contained within the relevant course handbook or procedure which you should have received when you first enrolled.
- 1.3 Additional copies of handbooks, procedures and guidance are available from the relevant website pages for your programme or activity.
- 1.4 You may not claim ignorance of these procedures as your basis for any appeal.
- 1.5 We aim to deal openly, fairly and effectively with appeals, and to offer an appropriate remedy to anyone who is adversely affected by any error or discrepancy on our part.
- 1.6 This procedure allows for a learner or learners to appeal against decisions made by the IHM Assessment Board and to request that the Board review their decision. The Board has responsibility to make the following decisions:
  - to ratify marks and grades and make decisions about awards and progression
  - to make decisions about validity and acceptability of extenuating circumstances
- 1.7 In the case of "collective" appeals from more than one learner the procedures apply subject to any necessary additions or modifications.
- 1.8 Learners are reminded that the Appeals procedures may only be used to request a "review" of an Assessment Board decision.
- 1.9 The Appeals procedure should not be used where learners wish to report dissatisfaction about teaching-related or service related provision, which should be dealt with under the IHM's Complaints Procedures.
- 1.10 Learners will not be disadvantaged as a result of making an appeal provided it is made in good faith. No fee is charged for making an appeal.

- 1.11 An appeal may only be made if there are grounds to do so and an appeal must be submitted within the deadline stipulated.

## **2. Confidentiality and conflicts of interest**

- 2.1 All information submitted in relation to an appeal will be dealt with confidentially and will only be disclosed to those parties involved in the investigation or judgement of the appeal or as is necessary to progress the appeal, or required by law.
- 2.2 Those investigating or adjudicating upon an appeal at any stage of the procedure will do so impartially. Anyone with a material personal interest in the appeal will neither investigate nor adjudicate.

## **3. Summary of key stages of the Appeals process**

### **3.1 Stage 1**

- 3.1.1 When a learner submits an appeal, the Commercial Director (Business Development) decides whether the appeal is 'accepted' or 'not accepted'.
- 3.1.2 Where an appeal is 'accepted' this means that the Commercial Director (Business Development) refers the appeal to an appeals panel of the Assessment Board Panel (3 members), which is required to review the decision appealed against.

### **3.2 Stage 2**

- 3.2.1 Where an appeal is 'not accepted' this means that the case is not referred back to the Assessment Board and the original decision stands.
- 3.2.2 If a learner is not satisfied with this decision, the learner has the right to submit an appeal against the Commercial Director's (Business Development) decision to the second stage of the appeals procedure where the Chief Executive of IHM will consider whether to refer or not.
- 3.2.3 The learner has, at both stages the right of access to information and documents which have informed the decision, subject to considerations of privacy, confidentiality and the reasonable interests of any third parties.

## 4. Grounds for Appeal against Assessment Board decisions

- 4.1 A learner may appeal against a decision of an Assessment Board and request that it be reviewed, on one or more of the following grounds:
- That there has been an error or irregularity in the assessment process
  - That the Assessment Board's decision was not in accordance with the approved Assessment Regulations (as appropriate)
- 4.2 A learner may appeal against a decision of an Assessment Board regarding **Extenuating Circumstances**, and request that it be reviewed, on one or more of the following grounds:
- That his/her assessment performance may have been adversely affected by extenuating circumstances, which were not presented to the Assessment Board as Extenuating Circumstances in accordance with the IHM's procedures for extenuating circumstances. **An appeal on this ground must be supported by appropriate documentary evidence and must provide a clear and acceptable explanation of why the normal IHM procedures were not followed.**
  - That the Assessment Board had taken insufficient account of extenuating circumstances presented to the Board. Where an appeal relies on documentary evidence which was not available to the Board at the time it made its decision, learners must provide a clear explanation of why this was the case. **Documentary evidence submitted outside the IHM's timescales will not necessarily be considered.**
- 4.3 Simple disagreement with the academic judgement of an Assessment Board, in agreeing marks, grades, progression or awards, or the judgement to support such decisions **cannot** in itself constitute grounds for appeal.

## 5. Sources of Support and Advice on the Appeals process

- 5.1 It is important for a learner to seek advice if unclear about the process. Programme Managers and Tutors may support the learner and or support the appeal itself though this is not a requirement.
- 5.2 Further information and advice can be obtained from the Programme Manager in the learner's IHM approved centre or from the IHM Education team.

## 6. Timescales for appeals

### 6.1 Stage 1

#### 6.1.1 Appeals against a decision of the assessment board must be made within 15 days of the decision being notified to the learner.

6.1.2 The appeal must be in writing, either by letter or email, and must be signed or otherwise corroborated as originating from the learner. The appeal should include all corroborating supporting evidence

6.1.3 Appeals will be acknowledged within 5 working days and the initial investigation will be carried out in 20 working days from the date of receipt of the appeal.

6.1.4 The Commercial Director (Business Development) will make a judgement on whether the appeal should be “accepted” or “not accepted” and inform the learner within 5 days of the decision.

6.1.5 If the appeal is accepted it will be referred to an appeals panel of the Assessment Board.

### 6.2 Stage 2

6.2.1 After receipt of the letter confirming “non acceptance” of the appeal the learner then has 10 days to consider whether to take her/his appeal to Stage 2 or accept the decision of the Head of Learning.

6.2.2 If an appeal under stage 2 is lodged then the Chief Executive will review the appeal, the evidence and the decision of the Commercial Director (Business Development).

6.2.3 The Chief Executive may “uphold” the original appeal and refer it to the Assessment Board Panel or “not uphold” the original appeal in which case the appellant has no further right of appeal.

### 6.3 Stages 1 and 2

6.3.1 Where an appeal is referred at Stage 1 or 2 an Appeals Panel consisting of three members of the Assessment board will be convened. The panel will act for the Assessment Board and may meet virtually.

6.3.2 The Commercial Director (Business Development) will not participate in this panel other than to present any evidence to it. The decision of the panel will be formally noted and the learner informed of the decision within 5 working days.

6.3.3 The Assessment Board Panel will consider the information provided in support of the appeal and decide whether or not to amend its earlier decision.

- 6.3.4 All decisions will be formally recorded. The Chair of the Assessment Board Panel, will write to the learner, giving the decision in writing within 10 days following the meeting.
- 6.3.5 This decision is final and there is no further right of appeal after the Assessment Board Panel has reviewed its decision.
- 6.3.6 Wherever possible the stages of this process will be completed earlier than described where this assists the learner. However appeals lodged outside of the timeframe set down in this document will not be considered.

## 7. Administrative process

7.1 Appeals should be sent to:

**The Education Administrator  
Institute of Healthcare Management  
18-21 Morley Street  
London  
SE1 7QZ**

Or to **education@ihm.org.uk**

- 7.2 They should include your full name, job position and organisation. Your registration number and course of study and if appropriate your approved centre name.
- 7.3 Your preferred contact details consisting of telephone number, email address and mailing address should also be included.
- 7.4 Most importantly you must say on what grounds you are appealing and submit evidence to support your appeal. Please mark your correspondence clearly with **Appeal** written on the outside of the envelope or in the address bar of the email.