## **Academic Appeals - Frequently Asked Questions**

#### SUBMITTING AN APPEAL

**I have received my results and they aren’t what I was expecting, what do I do?**

If you believe that there has been an administrative error in your results you should contact your module leader to discuss your concerns. For all other concerns you should speak to the Advice Zone.

Each campus’s Advice Zone also runs Results Surgeries to offer students the opportunity to discuss their end-of-year outcomes on results days.

**I have spoken to the Advice Zone/the relevant academic member of staff and it hasn’t been possible to resolve my issues. I believe that I have a valid appeal, how should I submit one?**

If you have already tried to resolve your issues by talking to your lecturer or a member of the Advice Zone, and have not been able to resolve the issue, you should submit a ‘Stage 2 Appeal Form’ and supporting evidence to the Student Casework Unit within **10 working days** of your results being published. You can find the form and relevant information on the [Student Casework Unit’s web page](http://uso.southwales.ac.uk/StudentCasework/AP/).

Appeals can be submitted on the following ground:

Material procedural defect or irregularity, which is relevant to the outcome of the academic decision.

You must demonstrate one or more of the following categories:

1. there has been an administrative error;
2. proper process has not been followed in relation to the assessments;
3. there were defects in the advice provided in relation to assessments;
4. an academic decision was not arrived at in accordance with the regulations of the course.

**What evidence do I need to provide?**

If you are appealing on the grounds of incorrect advice given in relation to an assessment, you should provide copies of documentation and correspondence which identifies the inaccurate advice i.e. emails from your lecturer.

If you need advice on what evidence to include you should contact your Advice Zone or the Students’ Union.

**I had personal circumstances, which I feel affected my performance, can I appeal?**

No, you cannot appeal based on personal circumstances. You should speak to your Advice Zone about submitting a late extenuating circumstances claim. The University’s extenuating circumstances forms and guidance notes can be found here: <https://registry.southwales.ac.uk/student-regulations/extenuating-circumstances/>

**If I submit a complaint and an appeal at the same time how will the University manage this?**

If the complaint and appeal are unrelated they will be dealt with under the separate relevant regulations and procedures.

Where part, or all, of the complaint and appeal are related, the University will consider all of the information presented. Please note that it might take the University longer than the deadlines set out in the regulations to deal with the issues raised. The University will ensure that you are notified throughout any investigations of the status of the issues you have raised and the procedure being followed.

**I worked really hard on my assignment but I didn’t get the mark that I think I deserved. Can I appeal?**

Appeals **cannot** be submitted based on disagreement with the academic or professional judgement of the assessment board.

'Academic and professional judgement’ means the mark awarded by the person assessing your work and includes assessing a specific piece of work, and/or reaching a decision on your progression, or on the final level of the award, based on the marks, grades and other information relating to your performance.

The University has a robust system in place to assess students’ work, which includes internal moderation. This means that more than one person makes a decision about the mark that you have received and checks that the marking criteria has been applied correctly. An external examiner is also involved in the moderation process.

If you are unhappy with the mark you have been awarded, you should speak to your lecturer to get further feedback. The feedback should help you understand how the mark was awarded.

**Can we submit a group appeal? How do we do this?**

Yes, you can submit a group appeal. You will need to nominate a spokesperson from your group. They should complete the ‘Group Stage 2 Appeal Form’ and gather all of the relevant evidence. All members of the group need to sign this form to confirm that they are happy that the appeal reflects the issues they want raised. The nominated spokesperson should submit the Stage 1 Group Appeal Form and all relevant supporting evidence to the Student Casework Unit within **10 working days** of your results being published.

**Do you accept appeals from third parties?**

Whilst the University expects you to submit an appeal yourself, it is appreciated that there may be valid reasons where an appeal may need to be made by a third party, although this will only be accepted in exceptional cases. If this is the case, the reason for the third party submitting the appeal should be provided, along with any evidence, and written authorisation that you have agreed that the third party can act on your behalf.

**I am a student at a partner institution; can I use the University’s appeals regulations?**

Yes, the appeals regulations apply to all students enrolled at the University on taught courses whether they are taught on campus or through an arrangement at a partner institution. For students studying research degrees, please refer to Part C: Procedure for Research Degrees, of the Academic Appeals Regulations and Procedure.

**The information I am providing is confidential, who will it be seen by?**

The information will only be provided to the appropriate members of staff in line with the declaration on the bottom of the appeal form. The University will not disclose any information to third parties regarding investigations and outcomes from student appeal cases unless legal exceptions under the EU General Data Protection Regulation (GDPR) apply or you have given the University written authority to do so.

*NB Policing Degree apprenticeships programmes only – your employer will be automatically notified of any submissions/outcomes under this process.*

If you have any concerns regarding disclosure of information detailed within your appeal, you should contact the Student Casework Unit.

