

e:Vision Stage 1 Appeals...for Students

Appeals

Occasionally things might go wrong or students will experience circumstances outside their control, which impacts on their academic assessment, award or progression.

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.

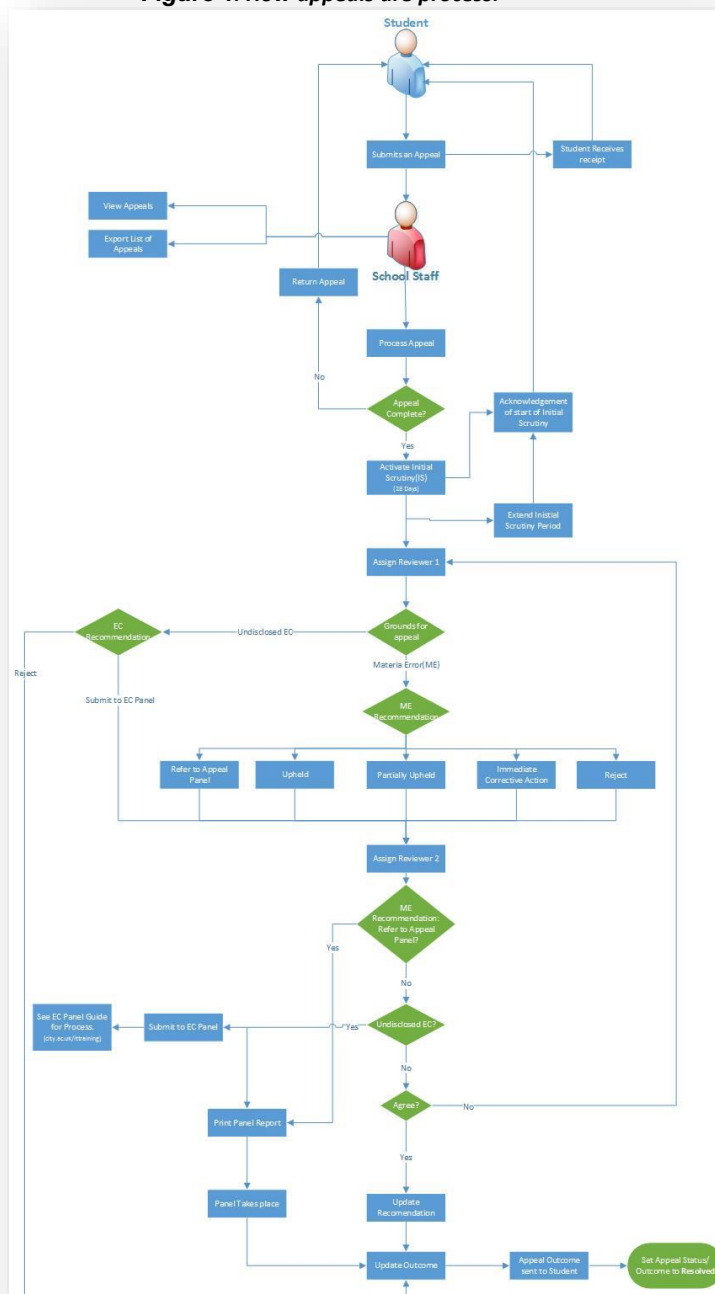
Submitting an Appeal

Step 1 - e:Vision 'Home Page'

