

REGULATION 20 STUDENT APPEALS – TAUGHT PROGRAMMES¹

City, University of London defines an appeal as a request from a student for a review of a decision made by an Assessment Board regarding his/her assessment, progression or award. These internal regulations of City will be operated in accordance with its Equal Opportunities and Equality and Diversity Policies.

Appeal claims can be made after an Assessment Board. A student who submits an appeal claim against one decision may submit an appeal claim against another decision at a later date, as long as the appeal is submitted within the appropriate timescales.

The Regulations refer at various points to 'Officers' and 'members of staff'; Appendix A outlines who should fulfil these roles.

A. Stage 1: School-level appeal

1. Grounds for appeal

- a) An appeal may only be made on one or both of the following grounds:
- that there was a material error, either in the conduct of the assessment itself, or in the proceedings of the Assessment Board, which affected the Assessment Board's decision; AND/OR
 - that the student was subject to previously undisclosed extenuating circumstances at the time of the assessment which:
 - meet the definition of extenuating circumstances as set out in the Assessment Regulations, and
 - were unknown to the Assessment Board, and
 - were not made known to the Assessment Board via the Extenuating Circumstances provisions in the Assessment Regulations for a demonstrated, valid and over-riding reason outside the student's control².

Dissatisfaction with the decision or academic judgement of the Assessment Board is not alone a valid ground for an appeal.

- b) An appeal, with appropriate evidence, should be submitted to the School Officer within 28 calendar days of the release of results following the Assessment Board.

2. Initial scrutiny

- a) The student will receive an acknowledgement of receipt.
- b) The appeal will be scrutinised by at least two members of staff within the School.
- c) The possible outcomes of initial scrutiny are:
- upheld (in full or part) with a recommendation for immediate corrective action by the Chair of the Assessment Board ('material error' cases only);

¹ City, University of London research students should refer to Regulation 21. Students at Validated Institutions should refer to Regulation 20b (taught programmes) or Regulation 21b (research programmes)

² The following will not normally be considered as acceptable reasons for delay: that the student says that s/he was unaware of the extenuating circumstances arrangements at the time; or that the student made an assumption at the time of the assessment that his/her performance would not be affected by an event which s/he has since decided resulted in extenuating circumstances.

- upheld (in full or part) with recommendations being made to the Assessment Board (normally for an opportunity for re-assessment) ('material error' cases only);
 - Extenuating Circumstances form submitted for consideration by the Extenuating Circumstances Panel in accordance with section 12 of the Assessment Regulations ('undisclosed extenuating circumstances' only);
 - returned with an opportunity for the student to resubmit the appeal within 14 calendar days;
 - rejected because the form was incomplete, incorrect, not accompanied by supporting evidence, or did not demonstrate grounds for appeal;
 - referred for consideration by School Appeal Panel because a hearing with the option for representation by the student is warranted.
- d) The student will be informed of the outcome of initial scrutiny, normally within 28 calendar days of the date of receipt. The notification will include the reasons for the decision.
- e) A student whose appeal has been rejected may be entitled to request a review of that decision under section B of these Regulations.
- f) The process and outcomes of initial scrutiny will be documented and a record retained for report to Boards of Studies and to Senate.

3. School Appeal Panel

- a) Where the matter is referred to a School Appeal Panel the panel will normally be convened within 28 calendar days of the outcome of initial scrutiny being notified to the student. The panel will have three members and the Chair will be the School Officer or his/ her nominee. The School Appeals Administrator or his/ her nominee will attend the hearing to advise the panel concerning relevant Regulation, Policy, procedure and guidance (the Administrator will not be part of the Appeal Panel).
- b) The student will be invited to attend the School Appeal Panel hearing and can choose to be accompanied by one other person. If the student chooses to be accompanied s/he must provide information about that person to the Secretary of the panel at least 7 calendar days in advance. The information will include the person's relationship to the student and the reason for the person's attendance. A student should note that s/he may only be represented in his/her absence in exceptional circumstances. Any request for this requires the agreement of the Chair of the Panel. If a student chooses not to attend, or fails to attend without submitting, in writing, valid reasons for a postponement, the panel may meet in the student's absence.
- c) The Programme Director may attend the hearing but does not form part of the panel and will not be present during the panel's deliberations. The Programme Director's role is to provide information and/or clarification to the panel.
- d) The possible outcomes of the hearing are:
- upheld (in full or part) with a recommendation to the Assessment Board to permit the student to resit some/all failed assessments as a first or additional attempt, reinstating him/her on the programme if necessary;
 - upheld (in full or part) with referral of the case back to the Assessment Board with commentary (the panel may not recommend any alteration to the original marks);

