

## e:Vision Stage 1 Appeals...for Students

### Appeals

Occasionally students may experience circumstances outside their control, which impacts on their academic assessment, award or progression.

If this happens, students can submit an appeal where no resolution or remedy was possible at an earlier stage.

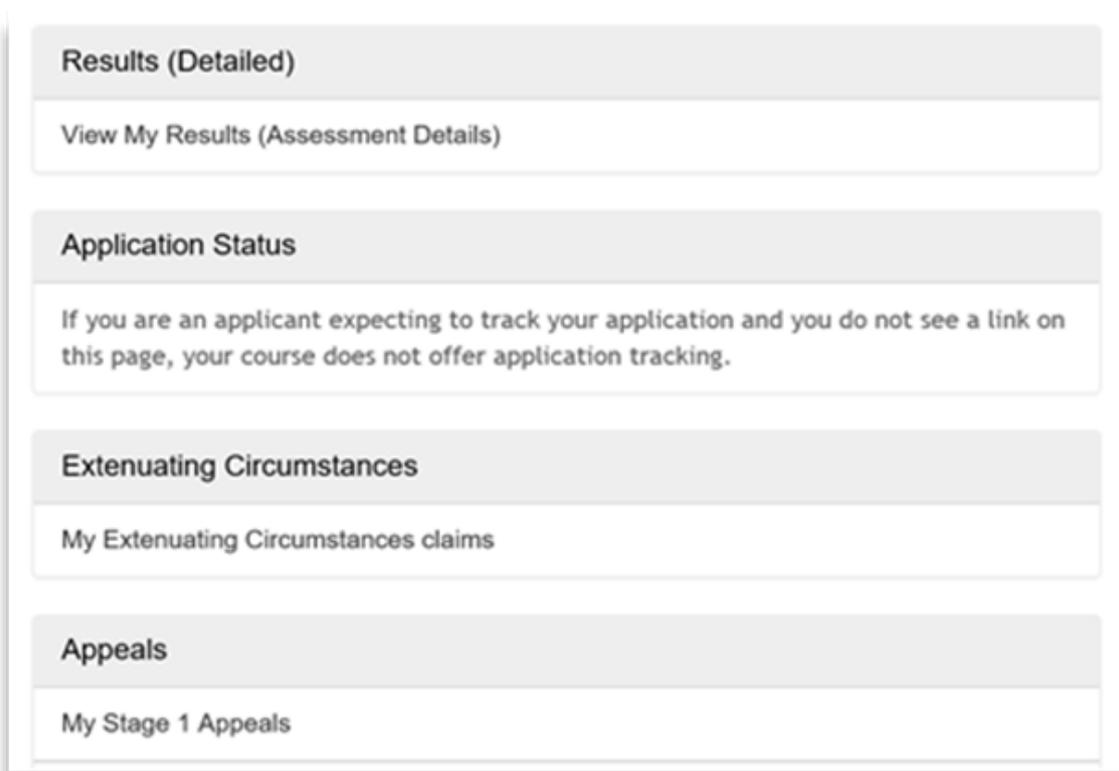
### How to access e:Vision

1. Open up a web browser and log into the student portal.  
<http://portal.city.ac.uk/>
2. Click on Update my Details(e:Vision)
3. Log in using your City username and password.

### Submitting an Appeal

#### Step 1 – e:Vision ‘Home Page’

On the Home page you will see – ‘Appeals’. To submit an Appeal, click on ‘My Appeals’



The screenshot shows a vertical list of navigation options on a student portal. Each option is presented in a light grey header box followed by a white content box. The options are:

- Results (Detailed)**  
View My Results (Assessment Details)
- Application Status**  
If you are an applicant expecting to track your application and you do not see a link on this page, your course does not offer application tracking.
- Extenuating Circumstances**  
My Extenuating Circumstances claims
- Appeals**  
My Stage 1 Appeals

**Step 2 – ‘My Appeals’**

The screenshot shows the 'My Appeals' interface. At the top, there are three buttons: 'Open', 'Closed', and 'Recently Deleted'. Red boxes with arrows point to these buttons from labels: 'View ‘Open’ Appeals' points to 'Open', 'View ‘Closed’ Appeals' points to 'Closed', and 'View ‘Deleted’ Appeals\*' points to 'Recently Deleted'. Below these buttons is a section titled 'My Open Appeals' with a message: 'Your Appeal Forms have been sorted into three categories; Open, Closed and Recently Deleted. You can switch between these categories using the above buttons. These Appeal claims are open and are either awaiting you to complete and submit them or, awaiting your School to process them.' There is a 'Show 10 entries' dropdown and a search box. Below this is a table with columns: Form Ref, Title, Commenced, Date Submitted, and Status. The table is empty, showing 'No data available in table'. At the bottom, there are four buttons: 'Start a new Appeal', 'Standard Appeal Guide', 'Professional Law Appeal Guide', and 'Exit'. Red boxes with arrows point to these buttons from labels: 'Start a new Appeal' points to 'Start a new Appeal', 'View Appeal Guidance' points to both 'Standard Appeal Guide' and 'Professional Law Appeal Guide', and 'Return to e:Vision Home page' points to 'Exit'.