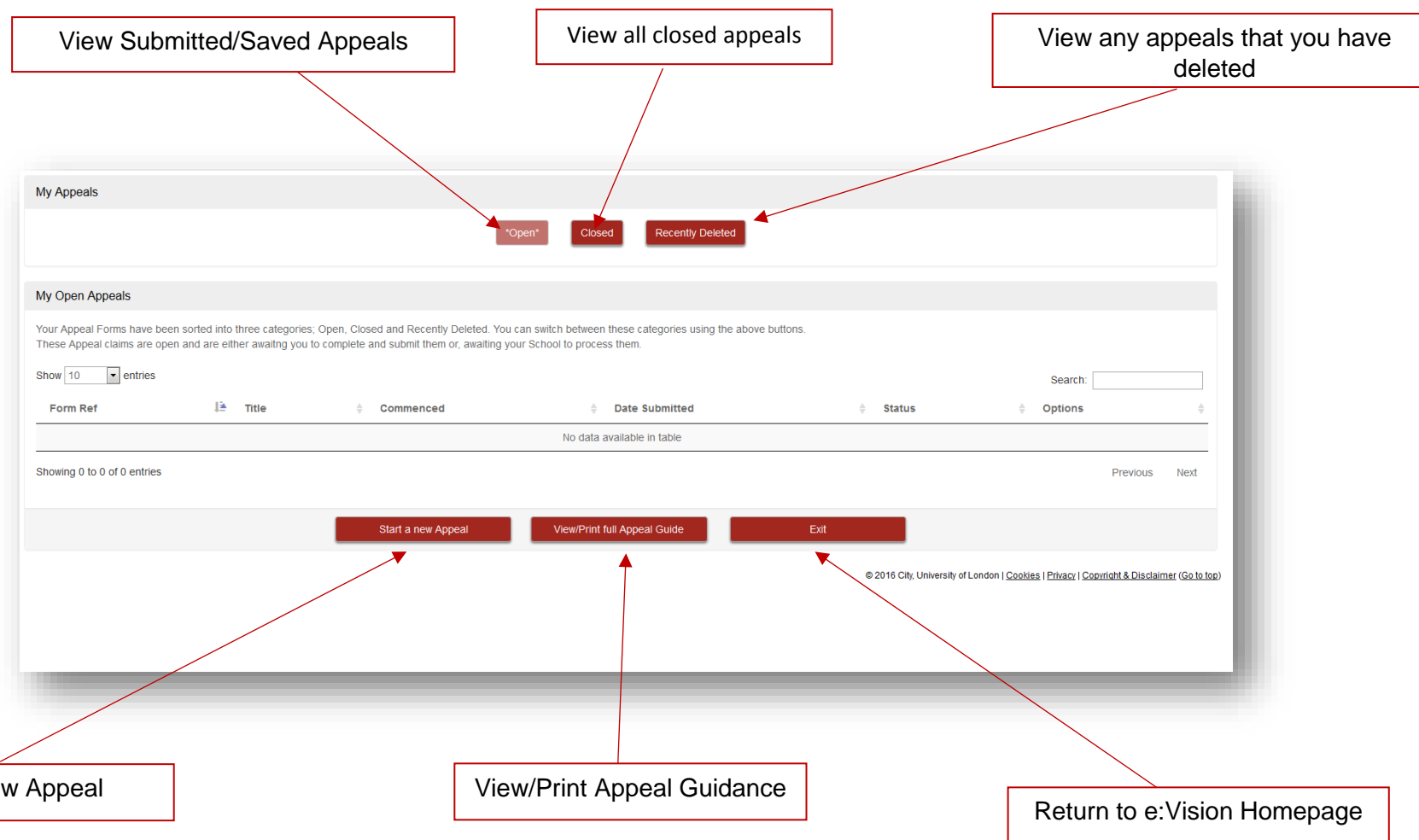
On the Home page you will see– 'Appeals'
To submit an Appeal, click on 'My Appeals'

Results (Detailed)
View My Cass Results (Assessment Details)
Application Status
Check Your Application Status
Extenuating Circumstances
My Extenuating Circumstances claims
Appeals
My Appeals

Figure 1: How appeals are process.



Step 2 – ‘My Appeals’



The screenshot shows the 'My Appeals' page. At the top, there are three buttons: 'Open', 'Closed', and 'Recently Deleted'. Below these is a section titled 'My Open Appeals' which contains a table. The table has columns: Form Ref, Title, Commenced, Date Submitted, Status, and Options. The table is currently empty, showing 'No data available in table'. At the bottom of the page, there are three buttons: 'Start a new Appeal', 'View/Print full Appeal Guide', and 'Exit'. Red arrows point from callout boxes to these buttons.

Callout boxes and their corresponding buttons:

- View Submitted/Saved Appeals → Open
- View all closed appeals → Closed
- View any appeals that you have deleted → Recently Deleted
- Start a new Appeal → Start a new Appeal
- View/Print Appeal Guidance → View/Print full Appeal Guide
- Return to e:Vision Homepage → Exit

