



Academic Appeals Policy and Procedures

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Related documents	University Assessment Regulations for Taught Programmes

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V1.0	7.08.2014	G&QE	First published version (previously included in composite document <i>Assessment and Graduation Processes</i>)
V2.0	15.09.2016	Academic Quality and Development	Section 4 added to signpost the process for External Independent Review
			Departmental Titles/Role titles updated
			Help Sheet for Students – ‘What are the Possible Outcomes of my Appeal?’ - updated to signpost the right to complain to the SPSO.
V2.1	20.05.2020	Academic Quality	Departmental title updated

V2.2	01.02.23	Department of Quality Assurance & Enhancement	Minor update - to remove reference to Consideration of Mitigating Circumstances Policy (MITS) and to re-frame to the new, Fit to Sit Policy. Hyperlinks updated.
V2.3	01.09.24	Quality Assurance and Enhancement	Minor reframe of the academic appeals flowchart and removal of remaining references to MITs.

1 Academic Appeals ¹

- 1.1 A student who wishes to exercise their right to appeal, on the grounds of procedural or other irregularity, must do so by completing an Academic Appeal form which must be submitted to the Department of Quality Assurance and Enhancement within two calendar weeks of publication of the decision against which the appeal is being made. Appeals will not normally be considered if they are submitted outwith the two calendar weeks' period unless the student can provide good reasons why the delay has occurred. No appeal will be considered if it is received later than six months from the date of the original decision. The appeal form should include full details of the grounds on which the appeal is based and be accompanied by any supporting documentation.
- 1.2 All appeal forms shall be given preliminary consideration by the Department of Quality Assurance and Enhancement, who shall be empowered to act on behalf of the Academic Appeals Committee in dismissing appeals that are not able to be considered under the University's regulations for academic appeals, do not have grounds for appeal or do not have sufficient evidence to support an appeal. In all such cases the Department of Quality Assurance and Enhancement shall inform the student accordingly and there shall be no further right of appeal. The student may, within seven days of notification of the decision, request a meeting with the Department of Quality Assurance and Enhancement to clarify the reasons for the rejection of the appeal at this stage.
- 1.3 On receipt of an appeal form, the Department of Quality Assurance and Enhancement will notify, when appropriate, the relevant Progression and Award Board (PAB) Chair who shall prepare a written statement providing, in detail, the proposed outcome of the appeal, including any proposed change to the original PAB decision. This statement will normally be lodged with the Department of Quality Assurance and Enhancement within five working days of notification.
- 1.4 Disagreement with the academic judgment of a PAB, (e.g. with regard to assessment marks, progression decisions or final level of award) cannot, in itself, constitute grounds for an appeal. Also, an appeal cannot be considered that is based on information which has already been given full and proper consideration by a PAB or that is based on information which, for no good reason, was not made available to the PAB at the time it took the decision in question.
- 1.5 Where the Department of Quality Assurance and Enhancement is satisfied that there appears to be sufficient grounds for appeal, they will investigate the case and seek a resolution in consultation with the relevant academic staff. Where a resolution is achieved, agreed by the Department of Quality Assurance and Enhancement and the Chair of the PAB, the Department of Quality Assurance and Enhancement shall inform the student accordingly and there will be no further right of appeal. Where an agreed resolution is not possible, the appropriate Director (or nominee) will consult with the Chair of the Academic Appeals Committee and, where necessary, convene a meeting of the Academic Appeals Committee within twenty-eight days of receipt of the student's appeal and shall provide the student with seven days' notice of the date, time and place of the meeting.
- 1.6 Where a meeting of the Academic Appeals Committee is deemed to be necessary, appellants shall have the right to appear personally before the Academic Appeals Committee and to be accompanied by a person of their choice.
- 1.7 The Academic Appeals Committee may, if it so wishes, consult with the Chair or some other appointed representative of a PAB against whose decision an appeal is being considered, and it may call for any information it requires, including details of student attendance and academic performance, in order to make an informed decision.
- 1.8 Should the Academic Appeals Committee decide that a case for reconsideration has not been proven, the appeal shall be dismissed. The Department of Quality Assurance and Enhancement shall inform the appellant in writing of the reasons for the dismissal and there shall be no further right of appeal.

¹ Where an appeal is upheld and the original decision of a PAB is changed, a PAB Chair's Action must be taken immediately.

