



March 2025

Academic Appeals Policy

v1.1

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1. Introduction

This policy outlines the procedures for academic appeals submitted by students enrolled at ICE. It ensures transparency, fairness, and timely resolution of concerns regarding academic assessments, course outcomes, and progression decisions.

ICE distinguishes between:

- Homegrown courses, which are fully designed, assessed, and awarded by ICE.
- International partner courses, which are delivered by ICE on behalf of third-party institutions (e.g. Digital Marketing Institute, Adobe etc.)

2. Scope

This policy applies to:

- All students enrolled in ICE's homegrown programmes.
- All students undertaking international programmes delivered by ICE on behalf of external awarding bodies.

3. Grounds for Appeal

A student may appeal academic decisions on one or more of the following grounds:

- Administrative Error: Miscalculation or recording error affecting a final grade or progression outcome.
- Bias or Discrimination: Perceived unfair treatment on the basis of personal characteristics or identity.

4. Homegrown Courses

4.1 Submission

Students must submit their appeal via email to student@icecampus.com within 10 working days of receiving their final result or academic decision.

4.2 Acknowledgement

ICE will acknowledge receipt of the appeal within 2 working days.

4.3 Investigation

The Quality Assurance team will investigate the appeal, which may include reviewing academic records, speaking with graders, and interviewing the student.

4.4 Communication

ICE will provide a written response and follow up with a phone call, normally within 10 working days of acknowledging the appeal.

4.5 Outcome

The response will include:

- A summary of the investigation.
- A decision on whether the appeal is upheld or rejected.
- A description of any remedies (e.g. re-marking, re-assessment opportunity, correction of grade).

Decisions made by ICE under this process are final.

5. International Partner Courses

Appeals are handled directly by the international awarding body. ICE cannot guarantee outcomes or influence decisions of the awarding body. However, the Operations team will offer support to the student throughout the appeals process, to assist with the preparation and submission of the appeal.

6. Confidentiality

All appeals are handled confidentially. Only individuals directly involved in processing or investigating the appeal will have access to related documentation.