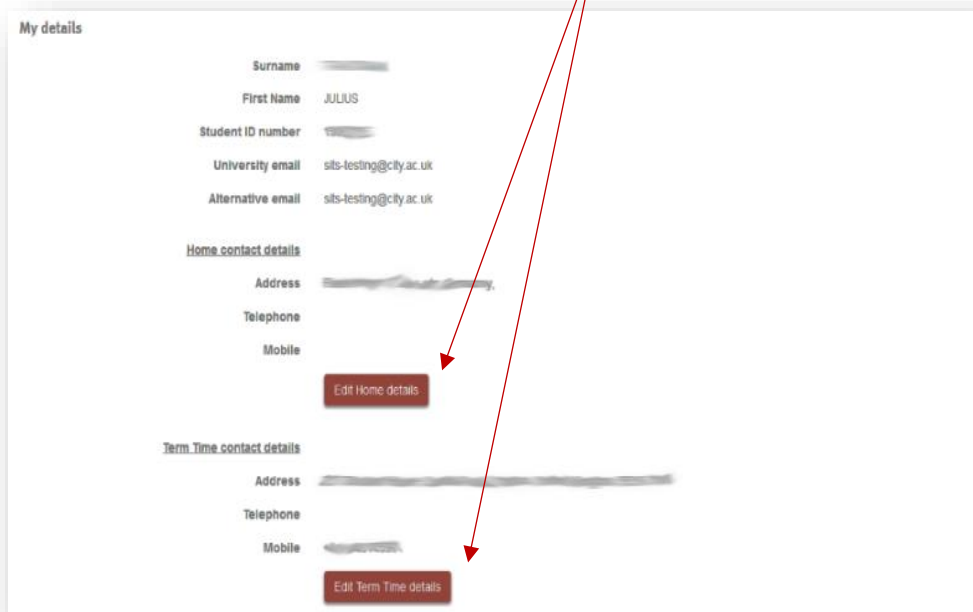
From the 'My Appeals' screen, you will be able to submit new appeals, amend any incomplete appeals, review submitted appeals and access all closed appeals.

Step 3 - Guidance Pages

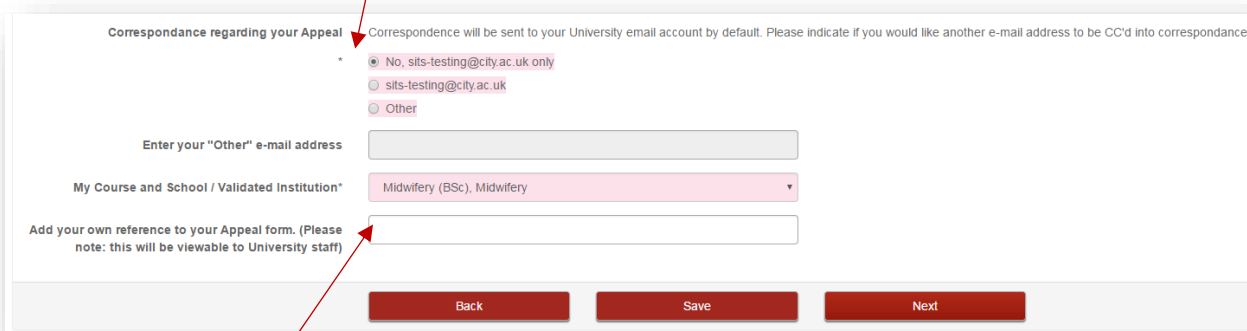
Upon starting a new appeal, you will be presented with a series of guidance pages that you should read carefully before starting your appeal.

Step 4 – ‘My Details’

Your personal details will be automatically populated across from your student record. However you may amend your details, using the appropriate ‘Edit’ buttons.



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 can also add your own reference, so that you can easily identify the appeal in any future correspondence in e:Vision.

Step 6 –‘Grounds for My Appeal’

At this step you will be presented with some information about the type of appeal you can submit. Please read this information carefully.

Using the Calendar tool to select the date of your results notification.

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 MATERIAL ERROR
- ☐ I am appealing on the grounds of UNDISCLOSED EXTENUATING CIRCUMSTANCES
- ☐ I am appealing on the grounds of both MATERIAL ERROR and UNDISCLOSED EXTENUATING CIRCUMSTANCES

Back Save Next

Select the type of appeal you would like to submit. ***Go back a step for guidance.***

Step 6 – ‘Material Error’ (this screen will only appear if you have selected ‘Material Error’ as your grounds for appeal)

Select what your appeal relates to.

Select what you would like to happen.

My Appeal relates to*

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

I am asking for*

- ☐ Correction of administrative error
- ☐ An opportunity to be re-assessed

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).

- ☐ My circumstances mean that I would not be able to undertake reassessment. I would like the reviewers to consider my case and make a recommendation to the Assessment Board.

If applicable, please provide a supporting statement regarding reasons for not being able to undertake a reassessment

0 / 250

Back **Save** **Next**

Enter details of your appeal. The pink text boxes are mandatory.

Briefly explain why you are appealing	<div></div> <div>0 / 250</div>
Explain what you believe the material error to be:*	<div></div> <div>0 / 250</div>
Explain why the material error is relevant to your assessment, progression or award:*	<div></div> <div>0 / 250</div>
Explain how the evidence you have submitted (listed in Section 3) supports your case:*	<div></div> <div>0 / 250</div>
Are there any further details not covered in the above?	<div></div> <div>0 / 250</div>

Back

Save

Next

Step 6 a –‘Undisclosed Extenuating Circumstance’

If you choose to appeal on the grounds of Undisclosed Extenuating Circumstances or ‘BOTH Material Error and Undisclosed Extenuating Circumstances you will need to complete an EC claim, as part of your appeal submission.

