



UNIVERSITY
of
GREENWICH

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ACADEMIC APPEALS GUIDANCE NOTES AND FORM

October 2013

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GUIDANCE NOTES: ACADEMIC APPEALS

(please retain for your information)

Before you begin to complete the Academic Appeal Form, please read these guidance notes and the Academic Appeal Regulations (revised October 2013) - available on the University website at <http://www2.gre.ac.uk/current-students/regs>. These regulations supersede all other documentation. Your written appeal should be set out on the attached form either using **black ink**, or **Word Processed**. You may add extra pages, where appropriate. Please ensure that you sign the declaration and date the form at the end.

COMPLETING THE FORM

All sections of the Academic Appeal Form must be completed in full. If you need advice or have difficulty with the form or do not understand the procedures, you may ask a member of staff from your Campus Student Centre, your School Office, a Listening Ear or a Students' Union Advisor to help you.

First Name/s and Surname / Family Name

Please give your first name and family name as shown on your University ID Card.

University ID Number

Your University ID number is also shown on your University ID Card.

Programme of Study

Your Programme of study is the degree/qualification you are studying for, e.g. BSc Computing or MA International Business

Year /Stage of Study

This is the year you are in or the level you are studying at

Address for Correspondence

Please give the address to which you would like us to send all correspondence relating to your appeal. Bear in mind where you will be over the vacation if your appeal is submitted at the end of an academic term. Correspondence sent to the address provided on your appeal form will be assumed to have been received. Remember to tell us if you move while we are reviewing your appeal.

Contact Phone Number

Please give a phone number where you may be contacted during the day.

E-Mail

Your main email address should be the one provided by the University and you should check this at least once every day so that the mail box does not get overly full. Please also provide your personal email address, should you prefer to use this option.

Appeal Case

You should provide full details here of the issues you wish to raise. See **What do I need to say on the appeal form?** for more information.

Documentary Evidence

You must submit with your appeal form, all documentary evidence in support of your appeal (e.g. medical certificates, letters, emails, and other original evidence you may have). If you are not sure what to provide, you should discuss it with a member of staff at the Campus Student Centre, your School Office, a Listening Ear or a Students' Union Advisor.

Declaration

You **must sign and date** the appeal form.

If you have a declared disability and require information to be sent to you in an appropriate/alternative format, please let the Appeals Investigation Officer know.

Who can submit an academic appeal?

Any current student or recent graduate may submit an academic appeal, as long as the grounds for appeal are made in accordance with Section 3 of the Academic Appeal Regulations.

Who may not submit an academic appeal?

Post Graduate Research students cannot utilise the University's Academic Appeal process but can appeal using the regulations governing research students as laid out in the Research Students' Handbook.

What can I appeal against?

An academic appeal is always directly assessment related and can only be made against decisions reached by a Progression & Award Board, Assessment Offences Investigative Interview or Assessment Offences Panel.

Please note, you cannot appeal just because you do not agree with the Progression and Award Board decision regarding your marks/results/degree classification.

If there exist circumstances that you believe affected your performance in examinations / assessment you are expected to bring these to the attention of your School before the Progression and Award Board meet by submitting a claim of extenuating circumstances. If you are citing such circumstances as grounds for appeal, you **must** give a valid reason why you could not submit a claim of extenuating circumstances at the correct time, as defined by the University's Extenuating Circumstances procedure:

<http://www2.gre.ac.uk/current-students/regs/?a=636810#page=81>

When can I appeal?

Academic appeal forms must be completed **in full** and submitted, **with evidence** in support of your appeal, within **15 working days** of the published results giving you the decision of the Progression and Award Board or the outcome letter from an Assessment Offences Investigative Interview/ Assessment Offences Panel (*as applicable*).

Will I still be able to attend my Award Ceremony?

Yes, but if you have appealed against your degree classification, and you have confirmed your attendance at the Award Ceremony you should be aware that your degree certificate will not be given to you on the day and will be issued only after the outcome of your appeal is known.

