

appealing an academic result

How to appeal a mark or other academic decision

appealing an academic result

The academic appeals procedure can be used by any student to challenge:

- a degree result
- a confirmed exam mark
- a confirmed coursework, dissertation or research project mark
- failure to be transferred to a PhD from an MPhil
- required withdrawal from a course
- a verdict of plagiarism and/or collusion
- a penalty applied in respect of plagiarism and/or collusion
- a refusal to permit the late submission of coursework for assessment
- an application for a delayed first sit that has been rejected

In general, if your concern is about your academic results you should use the academic appeals procedure. For other academic concerns you should use the

academic complaints procedure. For complaints about non-academic matters, which includes catering, accommodation and the Student Support Service, you should use the non-academic complaints procedure.

academic work marked by a single person

If a piece of coursework has been marked by a single person and you are unhappy with the mark, you can ask for it to be remarked. This is not part of the formal appeals procedure. You can apply for remarking by contacting your Learning and Teaching Service Hub (LTS) within 10 days of the mark appearing on e:Vision using this form:

<https://portal.uea.ac.uk/documents/6207125/8551351/Its005-request-for-remarking-for-m/50dc921d-e86b-45a8-a898-78dba48752df>

The work will be independently remarked by a second marker. The original and second marks are sent to the School Director (Learning & Teaching) who makes the final decision. Please be aware marks can be adjusted up or down. You should normally know the outcome within 10 working days of your request.

You cannot ask for a remark of:

- work which has been double marked; or
- an exam.

If you are unhappy about an exam mark or double-marked coursework, you need to consider making a Stage 1 academic appeal. A Stage 1 academic appeal may be made if one of the following reasons (“grounds”) applies:

- correct procedure was not followed which undermined the validity of a result
- prejudice and/or bias affected the academic result
- significant changes were made to a course which were not properly communicated
- the teaching, supervision or research training was insufficient
- extenuating circumstances (ECs) were not fully and properly considered
- natural justice dictates that the appeal be upheld
- the learning support provided was unsatisfactory or inappropriate
- your performance was affected by ECs not previously considered (only when late submission is approved by the Academic Director of Taught Programmes).

time limits for appeals

You will normally have 10 working days from the notification of results to submit an appeal. If you are unsure of the deadline it is advisable to start the process of appealing as soon as you receive the mark you wish to

appeal. This will allow you time to seek support from advice(su), gather any evidence you need and prepare your case

stages of appeal

The academic appeals procedure comprises three stages:

- an informal stage
- Stage 1, in which a Faculty Academic and Complaints Panel (FACP) considers the appeal;
- Stage 2, if there has been a procedural irregularity in the consideration of a Stage 1 appeal, or if you are appealing a decision that you have plagiarised or colluded.

the informal stage

Before beginning an appeal you should try to resolve the matter informally if you can - for example, by talking to the marker, LTS Hub, the specific Course Director (if it relates to a mark or teaching) or the Plagiarism Officer (if it relates to a penalty applied for plagiarism/collusion).

The LTS Hub may suspend a Stage 1 Academic Appeal while it checks whether you have tried to resolve the matter informally yourself, or while an attempt at informal resolution is made.

To start an appeal you need to complete an academic appeals form; there are different forms for a Stage 1 and Stage 2 appeal. These are available from the UEA website: <https://portal.uea.ac.uk/learning-and-teaching/students/appeals-complaints>. If you are uncertain which form to use, check with us.

Postgraduate research students need to use different forms – these can be found at: <https://portal.uea.ac.uk/postgraduate-research/appeals-complaints>.

evidence

You will need to provide evidence to support your appeal. It must be specific and objective. It will normally consist of a statement from you and, where the circumstances demand, independent third-party evidence. For example, if medical circumstances are involved you will need to provide a medical certificate. If your supporting evidence is not in English, you will need to supply a professional translation as well.

stage 1 appeals

The appeal form asks what your concerns relate to and what outcome you are appealing. For help with writing your appeal, see our info sheet “Writing an effective statement”.

Once completed, you should submit your appeal form along with supporting evidence to your LTS Hub. You can hand in a hard copy in person or email it. In either case, we advise that:

- you clearly mark the envelope/email containing your appeal with your name and student number, specifying that it is a Stage 1 appeal; and
- you keep a copy of everything you send to the Hub.

If the appeal concerns a module or an academic issue relating to a school that you are not registered in you should still submit the appeal to the LTS Hub for your school.

The Head of School will be made aware of the content of the appeal and will consider if it can be informally resolved. If it cannot the FACP will then consider the appeal.

Each faculty has its own FACP (there is one for taught student appeals and one for research student appeals). The FACP is made up of a chairperson, 3 members of staff from the faculty, one member from a panel in another faculty and a secretary.

You should receive an acknowledgment letter informing you of when your appeal will be considered by the FACP within 5 working days of submitting it. The FACP meeting should be within 20 days from the date you submitted your appeal. You will usually be informed of the outcome of your appeal within 10 working days of the FACP meeting, or you will be told that more time is needed to consider your appeal.

A FACP will uphold an appeal if it considers that you have shown that one of the grounds of appeal applies. If your appeal is accepted the letter will also say what action will be taken - for example, an Exam Board may be asked to review a decision they have made or a concession may be proposed.