Click here to start your claim.

Please complete an EC Form.

This EC will not appear in the EC section of e:Vision unless your Appeal is successful.

If you need to leave this process and complete this EC at a later time, you will need to go to the Appeal section of e:Vision.

Back

Save

Start EC claim

Step 6a - Guidance Pages

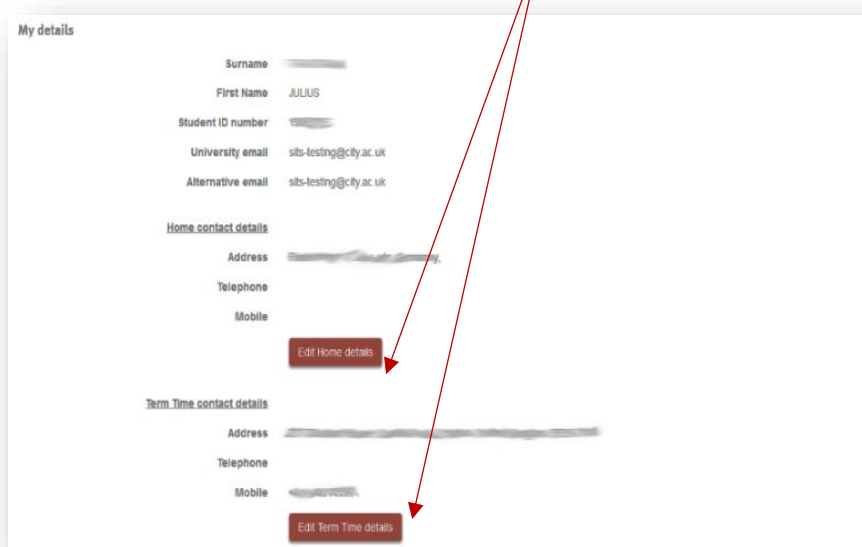
Upon starting a new claim, you will be presented with a series of guidance pages that you should read carefully before starting your claim.

At any point you can click on Return to Appeal to go back to your appeal form.

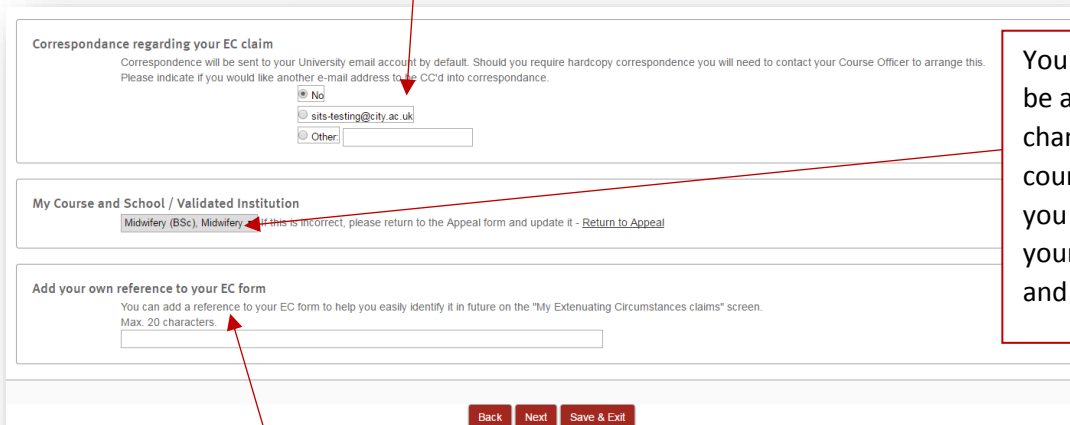
**** Undisclosed ** - Part of Appeal: 00000000_84771272 - [Return to Appeal](#)**

Step 6b – ‘My Details’

Your personal details will be automatically populated across from your student record. However you may amend your details, using the appropriate ‘Edit’ buttons.



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



You will not be able to change your course until you return to your appeal and update it.

You can also add your own reference, so that you can easily identify the claim in any future correspondence in e:Vision.


Step 6c – ‘My ECs’


Type in Assessment name (e.g. Exam, coursework, lab etc)

Select ‘Module’ from the drop-down menu (only your registered modules will be displayed on the drop-down menu)

Introduction 1: My details 2: My ECs 3: Supporting evidence 4: Declaration Summary & Submission

My affected modules
You must submit your claim for extenuating circumstances within 7 calendar days of the assessment affected.
If more than one assessment has been affected submit your form within 7 calendar days of the last assessment affected.
Enter the Assessments that have been affected by these Extenuating Circumstances.