What do I need to say on the appeal form?

You must include in your appeal all the information that you wish to be considered. Any information that is left out cannot be included at a later stage. Do not assume that the longer the written case or the bulkier the papers the stronger is the appeal.

Original evidence must be provided in support of your appeal and listed on the appeal form. There may be exceptional circumstances in which evidence cannot be provided at that time, in which case you should specify the date on which it can be provided and outline the evidence to be supplied; this should normally be no later than 10 working days after submission of the appeal form. **Your appeal will not be considered until the listed evidence is provided.** If you have previously been in contact with the University Counselling Services about any issues raised in your appeal or matters that may have a bearing upon it, it may be appropriate to consult them.

How do I submit my appeal?

Your appeal form and documentary evidence should be submitted via your Campus Student Centre where a receipt will be issued to you. Your appeal form and documentary evidence will

then be forwarded to an Appeals Investigation Officer. Please ensure you keep these guidance notes as well as a copy of the form for your records.

What will happen next?

You will receive an acknowledgement letter informing you that the investigation into your appeal has begun.

Please note, your appeal will be rejected by an Appeals Investigation Officer if it is determined that any of the following conditions apply:

- You have submitted your appeal outside of the stipulated deadline, without good reason
- You have submitted your appeal because you disagree with your grade/degree classification
- You have given no valid reason why a claim of extenuating circumstances could not have been submitted at the correct time.

In such cases, you will be notified in writing that your appeal has been rejected within 10 working days of the acknowledgment letter and you will receive a Completion of Procedures statement.

My appeal has been accepted, what happens now?

If your appeal is accepted as valid for investigation, an officer will carry out the investigation and will contact your School/Department for a written response to your appeal. Your appeal, and the School response, will be considered by the Appeals Investigation Officer, who will determine whether:

- Your case is referred back to the relevant decision making body (i.e. the Progression and Award Board or the Assessment Offences Panel) for reconsideration

Or

- The School's full response, including any supporting documents, will be forwarded to you for comment. In this instance, you must send your written concluding comments to the officer within 10 working days. The Appeals Investigation Officer will then consider your appeal, the School response and your concluding comments to determine whether there is a *prima facie* (i.e. at first sight, on the face of it) case

If it is decided that there is a case, it will be referred to the next available meeting of the Academic Appeals Committee for consideration, and you will be informed in writing. If the officer determines that there is no case, the appeal procedure within the university will be at an end, and you will receive a Completion of Procedures statement.

Please refer to Regulation 4 of the Academic Appeal regulations for full details of the Appeals Procedure.

My appeal has been rejected, why?

Your appeal may be rejected if:

- You have not provided relevant/sufficient medical or other evidence to support an application of extenuating circumstances not known to the board at the time.
- Your appeal concerns a long-standing health problem, which you were aware of at the start of your studies (unless there is independent medical evidence confirming that the problem was exacerbated at the time of the assessment).
- Your appeal has been submitted citing financial reasons relating to non-registration/non-submission of work, or that access to University facilities was restricted due to an outstanding financial obligation to the University.
- You are claiming to have not received assessment or other relevant correspondence, having changed address without updating BannerWeb details / informing the University.

- You did not understand, or claim to be unaware of, the published assessment regulations and procedures for your course or programme, or you claim to be unaware of the procedures for presenting extenuating circumstances at the correct time

The appeals procedure cannot be used to bring complaints related to teaching, supervision or services. These must be raised at the time such issues occur and through the appropriate channels, e.g. Programme Leader or the University's Formal Complaints procedure.

In the event that a Formal Complaint is submitted at the same time as an Academic Appeal, regarding the same circumstances, the Appeals Investigation Officer and the Complaints Investigation Officer shall jointly determine the manner in which the matters are resolved, and the appropriate timescales, whilst ensuring that the requirements of the respective Regulations are fully adhered to.

What happens when the University has completed its investigation into my appeal?