It is from the ‘My Appeals’ screen that you will be able to:

- Submit new appeals
- Amend any incomplete appeals
- Review submitted appeals
- Access all closed appeals.

You will also be able to access guidance on how to complete your appeal submission.

\*Deleted appeals will be permanently deleted if they are not restored within 90 days.

### Step 3 – Guidance Pages

Upon starting a new appeal, you will be presented with a series of guidance pages through which you will need to navigate. You should read all guidance carefully before starting your appeal.

### Step 4 – ‘My Details’ (the screenshots below have been redacted of all personal details)

A screenshot of a web form titled 'My Details'. The form contains the following fields and values:

- Surname: [Redacted]
- First name: [Redacted]
- Student ID number: 1200
- Candidate number: 7
- Home email: sits-testing@city.ac.uk
- University email: sits-testing@city.ac.uk
- Home contact details
- Address: [Redacted]
- Telephone: [Redacted]
- Mobile: [Redacted]

At the bottom of the form, there is a red button labeled 'Edit Home details'.

Here you will see your personal details, including your Candidate Number. You may amend your details, using the relevant 'Edit' buttons.

A screenshot of a web form titled 'Term Time contact details'. The form contains the following fields and values:

- Term Time contact details
- Address: 52 Paddock Road, Neasden, London, United Kingdom, NW2 7DL
- Telephone: 02084520193
- Mobile: 07776626262

At the bottom of the form, there is a red button labeled 'Edit Term Time details'.

Below the button, there is a section titled 'Correspondence regarding your Appeal'. It contains the following text: 'Correspondence will be sent to your University email account by default. Please indicate if you would like another e-mail address to be CC'd into correspondence.'

There are three radio button options:

- No, sits-testing@city.ac.uk only
- sits-testing@city.ac.uk
- Other

Below the radio buttons, there is a text input field labeled 'Enter your "Other" e-mail address'.

Below the text input field, there is a dropdown menu labeled 'My Course and School / Validated Institution\*' with the selected option 'Legal Practice Course, The City Law School - Profe'.

At the bottom of the form, there is a text input field labeled 'Add your own reference to your Appeal form. (Please note: this will be viewable to University staff)'.

You may add another email address to which you would like any correspondence regarding your Appeal sent, in addition to your university email address.

You may also add your own reference, so that you can easily identify the appeal in future.

## Step 5 – ‘Grounds for My Appeal’

You will need to select the date of your results notification (following an Assessment Board), as well as the grounds upon which you are submitting an appeal. You may select ‘Procedural Irregularity,’ ‘Undisclosed Extenuating Circumstances’ or both.

Appeal - Section 2: Grounds for my appeal

Form reference 1200 [View/Print full Appeal Guidance](#)

Introduction 1: My details 2: Grounds for my appeal 3: Supporting evidence 4: Declaration Summary & Submission

Date of my results letter/email/publication by my School or Validated Institution:\*

Please select one of the following:\*

I am appealing on the grounds of PROCEDURAL IRREGULARITY

I am appealing on the grounds of UNDISCLOSED EXTENUATING CIRCUMSTANCES

I am appealing on the grounds of both PROCEDURAL IRREGULARITY and UNDISCLOSED EXTENUATING CIRCUMSTANCES

Back Save Next

## Step 6a – ‘Procedural Irregularity’

If you choose to appeal on the grounds of Procedural Irregularity, you will be directed to the following page from where you must select whether the procedural irregularities relate to individual assessments or to all assessments.

Appeal - Section 2: Affected Modules

Form reference 1200 [View/Print full Appeal Guidance](#)

Introduction 1: My details 2: Grounds for my appeal 3: Supporting evidence 4: Declaration Summary & Submission

My Procedural Irregularities relate to\*

Individual Assessments

All Assessments / Other (e.g. assessment board decision)

As detailed in the guidance under ‘Remedies that can be offered’, there are cases where the Assessment Board may offer a remedy other than the correction of administrative error or re-assessment (e.g. through permanent injury that makes it impossible for you to complete the original assessment again).

Back Save Next

Once you have selected one of the above options, click ‘Next’ to proceed.

**Please note:** If you select ‘Individual Assessments,’ you will next need to select the modules which have been affected by the procedural irregularity on the **‘Affected Modules’ page** (see the 1<sup>st</sup> screenshot on page 6).