Assessment no.	1
Module	HS3002, 2015/6, Simulated Practice: Managing Complex Care
Assessment name	e.g. coursework / exam / practical assessment
Due date	

Assessment no.	2
Module	
Assessment name	e.g. coursework / exam / practical assessment
Due date	

Enter the ‘Due date’ for your assessment

Step 6 – ‘Statement about my extenuating circumstances’

Enter details of your extenuating circumstances. All questions are mandatory apart from the final question.

 Introduction	 1: My details	 2: My ECs	 3: Supporting evidence	 4: Declaration	 Summary & Submission
---	--	--	---	---	---

Statement about my extenuating circumstances

Please respond to each of the following.
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 / 200

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

0 / 200

Why were the circumstances unforeseen and outside your control?

0 / 200

What steps did you take to address the extenuating circumstances at the time? (e.g. seeing a doctor/ counsellor, seeking support through relevant agencies)

0 / 200

‘Statement about my extenuating circumstances’ (continued)

What advice and guidance did you seek at the time? (e.g. consulting your personal tutor, seeking the advice of the invigilator)


0 / 200


Are there any further details not covered in the above?


0 / 200


Step 6d – ‘Circumstances impacting on your ability to undertake reassessment’


If you wish to supply a statement concerning your inability to undertake re-assessment, you can do so by selecting ‘Yes’ from the drop-down menu.



Introduction


1: My details


2: My ECs


3: Supporting evidence


4: Declaration


Summary & Submission

2b. Circumstances impacting on your ability to undertake reassessment

Normally, in cases of a successful application you will be offered an opportunity for re-assessment. We recognise that there are some circumstances when an opportunity for re-assessment in the affected component, assessment or module may not be a practical option for you (e.g. through permanent injury). You have the opportunity to ask for an alternative option to be considered in section 2b of this form. You may find it helpful to discuss your concerns with your Programme Director or Personal Tutor before you complete the statement.

You will need to submit evidence in support of your statement just as you are doing for your extenuating circumstances (see Section 3).

Your statement will be considered by the Extenuating Circumstances Panel and, if your case is accepted, they may highlight some or all of your statement for note by the Assessment Board for consideration under the Assessment Regulations.

Do you wish to supply a statement concerning your inability to undertake re-assessment

▼

Yes

No

Back

Next

Save & Exit

© 2016 City, University of London | [Cookies](#) | [Privacy](#) | [Copyright & Disclaimer](#)

Step 6e- Supporting Evidence

3. Supporting evidence

You must provide evidence in support of your extenuating circumstances.

List the supporting evidence you are submitting and upload it.

If your supporting evidence is in a language other than English then you will need to submit a certified translation.

Where you cannot get the evidence in time for the deadline mark it as 'To follow'. You must still submit your form by the 7 day deadline and you must notify your School or Validated Institution in advance to agree a deadline for submission of the late evidence.

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 and verifiable (e.g. the name and contact details 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 at the time of the assessment. 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 Panel. For example, a note from a friend or relative indicating that you said you were experiencing problems at the time of the assessment would not be significant.



Please note, the 7 day submission deadline referred to in the EC guidance does not apply to ECs that accompany Stage 1

'Supporting Evidence' (continued)

Upload electronic copies of evidence clicking on the 'Browse My Computer' and 'Upload' buttons

Supporting evidence

Please upload your supporting evidence. Recommended file types: JPG, PNG, PDF or DOC/DOCX.
First click **Browse** to find your document(s) and then click **Upload**. If you do not Browse **and** Upload, your document will not be attached.

 Browse My Computer
 Upload

Filename	Status

Supporting evidence currently outstanding

Do you have any evidence currently outstanding? Yes

Please provide details of any pieces of evidence currently outstanding and the date it will be provided as you have agreed with your School. Once you have submitted this claim, your outstanding evidence must be submitted to your course office directly, via email or in person. They will then attach it to your claim on your behalf.

Evidence	<input type="text"/>	Estimated date	<input type="text"/>
Evidence	<input type="text"/>	Estimated date	<input type="text"/>
Evidence	<input type="text"/>	Estimated date	<input type="text"/>
Evidence	<input type="text"/>	Estimated date	<input type="text"/>
Evidence	<input type="text"/>	Estimated date	<input type="text"/>


If you do not have your evidence and need to submit it later, you can indicate that here.