- 1.9 In those cases where the Academic Appeals Committee requires a PAB to reconsider its decision, the appropriate Director (or nominee) will inform the PAB Chair in writing accordingly and the PAB shall reconvene forthwith to reconsider its decision.
- 1.10 In all cases referred to a PAB for reconsideration, the External Examiner(s) shall be informed of the appeal by the Chair of the PAB and be given full information on the background to the appeal.
- 1.11 If the PAB rejects an appeal and if, in the opinion of the Academic Appeals Committee, due and proper account has still not been taken of the relevant factors, then the Academic Appeals Committee can recommend to Senate that the decision be annulled. The Academic Appeals Committee may recommend to Senate that the decision be annulled if it is not possible to reconvene the PAB to hear the appeal.
- 1.12 The appellant and other students affected, if appropriate, shall be informed in writing by the Department of Quality Assurance and Enhancement after the ruling of a decision of annulment and shall be informed of the follow-up action being taken by Senate.
- 1.13 If the External Examiner(s) cannot attend the meeting of the PAB at which the matter is to be discussed, the views of the External Examiner(s) shall be sought prior to the meeting, preferably in writing.
- 1.14 All factors relevant to the appeal and the PAB's decision shall be minuted.
- 1.15 The PAB Chair shall, as soon as possible after the meeting of the PAB, inform the Department of Quality Assurance and Enhancement in writing of the Board's decision.
- 1.16 The Academic Appeals Committee may decide that the case in support of an appeal is not sufficiently strong or that the material submitted has already been properly considered by the PAB concerned. In either of such circumstances the appeal shall be rejected and there is no further right of appeal. In the following circumstances the Academic Appeals Committee may require a PAB to reconsider its decision:
 - 1.16.1 If the Academic Appeals Committee is satisfied by evidence from a student or any other person that there has been a material administrative error, or that the assessments were not conducted in accordance with the current regulations for the programme, or that some other material irregularity has occurred.
- 1.17 The Academic Appeals Committee may, if it considers that the PAB has not taken due and proper account of the relevant factors as specified in 1.16.1 above, remit the matter for consideration by Senate and may advise Senate to annul the decision of the PAB.
- 1.18 In cases where it is not possible to reconvene a PAB, the Academic Appeals Committee may recommend to Senate that the decision of the PAB be annulled without making a prior request for reconsideration. If an error or irregularity is found to have affected more than one candidate, Senate may be advised to annul the whole assessment or any part thereof.

2 Academic Appeals Committee Terms of Reference

- 2.1 The Academic Appeals Committee is directly responsible to Senate and has the following terms of reference:

To consider appeals from registered students against University Progression and Award Boards' decisions which result in their studies being terminated or their normal progression being delayed or which relate to the classification of their awards

