

CARDIFF
UNIVERSITY

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ACADEMIC APPEALS POLICY AND PROCEDURE

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1. Introduction

- 1.1. This procedure relates to student appeals against academic decisions made by an Examining Board for taught or research degree programmes. Examining Boards will make decisions relating to your results for your assessments and will confirm the results.
- 1.2. It is important that you understand the grounds on which you can appeal, the actions you need to take, and how you can get support when you are making an academic appeal. The basis on which you can appeal are clearly defined in this procedure and are called *grounds* of appeal.
- 1.3. If your complaint relates to a service, supervision, or another student or staff member, you should use the [Student Complaints Procedure](#) to bring your concern to the attention of the School or relevant department.
- 1.4. All staff who have access to, or consider, academic appeals will have received training for their role and how to apply the procedures outlined in this document. This includes members of the Student Cases Team, Professional Service Staff and Senior Academics.
- 1.5. You can access independent advice on this Procedure from the [Students' Union Student Advice](#) or other representative body, including the grounds for appeal and the type of information and evidence to submit.
- 1.6. If you have a disability and require adjustments to this procedure to be able to fully engage with the process, please contact the [Head of Registry](#) to identify any reasonable adjustments which can be made to support your engagement.

2. Policy

- 2.1. You have the right to appeal against the decision of the Programme, Composite or research degree Examining Board (hereafter Examining Board).
- 2.2. The Academic Appeals Procedure can be used by every student on a programme of study leading to a Cardiff University award, whether delivered at the University or in partnership with other providers.
- 2.3. **The grounds under which you can raise an appeal are limited to:**
 - an arithmetical or other error of fact in the results issued following the decision of the Examining Board; **and/or**
 - an irregularity in the conduct of the assessment, the written instructions, or written advice relating to the assessment, where this can be shown to have had an adverse effect on the outcome and which was not known by the Examining Board at the time it considered your results, or which known to the Examining Board and where the Examining Board has made an unreasonable decision; **and/or**
 - any extenuating circumstances which can be shown to have had an adverse effect on your academic performance, which were unknown by the Examining Board and could not have been made known to the Examining Board by you before the School deadline, or which were known to the Examining Board and where the Examining Board has

made an unreasonable decision. The University's definition of extenuating circumstances is defined in the University's [Extenuating Circumstance Procedures](#).

- 2.4. All information provided by you as part of an appeal will be treated confidentially and in accordance with Data Protection legislation. This means that any details and supporting evidence will be shared only with staff who need to know in order to process and consider your appeal. This may not apply if you are on a programme leading to professional registration and the information you provide indicates that you have an ongoing condition which may impact on your registration, the safety of others, or yourself. In such cases, your School may consider referral to the [Fitness to Practise Procedure](#), to Occupational Health, or, where it is an ongoing disability, to the [Disability and Dyslexia Service](#).
- 2.5. If you provide personal information about another individual – for example, extenuating circumstances relating to another person which you consider have had an impact on you – you must obtain their consent to share this information with us.
- 2.6. The University is committed to providing clear and transparent information to you on how to appeal against the formal decision of an Examining Board. The information will be published in the University's web pages. You have the right to challenge a formal decision of an Examining Board following publication of your results transcript. You cannot appeal before your results are confirmed by an Examining Board and published in your transcript or result letter.
- 2.7. In order to be eligible for consideration, you will need to demonstrate that you have an arguable case under one or more of the appeal grounds outlined under 2.3 (above), which can be supported by appropriate evidence. If no grounds are given and/or an arguable case has not been presented and/or no evidence is presented, the request may not be considered or may be rejected.
- 2.8. Professional Services and Senior Academic staff who make decisions on your appeal will be appointed from outside your School.
- 2.9. The University aims to resolve all academic appeals promptly and within the timeline specified within the Procedure.

3. Submitting an appeal

- 3.1 Your assessment or degree results are formally decided at the Examining Board. The results will be confirmed to you when your transcript or results letter is issued to you. The notification will include information on how to appeal against the decision of the Examining Board.
- 3.2 You have **28 days** from the date of your transcript or results letter, which is sent by email, to make an appeal against the decision of the Examining Board.
- 3.3 The Academic Appeals Procedure provides a single opportunity to raise all known matters of concern regarding the decision of the Examining Board. It is important that you explain all issues fully and include all supporting evidence with your appeal. The evidence must be proportional to the circumstances claimed.

