

## Frequently Asked Questions about Appeals

*Common questions raised in relation to requests from students for a review of a decision made by an Assessment Board regarding assessment, progression or award.*

**To be read in conjunction with** *the Student Appeals Policy, Appeals flowcharts, Appeals case studies and Appeals forms in Section 6 of the Quality Manual*

Click on the questions below to be taken to the response

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### ***What is the difference between an appeal and a complaint?***

An appeal is directly related to a decision by an Assessment Board regarding a student's assessment, progression or award. A complaint may concern any aspect of the student experience or the wider, including educational aspects, with which a student has a grievance (excepting issues which are covered by appeals).

The appeal regulations require certain grounds to be satisfied in order for an appeal to be considered. The complaints regulation does not specify particular grounds which must be met, although it is expected that all reasonable efforts are made to resolve the matter/s informally.

If you aren't sure, speak to your personal tutor, a member of staff in your School Administration Office or the Students' Union.

### ***I believe there was a mistake in the marking of my assessment. Should I submit an appeal?***

If you are requesting a recount of marks, you can do this by asking for a clerical check. In this instance, you should not submit an appeal. Rather, you should refer to your Handbook or contact your course office for more details around how you can request a clerical check.

### ***When is it possible to appeal?***

Before you decide whether or not to appeal, it is a good idea to talk to your personal tutor or relevant lecturer. It may be that you have a question which could be answered that way, rather than by making an appeal. You may also find it helpful to take advice from the Students' Union.

If you decide to appeal, this must be done as soon as possible after confirmation of the decision regarding your results, progression or award. For taught programmes the decision is made by the Assessment Board and you must appeal no later than 28 calendar days after the release of your results. Approved results for taught programmes are those which have been agreed by the Assessment Board; you will know that this is the case because you will be reminded when the results are released of the options for appeal. For research programmes an appeal may be made no later than 28 calendar days after official notification of registration status or the outcome of your examination.

### ***What is the difference between a provisional result and a final result?***

You can only appeal against the final decision of the Assessment Board regarding your results, award or progression. Any results you receive prior to the final Assessment Board are provisional only and you cannot appeal against them. You may receive provisional results during the year, however, you will need to wait until formal notification from the Assessment Board before considering an appeal.

***What is the difference between Stage 1 (School-level appeal) and a Stage 2 review?***

A School/ Validated Institution-level appeal (Stage 1 appeal) is a request for a review of the decision of the Assessment Board for taught students or the decision regarding your registration status or examination results for research students.

A Stage 2 review is a request for a review of the outcome of the School/ Validated Institution-level appeal. You must have submitted and received a response to your School/ Validated Institution-level appeal before you can consider submitting a request for Stage 2 review.

***What is a material error?***

A material error is one that is relevant and significant to the decision made with regards to your assessment, award or progression. You may find it helpful to refer to the appeals case studies when considering whether you think you have grounds for an appeal.

***I need to appeal on grounds of Undisclosed Extenuating Circumstances AND Material Error. Do I need to submit 2 separate appeals?***

No, you should only submit one appeal for both grounds. There are separate sections of the form allow students to enter details of their Undisclosed Extenuating Circumstances and any Material Error.

***I want to appeal to submit new information about multiple issues which affected me - do I need to submit multiple appeals to cover these issues?***

No, you should submit only one appeal – include all the new information you want considered in the one appeal submission.

***My appeal relates to multiple assessments. Do I need to submit an appeal for each individual assessment?***

No, you can add details of multiple assessments to the same appeal form.

***How strict are the deadlines for submission of an appeal?***

It is important that City adheres to the deadlines for submission of appeals for fairness and parity to all students. But, if you believe you have a very good reason why you are not able to submit your appeal within the specified deadline and that reason is outside your control, you may like to contact your School Administration Office or Union Advice ([unionadvice@city.ac.uk](mailto:unionadvice@city.ac.uk)) to get further advice.

## ***How and where do I submit my appeal?***

### **○ Stage 1 appeals**

You must submit a Stage 1 appeal within 28 calendar days of the notification of your results (for taught students) or the decision regarding your registration status (for research students).

If you are a BPTC/LPC student: you should refer to your Programme Handbook for the correct procedure.

If you are a student on a Validated Institution programme or Study Abroad programme: you should complete the Word version of the Taught/Validated Appeal form available from our Student Appeals webpage.

If you are Research student at City: you should complete the Word version of the Research Appeal form available from our Student Appeals webpage.

For all other City students the appeal form is accessible only through e:Vision – you should log into the student portal where you will see on your Home page a link, “My Appeals”. Click on this link and you will be taken to the Stage 1 appeal form.

### **○ Stage 2 Request for Review**

A request for review must be submitted within 21 days of the date that the Stage 1 appeal decision was issued.

If you are a **BPTC/LPC student**: you should refer to your Programme Handbook for the correct procedure.

If you are a student on a **Validated Institution programme or Study Abroad programme**: you should complete the Word version of the Stage 2 Request for Review Appeal form available from our Student Appeals webpage.

If you are Research student at City: you should complete the Word version of the Stage 2 Request for Review Appeal form available from our Student Appeals webpage.

For **all other City students** the Stage 2 Request for Review form is accessible only through e:Vision – you should log into the student portal where you will see on your Home page a link, “My Appeals”. Click on this link and you will be taken to the link for the Stage 2 Request for Review form.

### ***I'm trying to submit my appeal using e:Vision but the form doesn't seem to be working. What do I do? (Applies only to appeals managed under Regulation 20)***

Often technical problems can be resolved by saving the form at the stage you have reached, closing the form and then re-opening the form.

If you continue to experience technical problems whilst completing the appeals form on e:Vision you should log a job using ServiceNow or calling 020 7040 8181.