**Step 6a – ‘Procedural Irregularity’ (continued)**

You will then be asked to enter details relating to the procedural irregularity. The pink text boxes are mandatory fields and thus you will have to complete these parts before you can proceed.

Briefly explain why you are appealing

0 / 250

Explain what you believe the procedural irregularity to be:\*

0 / 250

Explain why the procedural irregularity is relevant to your assessment, progression or award:\*

0 / 250

Explain how the evidence you have submitted (listed in Section 3) supports your case:\*

0 / 250

Are there any further details not covered in the above?

0 / 250

## Step 6b – ‘Extenuating Circumstances’

If you choose to appeal on the grounds of Undisclosed Extenuating Circumstances, you will be first directed to the ‘**Affected Modules**’ page. It is from here that you must select the modules and assessments that have been affected by your extenuating circumstances using the dropdown menus. You may add up to sixteen affected modules for each appeal submission.

### ‘Affected Modules’ page

Enter details of the assessments affected by extenuating circumstances.

|                    |  |
|--------------------|--|
| Module 1*          | <input type="text"/>   |
| Assessment 1*      | <input type="text" value="e.g. coursework / exam / practical assessment"/>                               |
| Assessment date 1* | <input type="text"/>  |
| Module 2           | <input type="text"/>   |
| Assessment 2       | <input type="text" value="e.g. coursework / exam / practical assessment"/>                               |
| Assessment date 2  | <input type="text"/>  |

**Please note:** you will also be taken to this page if you have indicated that you are appealing on grounds of procedural irregularity relating to specific modules, as explained on page 4.

Once you have added all of your affected assessments, click ‘Next’ to proceed.

You will then be asked to enter details relating to your Undisclosed Extenuating Circumstances. The pink text boxes are mandatory fields and thus you will have to complete these parts before you can proceed.

|   |   |   |   |   |   |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Introduction  | 1: My details   | 2: Grounds for my appeal  | 3: Supporting evidence  | 4: Declaration  | Summary & Submission  |

Important: For security reasons, you will be automatically logged out of e:Vision after being on a single page for 10 minutes. Please ensure you save before this time elapses otherwise your responses could be lost.

What were your extenuating circumstances and the relevant dates?  
Please be as specific as possible regarding the relevant dates.\*

0 / 250

How did the extenuating circumstances affect your performance or prevent you from attending or submitting work on time?\*

0 / 250

Why were the circumstances unforeseen and outside your control?\*

0 / 250

## Step 7a – Supporting Evidence

You will be presented with some guidance around submitting your supporting evidence, which you should read carefully before clicking 'Next.'

**Appeal - Section 3: Supporting evidence**

Form reference 120007582\_0862145 [View/Print full Appeal Guidance](#)

Introduction

1: My details

2: Grounds for my appeal

3: Supporting evidence

4: Declaration

Summary & Submission

### Section 3: Supporting evidence

You must provide evidence in support of your appeal. You must provide a copy of the **notification of your results**. This is the final decision made by the Assessment Board on your progression or award (you will normally be told about your option to appeal in your notification from the Assessment Board). Where possible you should also include a copy of your **transcript**. If your supporting evidence is in a language other than English then you will need to submit a **certified translation**.

### What constitutes 'evidence'

Evidence should be both relevant and significant. Evidence normally takes the form of written confirmation from an objective, independent, third party. Evidence should relate to facts, not personal opinions. Evidence will often come from an expert or person in authority and will be provided in the form of an official document (e.g. a police report or doctor's note). When you are providing a piece of evidence check its relevance and significance and try to ensure it includes some, if not all, of the following:

- Date that the document was written
- Signature or evidence that it comes from the person making the statement (e.g. from an official email address)
- Evidence that it is independent (e.g. the name of their company or organisation)
- Evidence that the person has the experience or expertise to make the statement (e.g. their job title or qualifications)

'Relevance' indicates that the evidence speaks directly to the case you are making. For example, a relevant doctor's note would confirm that you were seriously ill during the full period in which you would normally have submitted your extenuating circumstances form. An irrelevant note might cover a different period of time or testify that you had told the doctor you were sick but did not attend the surgery at the time of the illness.

'Significance' means that the evidence is likely to impact on the decision of the reviewers. For example, a note from a friend or relative indicating that they expected you would do better would not be significant, but a copy of your transcript and results letter evidencing an error in the calculation of your marks would be.

**List** the supporting evidence you are submitting.

Where you cannot submit certain evidence in time, you will have the opportunity to list all outstanding items. **You must still submit your form by the deadline** and you must indicate on the form when you expect to be able to submit the outstanding evidence (as agreed with your School). If you do not think you will meet this expected submission date, you must contact your School in advance to agree a new deadline for submission of the late evidence.

