

This revised version of the Academic Appeals procedures was approved by Academic Board in November 2010 to take effect for all appeals activity from 01 January 2011.

Academic Appeals Process

Including Notification of Exceptional Circumstances, Requests for Reconsideration and Academic Appeals

Issue: 2.0 November 2010

CONTENTS

1. INTRODUCTION.....	3
2. ADDITIONAL GUIDANCE NOTES.....	3
2.1 RECLASSIFICATION OF PROCESS	3
2.2 REPRESENTATION AND COLLECTIVE APPEALS	3
2.3 DISCRIMINATION	3
2.4 DISABILITY	3
2.5 TIER 4 STUDENTS	3
2.6 GRADE BASED ASSESSMENT	3
3. PROCESS STEPS AND ACCOUNTABILITIES	4
3.1 STAGE 1 NOTIFICATION OF EXCEPTIONAL CIRCUMSTANCES	4
3.2 STAGE 2 REQUEST FOR RECONSIDERATION	6
3.3 STAGE 3 APPEALS	8
4. PROCESS FLOWCHART	13
5. TEMPLATES, PROCEDURES, RECORDS & REPORTS.....	14
6. DOCUMENT MANAGEMENT	14
APPENDIX 1	15
NOTIFICATION OF EXCEPTIONAL CIRCUMSTANCES REPORT FORM.....	15
APPENDIX 3	17
REQUEST FOR RECONSIDERATION OF BOARD OF EXAMINERS' DECISION	17
APPENDIX 4	19
APPLICATION FOR APPEAL.....	19
APPENDIX 5	21
THE ACADEMIC APPEALS COMMITTEE	21
APPENDIX 6	22
PROCEDURE FOR THE ACADEMIC APPEALS HEARING	22

APPENDIX 7	24
GROUND FOR REPRESENTATION, RECONSIDERATION AND APPEAL	24
APPENDIX 8	25
PROTOCOL WHERE UNFAIR DISCRIMINATION IS ALLEGED	25

1. INTRODUCTION

This process describes the actions that the University will take to manage a student's representation relating to their personal circumstances and to decisions made by Board of Examiners about their academic performance and progress. The operational tasks and accountabilities for each stage are described, including timelines and possible outcomes. Forms and supporting procedural information are included within appendices.

The Academic Appeals Process has three stages

1. Notification of Exceptional Circumstances
2. Request for reconsideration
3. Appeal

The majority of claims will be resolved at the first stage.

The Academic Appeals policy which describes the principles and rules, including the grounds for Academic Appeals and the role of consideration panels can be found [here](#).

2. ADDITIONAL GUIDANCE NOTES

2.1 Reclassification of process

Where, on receipt and subsequent investigation of an appeal, it appears to the University that the matter can, in the interests of the student, be better dealt with via the Students Complaints Procedure, it will be transferred to that procedure, with the agreement of the student.

2.2 Representation and collective appeals

Representation under these regulations should only be made by the student. Although on request from the student and upon receipt of written consent, a third party may act on behalf of the student.

It is recognised that there may from time to time be circumstances where a collective submission may be made by a group of students, where the same circumstances are claimed to have existed and affected more than one student. In such circumstances all communication will only be through one nominated individual at all stages of the appeal process.

2.3 Discrimination

Students and staff are particularly required to note that where allegations of discrimination are made by a student, at any stage within these procedures, these are dealt with under separate procedures see [Appendix 8](#).

2.4 Disability

Where a student indicates at any stage of this process that they have a disability, information will be made available to them in appropriate formats and reasonable adjustments will be made to proceedings to accommodate their needs.

2.5 Tier 4 Students

Any appeals for Tier 4 students should be treated in accordance with the NTU process. A briefing note regarding the Common Assessment Regulations and the implications of Tier 4 are available at:

http://www.ntu.ac.uk/CASQ/quality_assurance/standards_quality/59156gp.html

2.6 Grade Based Assessment (GBA)

Applications made in relation to the introduction of Grade Based Assessment (GBA) for all undergraduate programmes from the 2012/13 academic year, are not recognized as being legitimate grounds for appeal under the academic appeals regulations.