### ***What can be used as evidence in my appeal?***

The Appeals form gives detailed guidance on what can, and what cannot be used in evidence and there are also case studies to assist you. Evidence normally takes the form of written confirmation from an objective, independent, third party. It relates to facts, not personal opinions and will often come from an expert or person in authority. Examples include: a medical certificate; a death certificate; an official doctor's or counsellor's report; a police incident report; official notification from a court (e.g. if you are acting as a witness); official confirmation of bankruptcy proceedings; a ticket and compensation claim for disrupted travel. All these documents are official and independent. Any evidence not originally in English must be translated via an official translation service. Evidence that will not normally be considered would include supporting statements from friends or relatives as well as evidence that doesn't relate to the case you are making (e.g. it covers a different period of time or isn't relevant to your assessment).

### **I need to add more information/evidence to an appeal I have already submitted. How do I do this?**

Once an appeal has been submitted, it cannot be edited and no further evidence can be uploaded by the student. If you need to add more information to the content of your appeal, you should contact your course office in the first instance. Your appeal would need to be returned to you in order for you to be able to edit your appeal. If you would like to submit additional evidence you should send the evidence directly to your course office (via email) asking that it be considered with your appeal. Members of the course office will be able to attach this evidence to your appeal submission.

### ***Can I get help putting my appeal together?***

Yes. The Students' Union 'Union Advice' service is a free, confidential service for students. They will spend time listening and talking to you in order to understand your situation and how you are being affected. They will then explain all the different options to you and what is involved in each one. Once you have decided on your preferred option they will support you in taking the appropriate action. Their support may involve assistance in writing, explaining relevant rules and regulations, preparing for meetings or hearings, and attending those meetings or hearings with you.

### ***Who will look at my appeal?***

Your appeal will be reviewed by senior members of staff within your School (or within City's Student & Academic Services for Validated Institutions). All appeals go through an Initial Scrutiny process which is undertaken by two members of staff. Some appeals are referred to an Appeal Panel hearing; in which case there are three members of staff on the Panel and there will also normally be an adviser, a secretary and a representative from your programme. You can also choose to attend the Appeal Panel and bring a representative if you wish. During the course of your appeal the reviewers may consult with other staff members who have relevant expertise, knowledge or experience.

Taught students should note that an Appeal Panel is not the same as an Extenuating Circumstances Panel; there are separate arrangements for these which are available in Section 6 of the Quality Manual (search for: "Quality Manual" on City's website for further details).

### ***How will my appeal be dealt with?***

Academic appeals by students are dealt with under Regulations 20, 20b, 21 and 21b (depending on your student group) and are conducted in accordance with City's Student Appeals Policy. You can refer to the appeals flowcharts for a quick overview of the procedure. All of these documents are available in Section 6 of the Quality Manual (search for: "Quality Manual" on City's website for further details).

### ***How quickly will my appeal be dealt with?***

You will receive an acknowledgement telling you your appeal has been received. The initial scrutiny can take up to 28 calendar days from the date of receipt of a complete appeal. Some appeals are then referred to an appeals panel which can take up to 28 calendar days following notification of submission to panel. Some appeals may need to be referred to an Extenuating Circumstances Panel, which can take additional time. You will be notified if consideration of your appeal is going to take longer than the published time frames. You can also refer to the appeals flowcharts for an indication of the time frame.

Many appeals are delayed because the information given by the student is not accurate, complete, or clear. Staff will do their best to get back to you and ask you to make changes but this will inevitably delay the process. If you don't provide the right information and evidence then it is likely that your appeal will be rejected.

### ***I don't understand the advice I have been given about my appeal. What do I do?***

Speak to the appeals administrator who contacted you with the advice in the first instance to seek clarification; your Course Officer may also be able to help with detailed advice specific to your course. You may also wish to contact the Students' Union who will be able to advise you and help you get the clarification you need.

### ***I don't understand what the outcome of my appeal means. What do I do?***

Speak to the member of staff who has issued you with the correspondence confirming the outcome of your appeal. Alternatively, you could speak with your Personal Tutor, or the Students' Union.

### ***Can I carry on with my studies while my appeal is considered?***

The Assessment Board decision about your award or progression stands unless it is changed as a result of an appeal. This means that you are expected to abide by the original decision regarding

your results, award or progression unless they are overturned following the consideration of an appeal.

***Should I continue to work on coursework/prepare for examination(s) whilst my appeal is considered?***

If the Assessment Board's decision was that you should retake assessment, you should continue to prepare for any reassessment whilst your appeal is considered, as the outcome of your appeal may not result in a change to the Assessment Board decision.

If your appeal is seeking an opportunity to be reassessed, you may like to prepare for the possibility that your appeal may result in you being offered an opportunity for reassessment and the outcome may be issued very close to the next assessment opportunity. However, the School cannot consider your preparation as evidence to support your appeal.

***What will be the outcome if my appeal is successful?***

The most likely outcome is that you will be given the opportunity for re-assessment. You will find a detailed list of potential outcomes in the Appeal Regulation.

***What happens if my appeal is unsuccessful?***

If your appeal is unsuccessful the original decision regarding your results, progression or award will stand. If your appeal was at Stage 1 then you may wish to consider whether you have grounds for seeking a Stage 2 Review.

If your request was for a Stage 2 review then you may wish to consider whether you have grounds to apply to the Office of the Independent Adjudicator.

***What is the OIA?***

The Office of the Independent Adjudicator (OIA) is an independent scheme which reviews student complaints against Universities. The Scheme is free for students to use. You can only apply to the OIA once you have exhausted City's procedures and received a Completion of Procedures letter. Information on the OIA and the types of cases they will consider can be found at:  
<http://www.oiahe.org.uk/>.