- rejected as the grounds for appeal have not been demonstrated.
- e) The outcome of the School Appeal Panel hearing will be provided to the student in writing, normally within 14 calendar days of the hearing. The notification will include the reasons for the decision.
- f) A record of the outcome of the School Appeal Panel hearing will be retained for report to the Board of Studies and Senate.

B. Stage 2: Stage 2-level review

1. Grounds for review

- a) A student may request a review of the School decision on one or both of the following grounds:
- that there was a material error in the proceedings associated with the School decision, which affected that decision; AND/OR
 - that new information has become available, which is material to the original appeal, and which could not have been made known to the School for a demonstrated, valid and over-riding reason.

This is not a reopening of the original appeal. Dissatisfaction with the decision of the School is not alone a valid ground for requesting a review.

- b) A review request, with appropriate evidence, should be submitted to the Stage 2 Officer or his/ her nominee within 21 calendar days of confirmation of the School decision.

2. Review process

- a) The student will be sent a receipt of their review request.
- b) Two members of City staff will scrutinise the review submission.

The possible outcomes of review are:

- upheld (in full or part) with a recommendation for immediate corrective action by the Officer responsible for the School decision or his/ her nominee ('material error' cases only);
 - upheld (in full or part) and referred back to the appropriate body in the School for consideration³. Following this consideration, a student may then only request a review of the decision on the ground of a material error;
 - returned with an opportunity for the student to resubmit the request for review within 14 calendar days;
 - rejected because the form was incomplete, incorrect, not accompanied by supporting evidence, or did not demonstrate grounds for appeal;
- c) The student will be informed of the outcome of the review, normally within 28 calendar days of receipt. The notification will include the reasons for the decision.
- d) The process and outcomes of the review will be documented and a record retained for report to Senate.

³ This would be the Chair of the Assessment Board or the School Appeal Panel, depending on the stage at which the School decision was made.

C. The Office of the Independent Adjudicator

When City's internal procedures have been concluded a student will be issued with a Completion of Procedures (CoP) letter. Following this, a student who is dissatisfied with the final decision on his/her case may be able to apply to the Office of the Independent Adjudicator (OIA) for Higher Education. Information and eligibility rules are available at: www.oiahe.org.uk/

The revised Regulations were reapproved by Senate in June 2014 and will come into effect for all new and continuing students from the 2014-15 academic year.

The previous Regulations can be accessed here:

http://www.city.ac.uk/_data/assets/word_doc/0004/69223/s20.doc

The Student Appeals Regulations should be read in conjunction with the Student Appeals Policy.

Contact Student and Academic Services for information and advice on these regulations.

APPENDIX A: Responsibilities within the Taught Programmes Appeal Regulations

Schools should provide students with information on the specific people who will fulfil these roles, for example in Programme Handbooks or on the School or Programme website.

Role	Appointed by	Role holder*
School Officer	School Board of Studies	School Dean or his/ her nominee
School staff undertaking initial scrutiny	School Officer	Staff within the School with knowledge of the Appeal Regulations and other relevant Regulation, Policy and procedure
School Appeals Administrator	School management	Senior administrative officer responsible for recording and reporting School appeal cases and advising the panel concerning relevant Regulation, Policy and procedure
School Appeal Panel Member	School Officer	Staff within the School (including at least one academic on every panel). Each School should have at least four members available at any given time
Stage 2-level Officer	Senate	Deputy President or his/ her nominee
City staff undertaking initial scrutiny	Stage 2-level Officer	Senior members of Student and Academic Services with knowledge of the Appeal Regulations and other relevant Regulation, Policy and procedure
Stage 2-level Appeals Administrator	Student and Academic Services	Senior administrative officer responsible for recording and reporting City appeal cases and advising the panel concerning relevant Regulation, Policy and procedure

*Potential conflicts of interest must be identified and remedied – the Appeals Policy provides more information on addressing potential conflicts of interest

Approved by Chair's Action (Senate) 24.08.16