

LFA Procedure 6.4

Academic Appeals

1. Introduction

Students have the right to request an academic appeal and ask that their mark awarded for an assessment be reconsidered. Appeals will only be considered on specific grounds such as exceptional extenuating circumstances (i.e. bereavement or medical grounds) or defects or irregularities in an assessment, such as an error in an examination paper or assignment. Appeals submitted simply because a student disagrees with the mark they have been awarded will not be considered. All students should be aware that an academic appeal does not guarantee changes to the results of assessment from those originally published by the Assessment/Progress Board.

2. Academic Appeals

2.1 Appeals process for Diploma Students

Any student who wishes to appeal against a decision of an Assessment Board should submit an appeal to the Head of Academic Governance, using this form: *Application for an Academic Appeal - Diploma*. All appeals must be logged within ten days of the student receiving notification of award/assessment. The grounds for appeal must be clearly stated on the form and relevant documentary evidence must be provided. Once an appeal has been formally submitted by a student, the assessment will be verified. Verification will establish whether:

- the mark(s) and/or result as published is free from arithmetical or other error of fact
- any defects or irregularities in the conduct of the examinations and/or other assessments or in the written instructions and/or in advice relating thereto were reported to the Assessment Board
- any exceptional personal circumstances pertaining to the student were reported to the Assessment Board.

The Chair of the Assessment Board, or his/her nominee, shall inform the Head of Academic Governance of the outcome of the verification in writing no later than ten days following receipt of the appeal form. The outcome of the verification will inform the decision as to whether the Assessment Board is to be re-convened to review the case in light of the information. The decision will be made by the Head of Academic Governance.

A re-convened Assessment Board is permitted to re-grade where any of the following has been established:

- that the mark(s) and/or result as published is incorrect
- that defects or irregularities in the conduct of the examinations and/or other assessments or in written instructions or in advice relating thereto were not known to the Assessment Board
- that the appeal contains exceptional personal circumstances which were not known to the Assessment Board when the student was assessed and the student has shown good reason why such circumstances could not have been made known to the Assessment Board.

The Assessment Board may reject an appeal for the following reason:

- no new information or supporting material for the appeal has been offered by the student
- for appeals relating to exceptional personal circumstances, where the student is unable to show good reason why those circumstances were not made know to the assessment board previously.



Within 20 days, the Chair of the Assessment Board shall inform the Head of Academic Governance of the decision. Students will receive the outcome of the appeal within 10 days of the receipt of the decision. Notification will be made in writing and, where appropriate, LFA will issue a supplementary result.

At the end of this process a Completion of Procedures (COP) Letter is issued to the student. This letter lets the student know they have reached the end of the LFA's internal process and there is no further avenue for the student internally.

2.2 Academic Appeals process for BA and MA students

Students wishing to appeal against the decision of an Assessment Board must submit an Appeals form to the University of Derby. Before completing this form, students should read Section K of the University of Derby Academic Regulations, taking particular notice of the grounds on which an appeal may be made:

<https://www.derby.ac.uk/about/academic-regulations/academic-appeals/>

Appeals against the academic or professional judgment of assessors/examiners are not allowed, and appeals may not be made on grounds that a student is dissatisfied or disappointed with an assessment result.

Appeals have to be based on one of four specified criteria. These are:

- that performance suffered through illness or other circumstances which could not have been reported at the time of the assessment
- that the assessment was not carried out in line with regulations
- that the administrative procedures were not correctly followed or a significant mistake was made
- that the assessor(s) or the Assessment Board did not consider all the previously reported circumstances which may have significantly affected the student's performance Before submitting a formal appeal, the student is encouraged to talk to their Course Team.

The Student Appeals form can be found on Udo under 'Student Centre > Assessment > Results > Academic Appeals', or downloaded from the University of Derby website:

<https://www.derby.ac.uk/about/academic-regulations/academic-appeals/>

Completed forms must be submitted to appeals@derby.ac.uk, alongside supporting evidence. Alternatively, a paper copy of the form and evidence can be submitted to: Assessment and Awards Unit, University of Derby, Kedleston Road, Derby, DE22 1GB.

At the end of this process a Completion of Procedures (COP) Letter is issued to the student. This letter lets the student know they have reached the end of the University of Derby's internal process and there is no further avenue for the student internally.

2.3 Office of the Independent Adjudicator (OIA)

If students remain dissatisfied with the final outcome and all processes above are complete, they will be issued with a Completion of Procedures (COP) letter and they may request an independent review of their case by the Office of the Independent Adjudicator for Higher Education:

Office of the Independent Adjudicator,

Second Floor Abbey Gate, 57-75 Kings Road, Reading RG1 3AB

Telephone: 01189 599813, Email: enquiries@oiahe.org.uk, Website: www.oiahe.org.uk

Normally a student cannot complain to OIA without a COP letter.