You will need to provide details of what the supporting evidence will be and when you expect to submit it to your course office


PLEASE NOTE: Any outstanding evidence must be either emailed to your Course Officer or submitted to your course office, in person. The electronic form does not allow you to submit evidence later


Step 6f – ‘Declaration’


You will have to confirm that all the information that you have provided is accurate, to the best of your knowledge, below



Introduction


1: My details


2: My ECs


3: Supporting evidence


4: Declaration


Summary & Submission

4. Declaration

Please confirm statement:

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

Yes

▼

Step 6g – ‘Summary of your Extenuating Circumstances claim’

Summary of your Extenuating Circumstances claim

Progress & Status

Form Ref	<div style="border: 1px solid #ccc; padding: 2px;">56255006</div>	
Title	None	<div style="border: 1px solid #ccc; padding: 2px 5px;">layout only</div>
Date submitted	Not submitted	
Status	Awaiting Submission	

Section 1: My details

Surname	<div style="border: 1px solid #ccc; padding: 2px;"></div>	
First Name	JULIUS	
Student ID number	<div style="border: 1px solid #ccc; padding: 2px;"></div>	

'Summary of your Extenuating Circumstances claim' (continued)

IMPORTANT: You must click 'Submit EC form' in order for your claim to be considered by the Extenuating Circumstances Panel.

enter

What advice and guidance did you seek at the time? (e.g. consulting your personal tutor, seeking the advice of the inv
ertert

Are there any further details not covered in the above?

Statement on inability to resit

Statement not provided

Section 3: Evidence

Uploaded Supporting Evidence

None uploaded

Further evidence outstanding?

Yes

Evidence to follow	Name	Estimated Date
	gfdg	01/Jun/2017

Section 4: Declaration

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

Yes

Back

Submit EC form

Save & Exit

Once submitted you can review for EC form and then click [here](#) to return to your appeal.

Your EC claim has been submitted

Your EC form is now complete and has been attached to your Appeal. If your Appeal is successful then this EC form will be passed to the EC administrator.

You can review your EC Claim, from the beginning, by clicking 'Review my form'.

You can return to edit your EC claim at any point between now and submitting your Appeal form.

You will now need to return and complete your Appeal form using the below button.

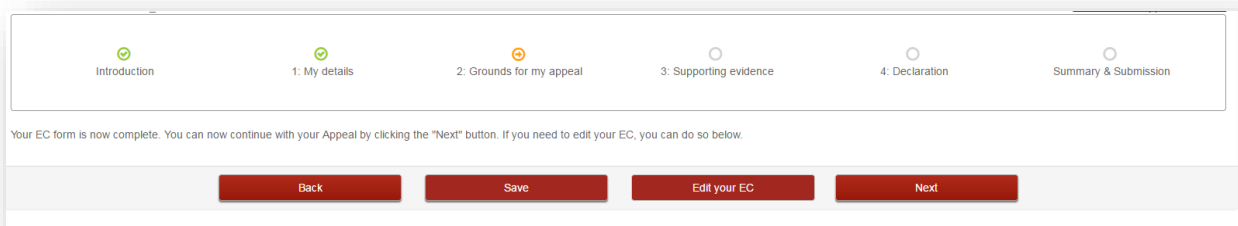
Review my form

Return to complete your Appeal

19/06/17

14

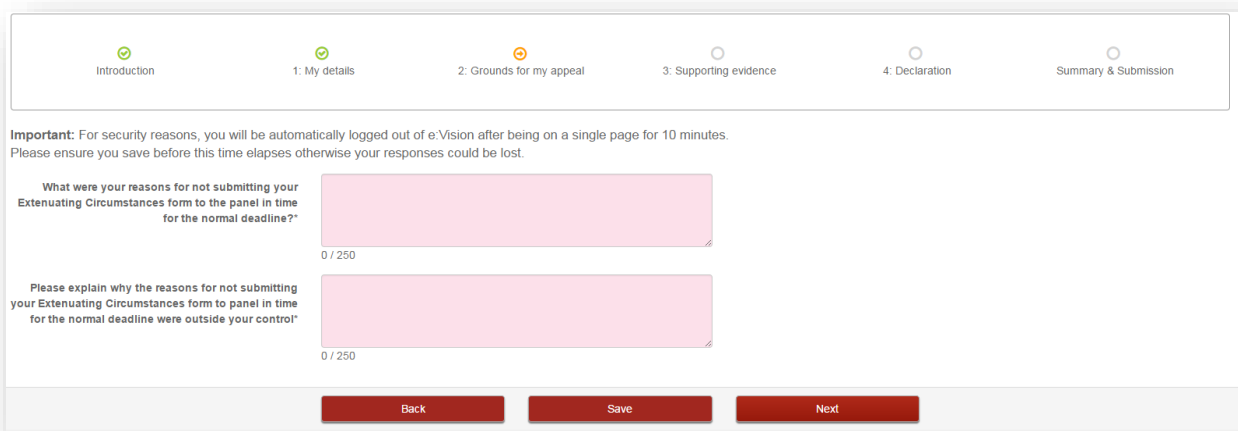
Click on 'Next' to complete your appeal.