3. PROCESS STEPS AND ACCOUNTABILITIES

3.1 Stage 1 Notification of Exceptional Circumstances

Step	Activities	Accountability
1.1	<p>Student submits Notification of Exceptional Circumstances (NEC) Form</p> <p>Representations must be within the permitted grounds and submitted in writing using the specified form and accompanied with supporting evidence.</p> <p>Representation must be submitted to School Subject Administration prior to or no later than 5 working days after the official coursework submission date or assessment event. Representation put forward after this date will not normally be considered. Circumstances, in which time limits cannot reasonably be met, will be reviewed on a case by case basis.</p> <p>Examples of acceptable evidence in support of a Notification of Exceptional Circumstances are listed below:</p> <ul style="list-style-type: none"> • Medical evidence in the form of a medical certificate, hospital appointment card or similar • Police Crime Incident Report • Collaborative statement from family member or medical expert, or death certificate <p>Supporting statement from a member of Nottingham Trent University Academic teaching staff will not normally be accepted as evidence.</p> <p>If you are on teacher training placement or industrial placement and believe that your performance on placement has been adversely influenced by exceptional circumstances beyond your reasonable control, you should ensure that representation is submitted as soon as the circumstances become apparent and where ever possible prior to the end of your placement.</p> <p>Permitted Grounds Notification of Exceptional Circumstances Form</p>	Student

1.2	<p>Prepare for Notification of Exceptional Circumstances Panel (NECP) Provide a receipt to the student, store copies on the Student's file and prepare copies for the NECP.</p> <p>Allocate Student application to pre scheduled NECP</p>	Subject Admin
1.3	<p>NECP considers representation of Exceptional Circumstances Determine whether the evidence presented substantiates the claim made and has appropriate grounds.</p> <p>Where necessary, call for further evidence or undertake an investigation.</p> <p>For each representation considered, state whether the claim is 'Upheld' or 'Not Upheld' Exceptional Circumstances Panel Report template</p> <p>Prepare minutes and record the reasons for the panel's decision in each case. The Chair of the NECP must approve the minutes prior to the Board of Examiners meeting and with the exception of the Panel's decisions, will be treated as confidential between the members of the NECP, the Chair of the Board of Examiners and the (Chief) External Examiner.</p>	NECP

<p>1.4</p>	<p>Board of Examiners consider NECP report and student's performance</p> <p>The Board will consider the report of the NECP as part of the overall academic decision-making process relating to the performance and progress of students concerned.</p> <p>Confidentiality must be maintained and the detail of the individual circumstances should not be disclosed or discussed at the BoE Meeting.</p> <p>It is not the general policy of the University to adjust marks or degree classifications where an application by a student at any stage of academic appeals procedures is upheld, but to provide circumstances in which a student can demonstrate their academic ability unhindered.</p> <p>If a representation is upheld and the Board deems that exceptional circumstances did impair the student's performance in the assessed task, the decision taken by the Board may include the opportunity for a first or further attempt, or only if sufficient evidence of prior performance is present, award a compensated pass, final classification or Aegrotat award.</p> <p>Where a representation is not upheld the Board may decide that the student does not have the right to a 1st or further attempt, or a compensated mark.</p> <p>For further information in regard to decisions that could be made by the Board of Examiners please refer to the Common Assessment Regulations.</p> <p>All students will be notified of the decisions of the BoE normally within 10 working days of the Board, together with the NECP's consideration of any representation. The appropriate Administrator should record the outcome on the student's file.</p>	<p>Board Chair</p>
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3.2 Stage 2 Request for Reconsideration