- 3.4 Appeals are considered only under specific grounds, as set out in 2.3 (above). Appeals made for any other reason will not be accepted. For example, you may **not** appeal against your results by challenging the examiners' academic judgement or because you think that you deserved a higher mark.
- 3.5 If you appeal on grounds relating to extenuating circumstances which were previously rejected by your School, you must specify why you disagree with the School's decision to reject the circumstances.
- 3.6 You can nominate a representative to manage your appeal on your behalf. You will need to sign a 'Form of Authority' if you would like the University to communicate with the representative about your appeal. The Students' Union advisers will be able to provide you with guidance on the options available to you.

4. Late appeals

- 4.1. If you cannot submit an appeal within **28 days** from the date of your transcript or result letter, you should provide a reason in writing to the Head of Student Cases why it was not possible or reasonable for you to submit an appeal within the time limit. You will need to provide evidence to support your explanation.
- 4.2. The Head of Student Cases will consider the reason(s) for the lateness and will decide whether or not to accept the late appeal. If your appeal is rejected, you may challenge the decision in line with the [University Review Procedure](#).

5. How your appeal will be processed and considered

- 5.1. The Student Cases team is responsible for considering academic appeals in accordance with this procedure and is independent of your School.
- 5.2. Each appeal will be considered fairly on the basis of the information and evidence provided. It is your responsibility to provide all the evidence and information that you want to be considered at the time that you submit your appeal. The University is not able to contact third parties (e.g. doctors, tutors, police, School or University departments) to obtain this evidence for you.
- 5.3. If you are unable to present evidence with your appeal, you should detail why the evidence has not been included and indicate when it will be provided. The Head of Student Cases will consider if it is appropriate to allow you additional time to provide the evidence.
- 5.4. Your appeal will be reviewed by a Student Cases Officer who will decide if your appeal is within permitted grounds and has relevant evidence to be considered. You will be informed whether your appeal will be considered, in writing, within **14 days**.
- 5.5. The Student Cases Officer may contact the Chair of the Examining Board to obtain any further information required to consider your appeal. If your appeal is on the grounds of extenuating circumstances, this may include copies of extenuating circumstances forms that you submitted previously (including self-certification applications) and, where appropriate, any

supporting evidence. The Chair is expected to provide this within **14 days** of the request being made by the Student Cases Officer.

- 5.6. In exceptional cases, the Student Cases Officer may invite you to submit additional information for clarification, and/or in the case of complex appeals, invite you to attend a meeting with the Student Cases Officer to clarify the issues you have raised.
- 5.7. Academic appeals are considered promptly and in line with the timescales set out in this procedure. It will not be possible to expedite individual appeals, as all appeals are considered consistently in order to ensure equity to all students. Until your appeal is concluded, the outcome confirmed in the transcript or results letter stands.
- 5.8. The Student Cases Officer will consult with a senior member of the Student Cases team to make a decision on your appeal and will ensure that the decision is proportional to the circumstances. The Student Cases Officer will take one of the following actions:
 - Uphold your appeal (either completely or in part) and refer the case to an Examining Board for formal consideration. In some cases, the decision of the Examining Board may not change.
 - If an arithmetical error has been identified, confirm the outcome in a re-issued transcript or result letter and amend your student record. If the arithmetical error may result in a change of classification of your award, the Examining Board Chair will be required to formally confirm the revised classification.
 - Reject your appeal if it does not meet one of the stated grounds.
- 5.9. The Student Cases Officer dealing with your appeal will contact you by email within **60 days** of your appeal being received by the Student Cases team to explain whether the appeal has been upheld or rejected. This email will confirm the decision and the options to challenge the decision further if you are not satisfied with the outcome.

6. Requesting a review of the decision

- 6.1. If your appeal has been rejected, or upheld in part, and you believe the decision on your appeal was either incorrectly processed or unreasonable, and/or you have additional relevant information that you could not provide at the time of the appeal, you have the right to challenge the decision under the [University Review Procedure](#).