The screenshot shows a progress bar with six steps: Introduction, 1: My details, 2: Grounds for my appeal, 3: Supporting evidence, 4: Declaration, and Summary & Submission. Steps 1 through 4 are marked with green checkmarks, indicating they are completed. Step 2 has a yellow warning icon. Steps 3 and 4 have grey circles. Below the progress bar, a message states: "Your EC form is now complete. You can now continue with your Appeal by clicking the 'Next' button. If you need to edit your EC, you can do so below." At the bottom, there are four red buttons: Back, Save, Edit your EC, and Next.

Step 6h – 'Extenuating Circumstances claim'

Fill in the pink required boxes and click 'Next.'

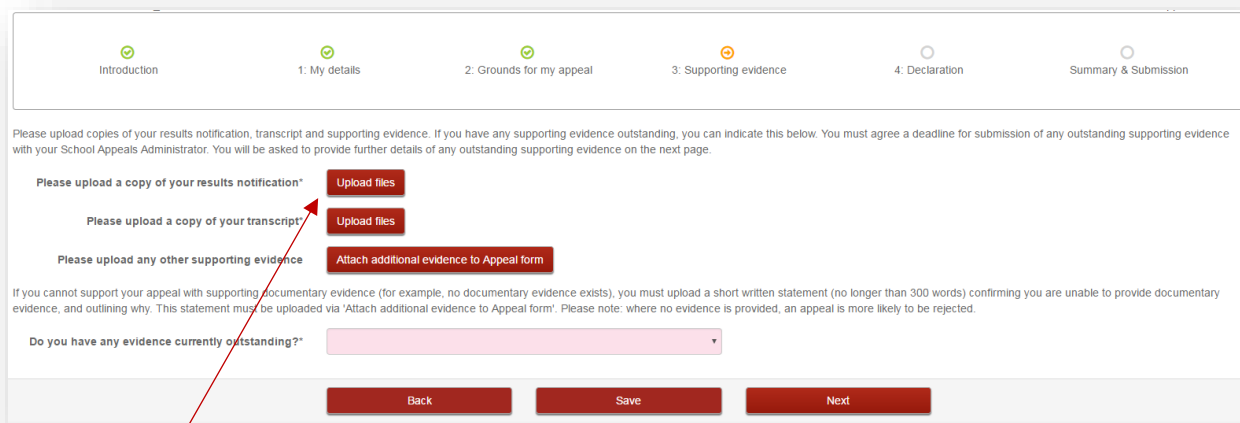


The screenshot shows the 'Extenuating Circumstances claim' form. At the top, the same progress bar is visible, with steps 1 through 4 completed. Below the progress bar, an important notice states: "Important: For security reasons, you will be automatically logged out of e:Vision after being on a single page for 10 minutes. Please ensure you save before this time elapses otherwise your responses could be lost." The form contains two text input areas, both highlighted in pink. The first input area is labeled "What were your reasons for not submitting your Extenuating Circumstances form to the panel in time for the normal deadline?" and has a character count of 0 / 250. The second input area is labeled "Please explain why the reasons for not submitting your Extenuating Circumstances form to panel in time for the normal deadline were outside your control?" and also has a character count of 0 / 250. At the bottom, there are three red buttons: Back, Save, and Next.

Step 7 – ‘Supporting Evidence’

You will be presented with some guidance on Supporting Evidence.

Step 8 – ‘Uploading Supporting Evidence’



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

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* **Upload files**

Please upload a copy of your transcript* **Upload files**

Please upload any other supporting evidence **Attach additional evidence to Appeal form**

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?*

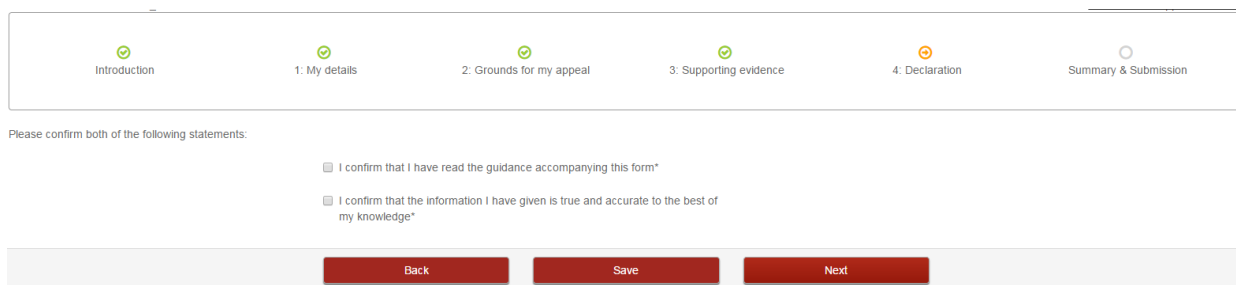
Back Save Next

Use these buttons to upload your notification of results, transcript and supporting evidence.