Step	Activities	Accountability
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<p>2.1</p>	<p>Student submits Request for Reconsideration Form Following the notification of results of Board of Examiners, a student may ask for a reconsideration of the decision, only within the permitted grounds.</p> <p>Requests for reconsideration must be submitted in writing using the form and include all supporting documentary evidence. It should also identify any persons who have relevant and pertinent information.</p> <p>Requests for reconsideration must be addressed to the Reconsideration Panel within the appropriate School and submitted within 10 working days of the electronic posting of the results.</p> <p>Permitted Grounds Request for Reconsideration Form</p> <p>Note: Informal resolution It is recognised that there may be an informal stage in the process, after a student receives their results, during which they contact academic or administrative staff to query these results. In cases where a simple error has obviously been made it may be most expedient to resolve this immediately via Chair's action, without the need to invoke the formal process. This informal stage should be initiated as soon as possible. If it is not possible to resolve the request informally and the student feels they have grounds for a formal request for reconsideration, where necessary the University may increase the usual timescale for submission to reflect the time taken in considering the informal enquiry.</p>	<p>Student</p>
<p>2.2</p>	<p>Prepare for Reconsideration Panel (RP) Provide a receipt to the student, store copies on the Student's file and prepare copies for the Reconsideration Panel.</p> <p>Allocate Student application to pre scheduled RP.</p> <p>Where a final year student requests reconsideration of an award classification the School will inform the Registrar who will automatically withdraw the invitation to the forthcoming Awards Ceremony. Should the matter be resolved before the Ceremony by a date determined by the Registrar, the invitation will be re-instated.</p>	<p>Subject Admin</p>
<p>2.3</p>	<p>Reconsideration Panel consider request Determine whether the evidence presented substantiates the claim made and has appropriate grounds.</p> <p>Consult with Programme Leader, the Chair of the Board of Examiners, NECP and any other relevant persons for evidence and testimony.</p>	<p>Reconsideration Panel</p>

2.4	<p>Report Request for Reconsideration is rejected</p> <p>Where the claim is deemed not to have been made on one of the permitted grounds, or where a claim is not deemed to be substantiated by the evidence presented, the RP will advise the student, the Programme Leader and Academic Team Leader that the request has been rejected, giving reasons, within 20 working days of receipt of the request for reconsideration. The appropriate Administrator should also be informed of the outcomes and record these on the student file.</p>	Chair of Reconsideration Panel
2.5	<p>Report Request for Reconsideration is upheld</p> <p>Where a request for reconsideration is found to be within the permitted grounds, the RP will report the matter to the student and to the Chair of the Board of Examiners, within 20 working days of receipt of the request for reconsideration. The appropriate Administrator should also be informed of the outcomes and will record these on the student file.</p>	Chair of Reconsideration Panel
2.6	<p>Board of Examiners Review Decision</p> <p>The Chair will arrange for any error to be corrected and for the student to receive a correct report of their achievement, within 10 working days of receiving the findings of the Reconsidering Panel.</p> <p>If the mark affects the final degree classification the Chair of the Board of Examiners will also either take Chair's action in consultation with the (Chief) External Examiner to change the Classification, or if necessary, convene an exceptional meeting of the Board of the Examiners to reconsider the case. The Chair will inform the student of the action they intend to take, within 20 days of receiving the findings of the Reconsidering Panel, giving timescales.</p> <p>Where previously unavailable material information has been presented or where the RP determines that the NECP failed to properly evaluate the evidence provided to it, the Chair of the Board of Examiners will either take Chair's Action in changing the Board's decision or convene an exceptional meeting of the Board to re-consider the case. These decisions will be reported to the student by the Chair of the Board of Examiners within 20 working days of the date of original notification of the decision of the Reconsideration Panel.</p> <p>The appropriate Administrator(s) will be informed of the outcomes and will record these on the student's file.</p>	Chair of Board of Examiners

