15. **VERIFICATION AND APPEALS PROCEDURE**

15.1 At the beginning of each session the Director of Student Services and Governance (who may delegate operation of the Verification and Appeals Procedure to a nominee) shall inform students of the Verification and Appeals Procedure.

15.2 The body vested with the power of decision on Assessment results, on behalf of Senate and Council, is the relevant Programme or Composite Examining Board. The Examining Board concerned also has the power to decide upon the action to be taken in respect of failed students in accordance with Senate Regulations.

15.3 A student, following the published outcome of a University Assessment, may appeal on one or more of the following grounds only:

i. the mark(s) and/or result published by the University contains arithmetical or other errors of fact;

ii. defects or irregularities in the conduct of the Examinations and/or other Assessments or in written instructions or advice relating thereto which were not known to the Examining Board, when such defects, irregularities or advice are shown to have had an adverse effect on the student's performance or evidence that the Examining Board has acted inappropriately;

iii. Extenuating Circumstances which were not known to the Examining Board, and where the student can show good reason why such circumstances could not have been made known to the Examining Board when the student was assessed, and which are shown to have had an adverse effect on the student's performance.

15.3.1 Appeals which question the academic judgement of examiners, or appeals on any grounds other than those stipulated in 15.3(i), 15.3(ii) or 15.3(iii) above shall not be admissible and the Director of Student Services and Governance will inform the student accordingly in writing.

15.4 Any student who wishes to appeal against a decision of the Programme or Composite Examining Board must submit an appeal to the Director of Student Services and Governance in the format approved by the Senate within fourteen days (14) of the date of the issue of the decision of the Examining Board by the Director of Student Services and Governance. Appeals received outside of this time limit may be deemed out of time and will not be considered unless the student can show good cause for the late submission. The Director of Student Services and Governance shall decide on whether a late appeal will be considered and his/her decision shall be final.

15.4.1 The grounds for appeal must be clearly stated on the appropriate form and relevant independent documentary evidence appended. The student shall not normally be permitted to submit any further evidence in support of the appeal subsequent to the submission of the appeal form.

**Verification Stage**

15.5 The Director of Student Services and Governance on receipt of an appeal shall seek verification from the Chair of the relevant Programme or Composite Examining Board (who may delegate operation of the
Verification and Appeals Procedure to a nominee. Verification, as appropriate to the grounds for appeal, shall establish whether:

i. the mark(s) and/or result as published is free from arithmetical or other error of fact; and/or,

ii. any defects or irregularities in the conduct of the Examinations and/or other Assessments or in the written instructions and/or advice relating thereto were, in fact, reported to the Examining Board; and/or,

iii. any Extenuating Circumstances pertaining to the student were reported to the Examining Board.

15.5.1 The Chair of the Examining Board shall inform the Director of Student Services and Governance of the outcome of the verification in writing normally no later than fourteen days (14) following receipt of the appeal by the Director of Student Services and Governance. The Chair of the Examining Board shall, if appropriate, provide supporting evidence in verification of the facts. The Chair of the Examining Board shall not normally be permitted to submit any further evidence subsequent to submission of his/her verification.

Appeal Stage

15.6 The Vice-Chancellor will appoint a pool of senior members of the Academic Staff (Senior Academics) to consider appeals under this Procedure. Each College will be required to nominate a minimum of two senior members of the Academic Staff for consideration by the Vice-Chancellor to join the pool. The Director of Student Services and Governance (or nominee) shall appoint one Senior Academic from the pool to consider each individual appeal. The role of the Senior Academic is to:

– consider each student's Appeal and Verification Form (and evidence, if any) and the Chair of the Examining Board's verification form (and evidence, if any); and

– decide whether, in the light of information provided by the student and by the Chair of the Examining Board:

i. the appeal will be referred to the Programme or Composite Examining Board and that the Examining Board be re-convened to review the case in light of the information presented;

or

ii. the appeal will be referred to an Appeals Board for further consideration;

or

iii. the appeal will be rejected and no further consideration be given to the appeal.

Appeals will normally be considered within twenty-eight days (28) from the date of completion of the Verification Stage.
15.7 All correspondence between the student and University regarding the Appeal must be directed via the Director of Student Services and Governance.

**Appeals Board**

15.8 The Appeals Board shall consist of three members of the Academic Staff, one of whom shall be Chair, selected by the Director of Student Services and Governance from a panel appointed by the Senate for this purpose at the beginning of each Session. Members of the Appeals Board shall not be members of the Examining Board which previously considered the student's performance or members of staff from the same School as the student.

15.9 Where an appeal is referred to an Appeals Board, the Director of Student Services and Governance shall inform the student in writing that an Appeals Board is to be convened to consider the appeal. The letter of notification of the meeting of the Appeals Board will inform the student:

- of the date, time and venue of the meeting;
- that the student may attend the Appeals Board to present the appeal and must advise the Director of Student Services and Governance in writing and in advance of the Appeals Board, whether or not he/she will attend the meeting and whether he/she will be accompanied.

15.9.1 If the student does not appear at the hearing without reasonable explanation and the Appeals Board is satisfied that due notice was given to the student, the Appeals Board may proceed in the absence of the student and shall consider at the appropriate stage any representations made by or on behalf of the student. The Chair will have discretion as to what constitutes 'reasonable explanation'.

15.10 The secretary shall ensure that copies of the formal papers (as detailed in paragraph 15.6 above) which will be considered at the hearing have been provided to the Appeals Board members, the student and school representative not less than seven days (7) prior to the hearing.

15.11 The Appeals Board will consider:

- the papers presented at the Appeal Stage as detailed in paragraph 15.6 above; and
- oral presentations by the appellant and by a school representative.

15.11.1 The appellant and the school representative will not be permitted to introduce new evidence to the Appeals Board.

15.12 The Appeals Board shall be empowered to take either of the following decisions:

i. that the appeal be referred to the Programme or Composite Examining Board and that the Examining Board be re-convened to review the case in light of the information presented.

ii. that the appeal be rejected and no further consideration be given to the appeal.
15.13 Where an appeal is referred to the Examining Board under the provisions of 15.6(i) or 15.12(i), the Director of Student Services and Governance shall write to ask the Chair of the relevant Programme or Composite Examining Board to re-convene the Examining Board to review the case in the light of the information brought forward by the appeal. It will not necessarily follow that a student's result shall be changed from the result originally published by the Examining Board. The Chair of the Examining Board shall inform the Director of Student Services and Governance of the decision of the re-convened Examining Board in writing normally no later than twenty-one days (21) following its referral to the Examining Board.

15.14 The Director of Student Services and Governance shall, upon its receipt, refer the recommendation of the re-convened Examining Board to the next meeting of the University Awards and Progress Committee. The University Awards and Progress Committee will determine whether to confirm or reject the recommendation of the reconvened Examining Board. Where the University Awards and Progress Committee does not accept the recommendation of the reconvened Examining Board, it shall be empowered to substitute its own decision.

15.15 The Director of Student Services and Governance shall inform the student of the outcome of his/her appeal in writing and, if appropriate, issue a supplementary result.

15.16 The communication of the outcome of the appeal to the student completes the Verification and Appeals Procedure and no further submissions shall be considered.