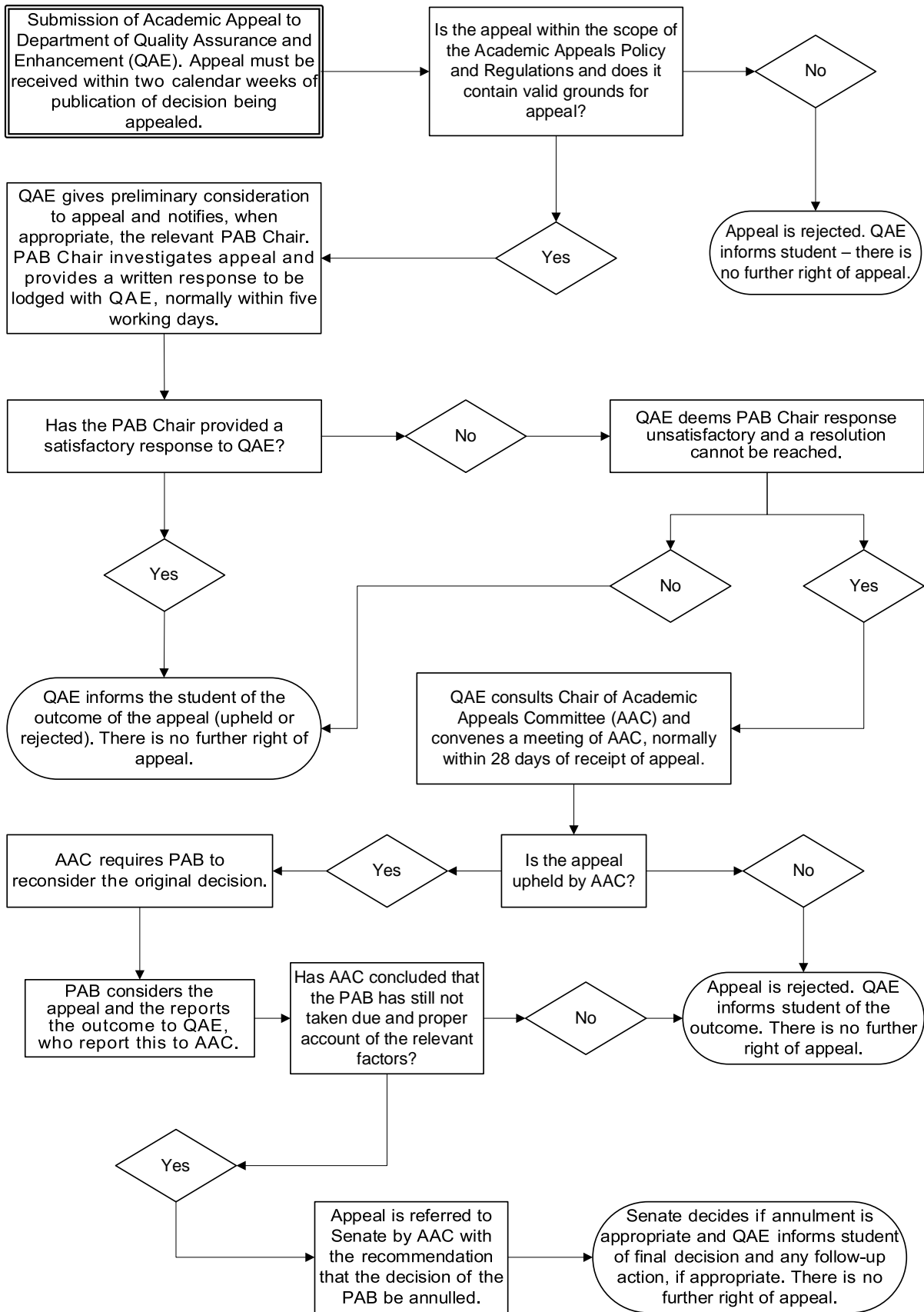
3 Composition of the Academic Appeals Committee

- 3.1 The Academic Appeals Committee consists of a Chair who shall be nominated by the Chair of Senate, four members of full-time academic staff and a full-time officer of the Students' Association. Appellants have the right to object to the involvement of a representative of the Students' Association and, in such circumstances, the representative of the Students' Association would not attend or take any other part in the proceedings.
- 3.2 The four members of full-time academic staff are drawn from a pool of full-time academic staff appointed by the School Boards for a period of three years. No member may be involved in considering an appeal against a decision of a Progression and Award Board of which he or she is a member.
- 3.3 The Chair and two other members will constitute a quorum and meetings will be clerked by a representative of the Department of Quality Assurance and Enhancement.

4 External Independent Review

- 4.1 Students who are dissatisfied with the way their appeal has been handled have the right to complain to the Scottish Public Services Ombudsman (SPSO). The SPSO will consider the case and make a decision on whether to investigate. It is important to note that the SPSO can only investigate whether an appeal had been handled appropriately by the University; it does not look again at the substance of the original appeal case. The SPSO can only consider cases when consideration is complete at University level. Referral to the SPSO should take place within twelve months of receipt of the final response.
- 4.2 SPSO contact details are:- Freephone 0800 377 7330 or call 0131 225 5300, in person Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS, or by Freepost SPSO (this is all you need to write on the envelope and you don't need to use a stamp), Fax 0800 377 7331.

Academic Appeals Flowchart





Glasgow Caledonian University

Academic Appeal Form - Help Sheet for Students

What is an appeal?

An appeal is a formal procedure by which a registered student can appeal, on the grounds of procedural or other irregularity, against a University Progression and Award Board (PAB) decision which result in their studies being terminated or their normal progression being delayed or which relate to the classification of their awards. In order to submit your appeal you **must** complete the University's Academic Appeal Form.

On what grounds can I appeal against a Progression and Award Board's decision?

Appeals can be made on the grounds of **material administrative error, regulatory irregularity or other material irregularity**, for example that the assessments were not conducted in accordance with current regulations for the programme. You must provide documentary evidence in support of your appeal.