3.3 Stage 3 Appeals

Step	Activities	Accountability
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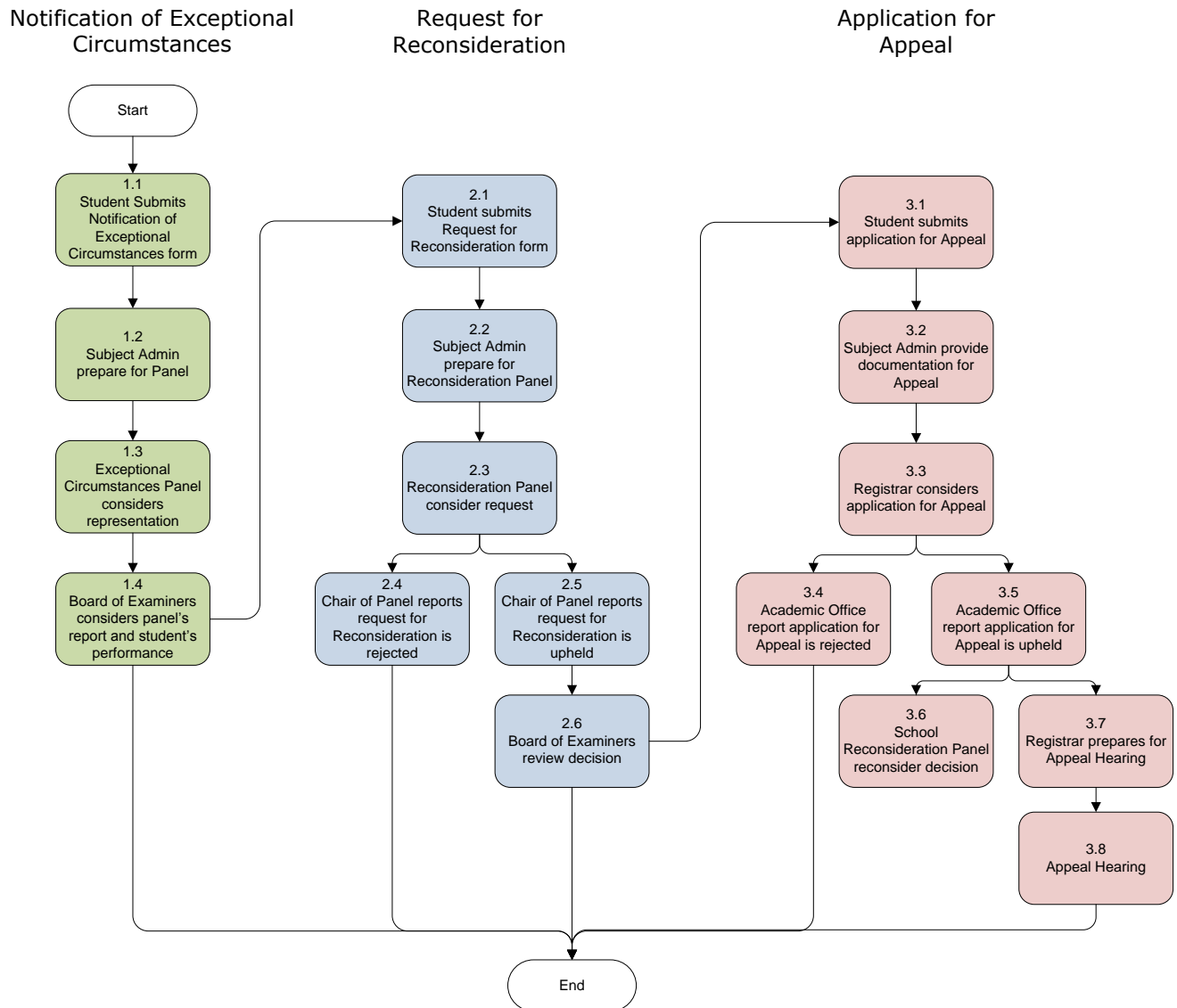
<p>3.1</p>	<p>Student submits application for Appeal</p> <p>A student who is dissatisfied with the original decision of the Board of Examiners and the subsequent outcome following the decision of the Reconsideration Panel may raise an Appeal only within the permitted grounds.</p> <p>The appeal application must be submitted to the Registrar on the appropriate form and accompanied by copies of all relevant documentation supporting the grounds. This must include copies of all documentation submitted for consideration by the NECP, and in support of a request for reconsideration, together with a copy of the resulting decision(s).</p> <p>The appeal application must be submitted to the Academic Registry within 20 working days from the date of the last communication from the University, in respect of either the decision of the board of Examiners or the decision of the Reconsideration Panel.</p> <p>Permitted Grounds Academic Appeal Form</p> <p>Note: Alleged Discrimination If the grounds on which an appeal is lodged include alleged discrimination, the appeal will be dealt with in accordance with the special procedures for such allegations. The time limits in the normal procedure shall not apply once an allegation of discrimination has been made. Protocol where discrimination is alleged</p>	<p>Student</p>
<p>3.2</p>	<p>Provide documentation for Academic Appeal</p> <p>The appropriate Administrative Team Leader within the School will be informed of the appeal by the Registrar via a copy of the appeal form.</p> <p>Store a copy of the Appeal form on the student record and provide a copy of the student file to the Academic Registry.</p> <p>Note: Student under the age of 18 If an appeal is made by a student under the age of 18 (a 'minor') at the time the appeal documentation is received, the Academic Registry will notify the parents or guardians of the student in writing and keep them informed of the progress of the appeal, unless the student requires otherwise. The University will permit the parents or guardians of the student to act on the student's behalf during the process, provided the student has confirmed agreement in writing beforehand.</p>	<p>Subject Admin</p>