PLEASE NOTE: Any outstanding evidence must be either emailed to your Course Officer or submitted to your course office, in person. The electronic form does not allow you to submit evidence later

Step 9 – ‘Declaration’

Read the declaration and tick the boxes for confirmation.



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

Please confirm both of the following statements:

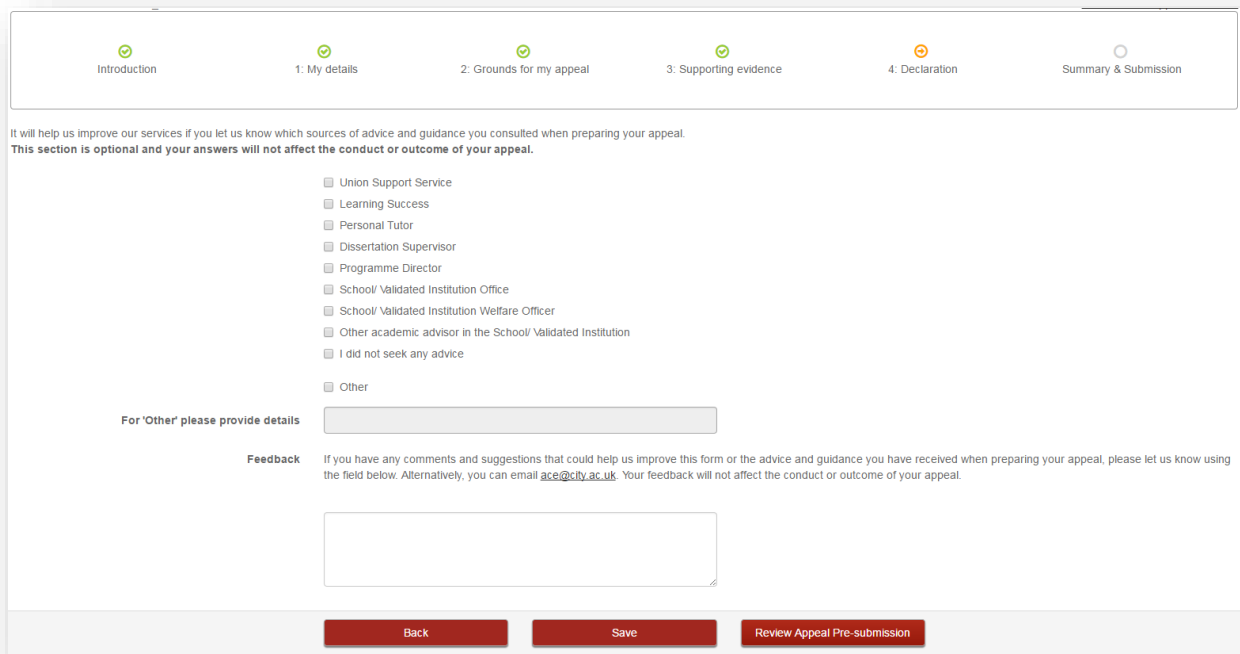
☐ I confirm that I have read the guidance accompanying this form*

☐ 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.



The screenshot shows the 'Advice and Guidance' step of the appeal form. At the top, a progress bar indicates the following steps: Introduction (completed), 1: My details (completed), 2: Grounds for my appeal (completed), 3: Supporting evidence (completed), 4: Declaration (current step, marked with a warning icon), and Summary & Submission (pending). Below the progress bar, a message states: "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." A list of sources with checkboxes includes: Union Support Service, 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, and Other. A text input field is provided for 'Other' details. A 'Feedback' section with a text area is also present. At the bottom, there are three buttons: 'Back', 'Save', and 'Review Appeal Pre-submission'.

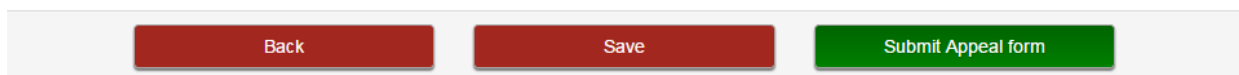
Step 10 – ‘Summary of Appeal’

You will be presented with a final summary page of your Appeal.

Step 11 – ‘Submit Appeal’

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

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



The screenshot shows the bottom navigation bar with three buttons: 'Back', 'Save', and 'Submit Appeal form'. The 'Submit Appeal form' button is highlighted in green, indicating it is the next step.