Academic Appeals cannot be made on the grounds of personal or medical factors. **Where students consider that there has been irregularity in the consideration of a [Fit to Sit](#) application, the Academic Appeal process may be used.**

An appeal will be rejected, and therefore not re-considered by the Progression and Award Board or referred to the Academic Appeals Committee, in the following circumstances:

The case in support of the appeal is not sufficiently strong

The information contained in the appeal has already been properly considered by the Progression and Award Board concerned

The appeal is against a requirement to re-sit an assessment at the normal re-sit diet

The appeal is based solely on a request for another opportunity to be given

The appeal is based solely on disagreement with the academic judgement of the Progression and Award Board

The appeal is based solely on the student not understanding or not being aware of the published assessment regulations and procedures for a module or programme.

How long do I have to submit the appeal?

You have **ten working days (two calendar weeks)** from the publication date of the Progression and Award Board's decision. Appeals will not normally be considered if received outwith this period, unless you can provide valid reasons for the delay. No appeal received after six months from the date of the Board's decision will be considered.

How do I appeal?

The appeal must be made on the University's Academic Appeal Form available from:

The Campus Life Desk on the First Floor of the George Moore Building or;

The Exams Guide website at <https://www.gcu.ac.uk/currentstudents/essentials/exams/appeals>

Who considers my appeal?

All appeals are given preliminary consideration by the Department of Quality Assurance and Enhancement. If the Department of Quality Assurance and Enhancement is satisfied there are grounds for appeal, the appeal may proceed to the Academic Appeals Committee only where a satisfactory resolution cannot be reached in consultation with the relevant academic staff. The Academic Appeals Committee will normally meet within 28 days of the Department of Quality Assurance and Enhancement receiving your appeal.

How long do I have to wait to hear the result of my appeal?

The Department of Quality Assurance and Enhancement will notify you **in writing** as soon as possible once a decision has been made.

What are the possible outcomes of my appeal?

The appeal may be upheld. An example outcome may be to treat an attempt as void or to allow you to proceed with your studies.

The appeal may not be upheld. In such decisions there is **no further right of appeal**. You have the right to complain to the Scottish Public Services Ombudsman (SPSO), if you are dissatisfied with the handling of your appeal. Please see Section 4 of the Academic Appeals Policy and Procedures for further details.

Where do I send the completed Academic Appeal Form?

You can submit your appeal form and supporting evidence by email – academicappeals@gcu.ac.uk - or in the following ways:

By hand, to the Academic Appeals Drop Boxes, located at the Base and in the Campus Life Lounge.

By post, to Academic Appeals, Department of Quality Assurance and Enhancement, Glasgow Caledonian University, Cowcaddens Road, G4 0BA.

ACADEMIC APPEAL FORM

Before completing this form please take time to read the attached information on Academic Appeals

PERSONAL DETAILS

Name:		Student ID. No.
Residential Address:	E-mail address:	
	Telephone Number:	
	School:	
	Programme:	

ASSESSMENT PERIOD

Please indicate the assessment period which your appeal relates to (please tick):

May/June	August/September
January/February	Other (please indicate month)

GROUND FOR APPEAL

Please detail the grounds on which you are appealing (continue on a separate sheet if required). Academic Appeals cannot be made on the grounds of personal or medical factors. Where students consider that there has been irregularity in the consideration of a Fit to Sit application, the Academic Appeal process may be used.

Please provide details of the written evidence you are submitting in support of your appeal (continue on additional sheet if required). Please note that failure to supply valid supporting evidence, as required by the Academic Appeals Regulations, is likely to result in the appeal being rejected.

Please detail modules and/or assessments and the Trimester the appeal relates to.

Please indicate your preferred outcome of this appeal

The information given in this form must be accurate and must have, or must be believed to have, had a direct and adverse effect on your academic performance. You MUST sign and date this declaration:

The information I have given on this form is, to the best of my knowledge, true and has had a direct adverse effect on the assessment(s) named.

I am aware of the timescales for the submission of Academic Appeals.

I give my permission for the information contained within the appeal and supporting documentation to be considered by appropriate members of University Staff.

If you provide information or certificates which are subsequently found to be falsified or misleading in any way, you may be liable to action being taken against you under the Code of Student Discipline.

Signature:

Date:

Please submit completed appeal forms:

By email, from your @caledonian.ac.uk email account to; academicappeals@gcu.ac.uk

Academic Appeals submitted from a non-GCU student email account may be subject to identity confirmation, if the submitting email account is not registered on GCU Student Records.