3.3	<p>Registrar considers application for Appeal</p> <p>Following receipt of an appeal, the Registrar will decide, taking advice as appropriate, within 25 working days of its receipt, whether the appeal falls within the permitted grounds or is rejected and whether there is considered to be a <i>prima facie</i> case presented by the student. The Registrar will inform the student of this decision, giving reasons.</p> <p>To assist in this process the Registrar may request further information be provided by the student within 10 working days of the despatch of the request. The timescale for the Registrar to give their decision on the appeal will begin from the receipt of such additional information. The Registrar may also consult with the Chair of the University's Academic Appeals Committee as part of this decision making process.</p>	Registrar
3.4	<p>Report application for Appeal is rejected</p> <p>The Academic Registry will inform the student and Subject Admin and provide a copy to Legal Services.</p> <p>Any decision that the appeal is not within the permitted grounds is final and there is no further right of appeal within the University's procedures.</p>	Academic Registry
3.5	<p>Report application for Appeal is upheld</p> <p>If the Registrar considers that the appeal is within the permitted grounds, they will either convene a hearing, normally within 30 working days of their decision, or will refer the application back to the School for further consideration and action.</p>	Registrar
3.6	<p>School Reconsideration Panel reconsider decision</p> <p>If the application is referred back to the School for further consideration and action, the School Reconsideration Panel is required to complete a review of the decision made and communicate the outcome in writing to the student and the Registrar within 30 working days.</p>	School Reconsideration Panel

<p>3.7</p>	<p>Prepare for Appeal Hearing</p> <p>The Registrar will inform all parties of the date, time and venue of the hearing.</p> <p>At least ten working days prior to the hearing all parties will be provided with copies of the following:</p> <ul style="list-style-type: none"> • The appeal documentation submitted by the student; • A statement from the School in response to the appeal; • A summary of the student's academic record; • A list of the Panel members hearing the appeal; • The names of the School staff attending; • The hearing procedure (appendix 6); • The extract from the minutes of the appropriate Board of Examiners. <p>Copies of any further documents which either the student or the School intends to refer to and rely on must be submitted to the Registrar at least 5 working days before the hearing. If despatched via external mail a receipt of posting must be obtained.</p> <p>These documents will be circulated to all parties immediately on receipt by the Registrar.</p>	<p>Registrar</p>
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<p>3.8</p>	<p>Appeal Hearing</p> <p>Consideration of an appeal will take the form of a hearing (for further details see Procedure for Academic Appeals Hearing)</p> <p>The Registrar will act as Secretary and will appoint a servicing officer.</p> <p>The decision may be reached by a majority vote.</p> <p>The Panel may reach any of the following three decisions:</p> <ul style="list-style-type: none"> a) The appeal is rejected; b) The appeal is upheld and the Board of Examiners should be reconvened to reconsider its decision along with any alternative recommendation made by the Panel; c) There is evidence which raises doubts about the competence of, or about the standards and/or procedures being applied by the Board of Examiners and the Panel will submit a recommendation to the Academic Board that it should annul the decision of the Board of Examiners, substituting one of its own, following advice from competent examiners and should authorise a full and proper investigation as a matter of urgency. <p>The outcome of Academic Appeals Hearing proceedings will be confidential and the parties will be notified within 5 working days of the outcome of the meeting, with reasons, by the Secretary to the Panel.</p> <p>Notes of the hearing will be produced and circulated to the panel members only. A brief summary of the outcome under decisions a) or b) will be submitted to the Academic Board.</p> <p>Boards of Examiners, if required to be reconvened, will normally be expected to meet within 30 working days of the appeal hearing.</p> <p>At the conclusion of the University's internal processes connected with the appeal, the Registrar will issue a letter to the student in the manner prescribed by the OIA, informing them that the University's procedures in this matter are complete.</p>	<p>Registrar</p>
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4. PROCESS FLOWCHART