Back

Save

Next

## Step 7b – ‘Uploading Supporting Evidence’

It is from this page that you must upload a copy of your results notification (following an Assessment Board), transcript and any supporting evidence. If you do not have any supporting evidence at the time, you can still proceed with your submission. However, if this is the case, you are required to indicate that you have outstanding evidence before you can proceed.

Once you are ready to proceed, click ‘Next.’

Please upload copies of your results notification, transcript and supporting evidence. If you have any supporting evidence outstanding, you can indicate this below. You must agree a deadline for submission of any outstanding supporting evidence with your School Appeals Administrator. You will be asked to provide further details of any outstanding supporting evidence on the next page.

Please upload a copy of your results notification\*

Please upload a copy of your transcript\*

Please upload any other supporting evidence

If you cannot support your appeal with supporting documentary evidence (for example, no documentary evidence exists), you must upload a short written statement (no longer than 300 words) confirming you are unable to provide documentary evidence, and outlining why. This statement must be uploaded via 'Attach additional evidence to Appeal form'. Please note: where no evidence is provided, an appeal is more likely to be rejected.

Do you have any evidence currently outstanding?

If you indicated that you had evidence to follow, you will be taken to the following page, upon which you can add details of this outstanding evidence as well as an expected submission date.

Once you have listed all outstanding evidence, click ‘Next’ to proceed.

Appeal - 3. Supporting evidence

Form reference 1200 [View/Print full Appeal Guidance](#)

Introduction  1: My details  2: Grounds for my appeal  3: Supporting evidence  4: Declaration  Summary & Submission

Please provide details of evidence that will be submitted following the submission of this appeal and also the date you expect to be able to provide it.

Evidence to follow (1)\*

Estimated date (1)\*

Evidence to follow (2)

Estimated date (2)

Evidence to follow (3)

Estimated date (3)

Evidence to follow (4)

Estimated date (4)

**Please note:** Any outstanding evidence must be either emailed to your Course Officer or submitted to your course office, in person. Once submitted, you will not be able to edit your appeal submission or upload any supporting documentation via e:Vision.

### Step 8 – ‘Declaration’

You will be required to read two declaration statements and tick the accompanying boxes to confirm that you have read both carefully.

Once confirmed, click ‘Next’ to proceed.

**Appeal - 4: Declaration**

Form reference 120007582\_9862145 [View/Print full Appeal Guidance](#)

Introduction 1: My details 2: Grounds for my appeal 3: Supporting evidence 4: Declaration Summary & Submission

Please confirm both of the following statements:

I confirm that I have read the guidance accompanying this form\*

I confirm that the information I have given is true and accurate to the best of my knowledge\*

**Back Save Next**

### Step 9 – ‘Advice and Guidance’

You may leave any feedback and indicate which sources of support you consulted (if any) on this page. Then, click on ‘Review Appeal Pre-Submission’ to view a final summary of your appeal, prior to submission.

**Advice and guidance**

Form reference 1200 [View/Print full Appeal Guidance](#)

Introduction 1: My details 2: Grounds for my appeal 3: Supporting evidence 4: Declaration Summary & Submission

It will help us improve our services if you let us know which sources of advice and guidance you consulted when preparing your appeal. This section is optional and your answers will not affect the conduct or outcome of your appeal.

Union Advice

Learning Success

Personal Tutor

Dissertation Supervisor

Programme Director

School/ Validated Institution Office

School/ Validated Institution Welfare Officer

Other academic advisor in the School/ Validated Institution

I did not seek any advice

Other

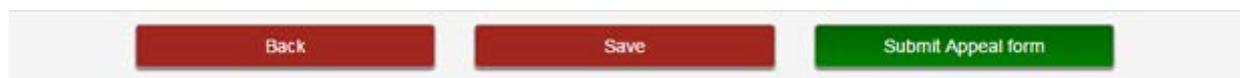
For ‘Other’ please provide details

**Feedback** If you have any comments and suggestions that could help us improve this form or the advice and guidance you have received when preparing your appeal, please let us know using the field below. Alternatively, you can email [ace@city.ac.uk](mailto:ace@city.ac.uk). Your feedback will not affect the conduct or outcome of your appeal.

**Back Save Review Appeal Pre-submission**

### Step 10 – ‘Summary of Appeal’

As the final step before submission, you will be presented with a summary page of your Appeal over which you should check carefully. If any of the detail needs to be amended at this stage, click ‘Back’ and navigate to the relevant page.



### Step 11 – ‘Submit Appeal’

**IMPORTANT:** You must click ‘Submit Appeal form’ in order for your appeal to be considered.

Once submitted, your appeal will appear under the ‘Open’ tab on the ‘My Appeals’ page.