Student Appeals Guidance to Departments

1. Procedure for dealing with Appeals from Students

1.1. The following information is intended as a general guide to academic departments and Boards of Examiners on the appeals procedures following examination failure.

1.2. All appeals should be made by students to the Registry within four weeks of the official release of results by the Registry. Exceptionally a late appeal may be considered if a student is able to demonstrate sufficient reason for not doing so in time.

1.3. There are three types of appeals which students may make following the release of their examination marks:

- Arithmetical mark check
- Representations against decisions of a Board of Examiners
- Appeal against withdrawal for unsatisfactory academic progress

2. Arithmetical mark check

2.1. Students can request an arithmetical mark check where they believe that there has been an administrative error when the marks were being recorded. Requests for mark checks will be forwarded to the Department by the Registry on receipt of such an appeal from a student. Where an administrative error is discovered it must be corrected, whether it results in the mark in question being adjusted upwards or downwards.

3. Representation against decisions of Boards of Examiners

3.1. This information provides further guidance on the Procedure for the Consideration of Representations concerning decisions of Boards of Examiners (Appendix 1 of the Examination Regulations).

3.2. Representations from students concerning their examination results can only be made on the following grounds:

1. That the examination(s) was not conducted in accordance with the

2. Where new evidence is provided of circumstances which might have adversely affected their performance in the exams.

3.3. All appeals due to extraordinary mitigating circumstances should be accompanied by comprehensive supporting evidence, including detailed medical certificates where appropriate.
3.4. On receipt of an appeal, senior members of the Registry staff will consider whether they believe there are sufficient grounds for the appeal to be looked at by the Board of Examiners. Where sufficient grounds do not exist the student will be informed of this and the appeal will not proceed any further.

3.5. Once an appeal has been forwarded to the Board of Examiners it shall, in consultation with at least one External Examiner, reconsider its original decision and determine whether the appeal provides grounds for it to change the original decision, please note that it is a requirement to consult at least one of the external examiners. Once the Board of Examiners has reached its decision on whether to revise the original decision or not, it should notify the Registry as soon as possible, who will in turn notify the student. Please note that students cannot progress to the next academic year carrying a failure with them.

3.6. If the Board of Examiners does not change the original decision the student can then request the appeal is heard by a formal appeal panel. The case goes to the Vice-Provost (Education) and the Director of Student Support to determine if sufficient evidence remains to be investigated to justify setting up a formal appeal panel hearing.

3.7. If a formal hearing goes ahead, the Department is invited to send a representative along to present the case for the Department and the student is also invited to present his/her case.

4. **Appeals against withdrawal for unsatisfactory academic progress**

4.1. This information provides further guidance on the Student Withdrawals and Appeals Procedure (Appendix 1 of the General Regulations).

4.2. On receipt of an appeal, senior members of the Registry staff will consider whether there are sufficient grounds for the appeal to be forwarded to the Head of Department for consideration. Where sufficient grounds do not exist the student will be informed of this and the appeal will not proceed any further.

4.3. Appeals against withdrawal can be made on the following grounds:

1. Where there is new evidence of extenuating circumstances which the student had been unable for valid reasons to disclose before the Head of Department made his/her decision.

2. Where there is evidence that the Head of Department had acted unreasonably in requiring the student to withdraw.

3. Where there is evidence that the Student Withdrawals and Appeals procedure has not been correctly followed.

4.4. Where a Head of Department, in consultation with the Director of Undergraduate Studies/ Director of Postgraduate Studies and Senior Tutor/ Departmental Postgraduate Tutor, is not willing to alter his/her decision requiring a student to withdraw from College, then the student may submit a
request that an Appeals Committee be convened to further consider his case. This will only take place if the Vice-Provost (Education), Director of Student Support and Academic Registrar determine that sufficient evidence remains to provide grounds for appeal.

4.5. If an appeal panel is set up to hear the case the Department is invited to send a representative along to present the case for the Department and the student is also invited to present his/her case.

4.6. Ultimately once all internal College procedures have been completed any student that is still dissatisfied with the outcome of their appeal can take their case to the Office of the Independent Adjudicator (OIA) up to 12 months after the date on which the Completion of Procedures Letter was issued.

Approved by
July 2015