If your appeal is rejected you should receive a full and clear explanation of the decision. If you are not happy with the decision you may be able to make a Stage 2 appeal if there has been a procedural irregularity at Stage 1. In some cases, you may be able to make a complaint to the Office of Independent Adjudicators if you do not meet the grounds for a Stage 2 appeal.

stage 2 appeals

- A Stage 2 appeal may be made if there has been a 'procedural irregularity' at Stage 1. This includes cases where:
- not all the evidence has been weighed in the consideration of an appeal; or
- factual data has been misinterpreted.
- The time limit for making a Stage 2 appeal is within 15 working days of the date you were notified of the outcome of a Stage 1 appeal.

Before deciding whether to make a stage 2 appeal, you can ask in writing for copies of all the evidence considered in reaching a decision on your stage 1 appeal. The 15-day time limit for making a stage 2 appeal does not start to run until you have received this evidence.

Details of where to submit your appeal can be found on the Stage 2 form. The relevant Director of University Services will consider whether you have evidence of procedural irregularity and either accept or reject your appeal. You will be advised of the outcome of your appeal within 20 working days. If the appeal is upheld the case shall be referred to the next FACP for consideration and shall be treated as though it is a Stage 1 appeal. If rejected this decision will be reviewed by one of the Academic Directors and, if confirmed, there is no further right to appeal within the University.

office of the independent adjudicator

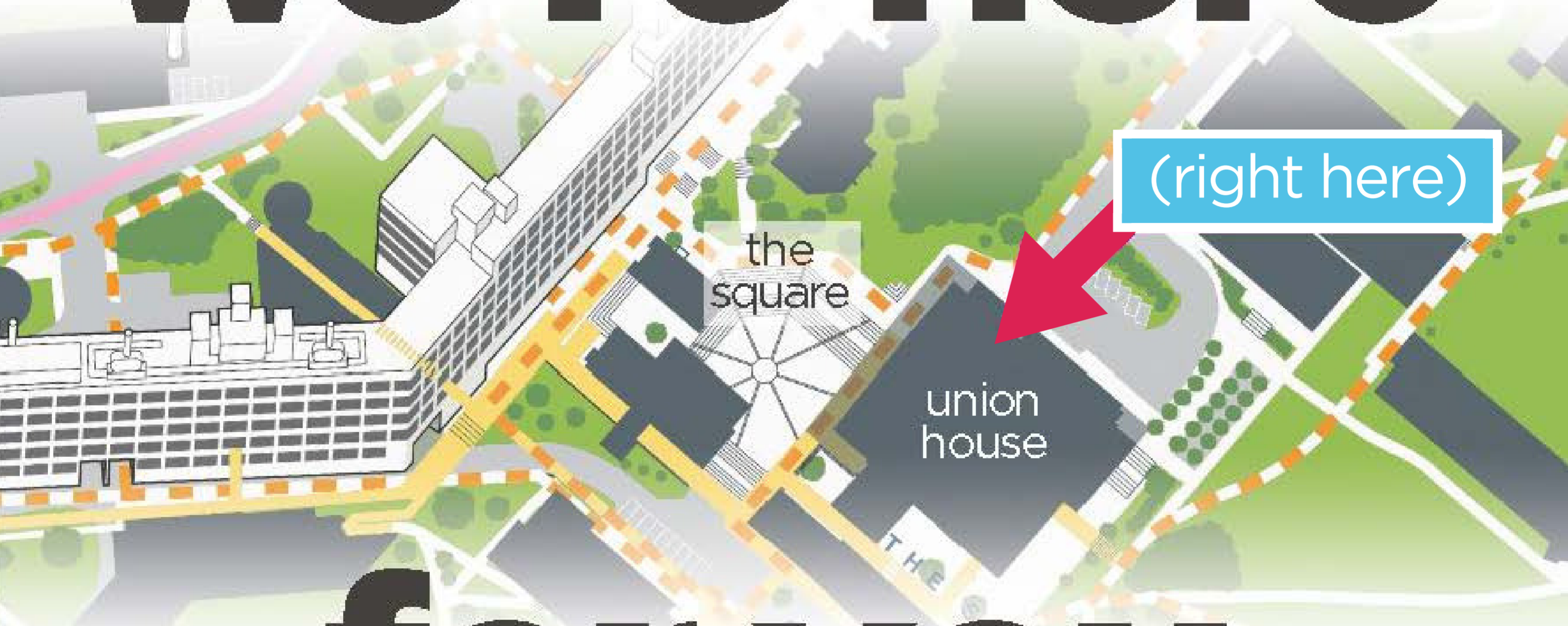
In certain circumstances, after the completion of the Stage 1 appeal and/or once you have completed all relevant internal procedures, the Office of the Independent Adjudicator for Higher Education (OIA) may be able to consider your case. Scheme application forms are available from: <http://www.oiahe.org.uk/>.

The full Academic Appeals Procedure can be found at:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Academic+Appeals+and+Complaints+Procedure.pdf>.

We strongly advise you to see an Advice Worker or talk to the Union Academic Officer if you are considering appealing or making an application to the OIA.

we're here



for you

With

free, confidential, impartial advice

mon - fri 10.00 - 16.00, 01603593463

advicecentre@uea.ac.uk

uea.su/advice

we've got your back