5. TEMPLATES, PROCEDURES, RECORDS & REPORTS

Name	URL/ Attachment
Notification of Exceptional Circumstances Form	Follow hyperlink
Exceptional Circumstances Panel Report Template	Follow hyperlink
Request for Reconsideration Form	Follow hyperlink
Application for Appeal Form	Follow hyperlink
Academic Appeals Committee	Follow hyperlink
Procedure for Academic Appeals Hearing	Follow hyperlink
Permitted Grounds for Representation of Exceptional Circumstances, Reconsideration and Appeal	Follow hyperlink
Protocol where discrimination is alleged	Follow hyperlink

Records	Retain for (yrs)	Location
Student Record	7 years	Banner Student Records Systems and Student File

Reports & Measures	Source
Annual internal reporting to ASQC	Academic Registry

6. DOCUMENT MANAGEMENT

Applicable Policies & Standards
<ul style="list-style-type: none"> Academic Appeals Policy

Related Processes
<ul style="list-style-type: none"> Regulations for Research Degrees Complaints Process Common Assessment Regulations.

Change History		
Date	Version	Details of Change
22/07/10	1.0	Significant revision of process
16/08/10	1.1	Amended format and content following feedback
10/09/10	1.2	Amended content following additional feedback
01/10/10	1.3	Amended following feedback at ASQC
15/11/10	2.0	Amended following further feedback from ASQC
11/01/11	2.1	Amended forms
16/10/12	3.0	Amendments to include that applications cannot be made due to the introduction of Grade Based Assessment (GBA) marking scheme for undergraduate programmes and Academic Office changed to Academic Registry

Process Owner	Process Champion
Registrar	Deans

APPENDIX 1

NOTIFICATION OF EXCEPTIONAL CIRCUMSTANCES REPORT FORM

Students are required to use this form to explain exceptional circumstances affecting their performance.

This form should be completed in typescript or handwritten legibly in black ink and must be submitted to your School Subject Administration no later than 5 working days of the coursework submission date or assessment event.

If you need to provide further information this should be on plain A4 paper and attached to this form. Copies of the original supporting evidence should normally accompany this form.

1. Please provide the following details:

NAME:

NTU ID NO:

PROGRAMME OF STUDY:

YEAR:

a)	There has been a mistake or irregularity in the conduct of the examination or assessment, which may have affected the outcome	
b)	There has been a material administrative error	
c)	Your performance in the assessment was adversely affected by illness or other 'personal' circumstances beyond your reasonable control	

2. Indicate on what basis you are reporting exceptional circumstances:

3. Indicate in the section below the Modules/assessments that you believe have been affected – continue on another sheet if necessary

Module Title	Assessment type and Title	Date of Assessment	Was the assessment submitted or attempted

4. Period(s) affected: From: To:

5. Evidence submitted with application (please tick where relevant)

Medical Certificate	
Police Crime Incident Report	
Collaborative statement	

Death Certificate	
Other (please specify)	

6. Statement of Circumstances to be considered by Examiners

This **must** include details of the assessment(s) you claim was affected, the module(s) to which this relates and the dates of all relevant events.

You may also indicate briefly what outcome you are seeking in response to your submission, remembering that it is not general University policy to adjust marks where exceptional circumstances are acknowledged.

7. Confidentiality I agree to this information being made available to the Exceptional Circumstances Panel, the Chair of the Board of Examiners, the External Examiner and any such others as are necessary for the proper consideration of my circumstances.