On completion of your appeal, you will receive a *Completion of Procedures* statement, signifying that the University considers the Academic Appeals process to be complete. If you feel that the outcome of your appeal is unreasonable in relation to the evidence submitted, you may request a review from the Office of the Independent Adjudicator for Higher Education (OIA), within three months of the issue of the *Completion of Procedures* statement. Information regarding this is on the OIA website: <http://www.oiahe.org.uk>



the
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GREENWICH

ACADEMIC APPEAL FORM

1. General Information

SURNAME (family name)									
FIRST NAME (s)									
UNIVERSITY ID NUMBER	0	0	0						
PROGRAMME OF STUDY									
YEAR/STAGE OF STUDY									
ADDRESS FOR CORRESPONDENCE									
CONTACT TELEPHONE NUMBER					E-MAIL				
If any of the above particulars differ from your Banner details, please ensure that you update your details in BannerWeb									

2. GROUNDS OF APPEAL

If you are appealing against the decision of the **Progression & Award Board** please indicate in this section, by ticking the appropriate box, the grounds for your appeal.

- that there exist circumstances materially affecting the student's performance which were not known to the Progression and Award Board when its decision was taken, and which it was not reasonably practicable for the student to make known to the Board beforehand. (*You must give adequate reasons why this information was not made available to the Progression and Award Board **before** it reached its decision, and provide relevant documentary evidence.*)
- that there were procedural irregularities in the conduct of the examinations and /or assessment procedures, including assessment of coursework, of such a nature as to create a reasonable possibility that the result might have been different had they not occurred.

If you are appealing against the decision of an **Assessment Offences Investigative Interview (AOII)** or **Assessment Offences Panel (AOP)** please indicate in this section, by ticking the appropriate box, the grounds for your appeal.

that the procedure was not properly carried out

that substantial new evidence has come to light

3. DETAILS OF YOUR APPEAL

What decision are you appealing against?

When was this decision reached (e.g. date of Progression & Award Board or AOII/AOP)

4. DETAILS OF COURSE CODE & COURSE TITLE

Please give details of the Course Code (e.g. *ARCT1234*) and Course Title related to your appeal and the date of submission of coursework / date of examination / date of AOII/AOP etc.

5. OTHER INFORMATION

Please indicate with whom you have discussed your cause for concern - and when - after receiving the decision of the Progression and Award Board or AOII/AOP (e.g. *Programme Leader, Students' Union representative, Personal Tutor*). What advice did they give you?

6. APPEAL CASE

Please give an explanation of your appeal case. Where appropriate please include the date(s) of the examination or other assessments affected, or Assessment Offences Investigative Interview/Panel details. You should note that this information and any supporting evidence that you submit will be made available to your School, as part of the initial consideration of your appeal. *Please continue on a separate sheet of A4 paper if necessary*

7. DOCUMENTARY EVIDENCE

Please give details and attach to this form **original** documentary evidence in support of your appeal. All documentation shall be retained unless you request its return.

- a)
- b)
- c)
- d)
- e)

If you are unable to supply evidence with your appeal form please note that this must be submitted within 10 working days of the submission of your academic appeal.

Please note, your appeal cannot be considered until evidence is provided

8. DESIRED OUTCOME

As a result of this appeal I hope to...

9. UNIVERSITY DATA PROTECTION POLICY

The University collects and processes the information that you provide on this form for the purposes of administering the academic appeals process. It will be shared with relevant staff within the University if necessary, and will only be disclosed to a third party according to the terms of the Act. Your data will be held securely for as long as is necessary for the purpose, and will be disposed of securely at the end of this period. To read the University's Data Protection Policy and Codes of Practice and for further information about Data Protection at the University, please refer to our website at http://www.gre.ac.uk/governance/rmo/data_protection.

10. DECLARATION TO BE SIGNED BY STUDENT

I have read and understood the statement and agree to the University collecting, holding and processing my personal data for the purposes described. I declare that the information given in this appeal form and the accompanying papers is true and that I would be willing, if required, to answer further questions related to it.

Signed.....Date.....