#### END OF YEAR OUTCOMES

**I have been given resits; do I need to complete them whilst my appeal is ongoing?**

Yes, you should continue to prepare to complete your resits whilst your appeal is ongoing.

If your appeal is successful, your resit work will be marked using the full range of marks (0-100). If your appeal is declined, the maximum mark you will be able to achieve is the base pass mark, which is normally 40.

**I have been discontinued from my course and am appealing. Can I continue with my studies whilst my appeal is being considered?**

No, as you have been discontinued you will not be able to continue with your studies whilst your appeal is being considered. There are exceptions to this for specific courses, if you are in doubt you should contact the Advice Zone.

If your appeal is successful and the decision to discontinue you is withdrawn, you will be able to restart your studies at the next available opportunity.

**I have been given a repeat year and am appealing, can I take resits whilst my appeal is being considered?**

No, you cannot take resits.

If your appeal is successful you will be given the opportunity to retake the assessments at the next available opportunity.

#### AFTER SUBMITTING THE APPEAL

**What happens after I submit my appeal?**

Once you have submitted your appeal, the Student Casework Unit will review the information that you have provided to check that you have submitted your appeal on the correct form, within the correct timeframe, and provided relevant evidence. Your appeal will then be sent to the appropriate person for consideration.

Exceptionally, you may be invited to a meeting to clarify details of the appeal. If additional information is required in order to reach a decision on the outcome of an appeal you will be given **5 working days** in which to provide the additional information, or to advise the timeframe in which the information will be submitted.

**Who will be considering my appeal?**

Your appeal will be considered by a senior member of the faculty at Associate Head of

School level or above.

**How long will it take to consider my appeal?**

You should receive an outcome to your appeal within 20 working days of providing the final relevant piece of documentation of your appeal submission.

If there are any delays in considering your appeal, the Student Casework Unit will let you know and provide you with a date by which you can expect an update.

#### POSSIBLE OUTCOMES

**What outcomes are possible?**

There are many potential outcomes to an appeal depending on individual circumstances. Any amendments to your original results will be clearly detailed in a letter advising you of the outcome of the appeal. The letter will also signpost you to the correct department that you should contact to request further clarification e.g. Advice Zone/Student Administration.

Appeals cannot raise or amend marks for assessments, modules or degree classifications, unless there has been an administrative error.

#### FOLLOWING A STAGE 1 APPEAL

**What happens if I am unhappy with the outcome of my appeal?**

You can request a review of the outcome of your stage 2 appeal if you are unhappy with the result, providing that you meet the following grounds set out in the procedure:

1. You have evidence that the procedures at stage 1 were not conducted in line with the regulations and this has materially disadvantaged them.
2. You have new and relevant evidence which **for good reason** was not available at the time their stage 1 appeal was submitted. (NB Sensitive personal, family or cultural reasons may not be accepted as good reason).
This information should not have been accessible or known to the student when the stage 1 appeal was submitted. Information which was available and not provided with the stage 1 appeal will not be considered valid grounds for a request for review.
3. You have evidence that the outcome at stage 2 was not reasonable in the circumstances.

Once you have submitted your request for review it will be considered by the Academic Registrar (or nominee), and a decision will be made if you meet the grounds for review within **5 working days**.

**What happens if I am unhappy with the outcome but I don’t think I meet the grounds for a stage 3 review?**

You may request a Completion of Procedures Letter, which will enable you to make a complaint to the Office of the Independent Adjudicator for Higher Education (OIA) if you are eligible under its [Rules](http://www.oiahe.org.uk/rules-and-the-complaints-process.aspx).

#### REQUEST FOR REVIEW – STAGE 3

**What happens if I meet the grounds to submit a request for review?**

If you meet one or more of the grounds to request a review of the outcome from your stage 2 appeal and your case is straightforward, your case will be referred back to the relevant Award and Progression Board for consideration. You will be notified of the outcome within 15 working days.

If your case is more complex, it will be referred to a Review Panel. A chair will be appointed along with another panel member from a different faculty to your own, and the President of the Students’ Union (or their nominee) will also form part of the Review Panel.

If your case is referred to a review panel the meeting will be held in private; however, you can request attendance at the meeting. The Review Panel can also, in exceptional circumstances, invite you to attend the meeting.

A decision will then be made and either your request for review will be referred back to the Chair of the relevant Award and Progression Board for reconsideration or, if it is unsuccessful, your case will be closed. You will be notified of the outcome within 25 working days.

**What happens if I submit a request for review and the Academic Registrar (or nominee) decides I do not meet the grounds?**

If you submit a request for review and do not meet the grounds for review, the Student Casework Unit will automatically issue you with a Completion of Procedures Letter within **5 working days**. This will enable you to make a complaint to the Office of the Independent Adjudicator.