Signature:

Date:

Office use only

Considered by NECP on (Date) ____/____/20____

Receipt for submission of application (to be provided to the student when handed in)

Date submitted	
Name of person received by	

Signature of the person received by

APPENDIX 3

REQUEST FOR RECONSIDERATION OF BOARD OF EXAMINERS' DECISION

This form should be completed in typescript or handwritten legibly and returned to your School Reconsideration Panel within 10 working days of the electronic posting of your results on the University website.

1. Please provide the following details:

NAME:

NTU ID NO:

PROGRAMME OF STUDY:

YEAR:

2. Please note that your request for reconsideration will only be considered on the basis of the following reasons. You should tick which of these you believe to be relevant:

a)	One or more marks on your transcript or other record as provided to you following the Board of Examiners, have been incorrectly recorded	
b)	There is additional relevant information which could not have been made available previously to the NECP or the Board of Examiner	

3. In the section below please summarise the key points of your Request for Reconsideration.

1.	
2.	
3.	
4.	
5.	
6.	

(Continue on an additional sheet if relevant)

- Signature: _____ Date: _____

Summary of action taken by Reconsidering Panel

Signature _____

Date / /20__

APPENDIX 4

APPLICATION FOR APPEAL

This form together with supporting information should be submitted within 20 working days of the last relevant communication from the University to The Registrar, Nottingham Trent University, Burton Street, Nottingham NG1 4BU

1 Please provide the following details:

NAME:

NTU ID NO:

PROGRAMME OF STUDY:

YEAR:

2. Indicate by a tick on which **grounds** you wish your appeal to be considered

a)	The University failed materially to follow its procedures at an earlier stage within the application of these Academic Appeals Procedures	
b)	The student now has relevant new information which could not have been made available previously for consideration by the NECP, Board of Examiners or Reconsideration Panel	

3. In the section below please summarise the key points of your appeal.

1.	
2.	
3.	
4.	
5.	
6.	

(Continue on an additional sheet if relevant)

4. Provide a supporting statement and evidence on separate sheets of A4 paper clearly numbered, preferably typed or written in **BLACK INK**. You may also

indicate briefly what outcome you are seeking if your appeal is upheld, remembering that it is not general University policy to adjust marks or classifications in such circumstances.

5. In the below section please indicate what supporting evidence you have submitted with your appeal application, including copies of documents submitted at an earlier stage in the appeals process.

1.	
2.	
3.	
4.	
5.	
6.	

(Continue on an additional sheet if relevant)

6. **Confidentiality** I agree to this information being made available in confidence to the School and to those involved in the University's appeal process.

SIGNATURE:

DATE / /20__

APPENDIX 5

THE ACADEMIC APPEALS COMMITTEE

The role of the Chair and Vice-Chair of the Academic Appeals Committee is as follows:

1. to ensure, as far as possible, when considering a student's appeal, that the School has conducted its investigations via the Exceptional Circumstances Panel and the Board of Examiners properly and according to the procedures;
2. to ensure, as far as possible, that appropriate procedures have been followed by the Reconsidering Head;
3. to chair academic appeals hearings;
4. to advise on and approve the panel membership of each individual hearing;
5. to convene, as appropriate, a meeting of all the Panel members known as the Academic Appeals Committee at least once a year, to monitor the code of practice;
6. to provide a report annually to the Academic Board on the appeal process;
7. to be consulted during the annual review of the appeal procedures;
8. to be a member of the special panel which considers allegations of discrimination;
9. to receive annually from every School a summary of circumstances where a student has been found guilty of academic misconduct. Such summary shall include details of the misconduct in question together with the penalty imposed. The Chair will review this information, with the Registrar, and disseminate it to Chairs of Boards of Examiners, to ensure consistency of penalty across the University.
10. to nominate the Vice-Chair of the Academic Appeals Committee to act as his/her deputy in all matters where appropriate;

Membership

- the Chair and Vice-Chair of the Academic Appeals Committee are appointed for a three year term by the Academic Board, usually at its autumn meeting
- The Dean of each School provides the Registrar with the names of at least two nominated academic staff to serve on the Academic Appeals Committee, not necessarily Academic Board members.
- Membership of the committee is for a three year term retiring by rotation; retiring members may be re-nominated.
- Deans of School may nominate a replacement for a Committee member; if this is required during the term of office.

