



Appeals Policy

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This policy is reviewed annually or when there are significant changes in legislation or accreditation requirements

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1.0 Purpose

Medicall Educational appeals policy outlines the process for challenging decisions related to course admission or academic outcomes within the Recognised institution. This policy outlines the steps involved in lodging an appeal, the grounds for appeal, timelines for submission and hearing, and the composition and role of appeal panels.

2.0 Grounds for Appeal

The ground for appealing a decision are errors in the application of admission criteria, or procedural irregularities in the decision-making process or a Recognition of Prior Learning decision. In relation to examinations, grounds include incorrect assessment material, incorrect marking, and examination environment.

3.0 Appeal Process

Appeals may be made via email or by letter. Appeals should be sent to Medicall's Senior Programme Development Manager . The written appeal form should have supported evidence and detail the rationale for the appeal.

4.0 Appeal Panel

Medicall's appeals panel is made up of experienced Tutors who are knowledgeable in the PHECC processes, including assessment. The role of the appeal panel is to hear and decide on appeals. The composition of the appeal panel must be separate from the course faculty and if required, outside of Medicall.

5.0 Timelines

Clear timelines are provided for submitting appeals, notifying parties of hearing dates, and for the hearing itself. These are established by the Senior Programme Development Manager. Typically, this will be fifteen working days from receipt of the appeal unless further information is sought about the detail of the appeal.

6.0 Outcomes

Medicall's appeal panel will decide and formulate an outcome reply. This will be communicated to the appellant in writing or by email. Appeals may relate to one of the following areas:

Admissions Appeals

Policies detail the process for appealing course admission and Recognition of Prior Learning decisions.

Academic Appeals

Exam results or course progression, based on Medicall's documented course assessment schedule.

Student Conduct Appeals

Medicall has a code of conduct Policy. Students may appeal decisions related to conduct, such as disciplinary actions.

7.0 Submitting the Appeal

The student should submit a written appeal, stating the grounds for the appeal and providing any supporting evidence. If they require assistance in formulating an appeal, an independent tutor acceptable to the student may be asked to assist and advise.

8.0 Appeal Hearing

A panel of independent members hears the appeal, considering both the student's case and Medicall's case.

9.0 Decision

Once the panel decides on an outcome is accepted and binding for both parties.