PROCEDURE FOR THE ACADEMIC APPEALS HEARING

1. Introduction of those present
2. Outline of the purpose of the hearing and stage of procedure reached
3. Refer to documents supplied by student
4. Student and/or representative presentation
(*approx 15 minutes/max 20 minutes*)
5. Opportunity to question student by both Panel and School
6. School presentation
(*approx 15 minutes/max 20 minutes*)
7. Opportunity to question School representatives by panel & student
8. Student and/or representative summing up
9. School summing up
10. Adjournment - Panel to consider in private
11. Formal notification in writing circulated together with reasons, to both parties within 5 working days of hearing

EVIDENCE MAY NOT BE SUBMITTED ON THE DAY OF THE HEARING

Guidance Notes

- The presentation time limits will be strictly observed. The opportunities to ask questions at the appeal should not be used to make statements and the Chair will ensure that this is enforced rigidly.
- Students will be allowed to attend the hearing to present their case and may bring someone to accompany them to help them do this. The student should confirm to the Registrar at least five working days before the meeting if they intend to be present and also who will be accompanying them and their status. The University will meet reasonable and proportionate incidental expenses necessarily incurred by a successful student.

- Note that all documentation will be circulated to Panel members and School representatives.
- The student may request to inspect:
 - i. Their personal file held in the School
 - ii. The file of information held at the Academic Registry

Inspection must be undertaken at the University up to 15 working days prior to the hearing. Copies of documents may be requested if relevant to the case.

- A student making an appeal **should not assume it will be upheld**. Pending the outcome of the appeal students must prepare to submit required referred work or to sit the referred examination.

Schools

- Schools must adhere to the procedures and time limits outlined in the procedure
- Schools will receive a copy of the appeal form and may be asked to provide a copy of the student's file. The information must be supplied within 5 working days of the receipt of the request within the School.
- The School will be required to provide to the Registrar a statement together with any evidence appropriate to the case at least 10 working days prior to the hearing.
- The School may request to see records kept by the Academic Registry. The Registrar is not responsible for preparing the School's submission of documents
- Up to two representatives may attend the hearing, to present the case for the School. The School should notify the Registrar who will be attending and their status at least five working days prior to the date of the hearing.

GROUNDINGS FOR REPRESENTATION, RECONSIDERATION AND APPEAL

Notification of Exceptional Circumstances

- a) There has been a mistake or irregularity in the conduct of the examination or assessment, which may have affected the outcome,
- b) There has been a material administrative error
- c) A student's performance in the assessment was adversely affected by illness or other 'personal' factors beyond his/her reasonable control.

Reconsideration

- a) The student believes that one or more marks on their transcript or record of performance have been incorrectly recorded
- b) There is additional relevant information which could not have been made available previously to the NECP or the Board of Examiners

Appeal

- a) That the University failed materially to follow its procedures at an earlier stage within the Academic Appeals Procedures.
- b) That the student now has relevant new information which could not have been made available previously for consideration by the NECP, Board of Examiners or Reconsideration Panel.

APPENDIX 8

PROTOCOL WHERE UNFAIR DISCRIMINATION IS ALLEGED

This protocol is currently under review

1. This protocol will apply where a student makes an allegation of unfair discrimination under the foregoing academic appeals procedure.
2. Discrimination for the purposes of this protocol is defined as in the appropriate legislation, Equality Act 2010 (October 2010) and in the University's Equal and Opportunities Policy.
3. In a case where a student has made representation based on more than one ground, of which unfair discrimination by the University is one, the procedure for investigating the allegation of unfair discrimination will be carried out in full before the other grounds for appeal are investigated. Any time limits under the normal procedure will be suspended pending consideration of the allegations of unfair discrimination.
4. The time limits referred to within this protocol is exclusive of University closure days
5. Where unfair discrimination by the University is alleged within a formal claim submitted by a student, this matter shall be referred an appropriate academic and trained Equality and Diversity specialist staff