

## Stage 2 Appeals

To proceed to a Stage 2 appeal you must have one or more of the following grounds:

- You have new information to put forward that was not known to the Exam Board or your Head of School
- That evidence put forward at Stage 1 was not fully and properly considered
- That there was procedural irregularity in the conduct of the Stage 1 appeal
- That there was prejudice and / or bias or the appearance of prejudice and / or bias in the conduct of the Stage 1 appeal.
- A verdict that you have plagiarised or colluded.

Your completed Stage 2 form should be sent to the relevant Director of University Services in your LTS Hub within 20 working days of the notification of the outcome of your Stage 1 appeal. The relevant Director of University Services will check whether you have met one of the necessary grounds and either accept or reject your appeal. You will be advised if your appeal has been accepted within 10 working days.

If rejected this decision will be reviewed by one of the Academic Directors and you will be advised of the outcome within 15 working days. If they agree you have no grounds for appeal there will be no further right of appeal within the University.

If the appeal is accepted solely on the grounds that there is evidence that there was procedural irregularity in the conduct of the Stage 1 appeal, the relevant Director of University Services will refer the appeal to the Stage 1 process.

If the appeal is accepted and there is a concessionary remedy to address the matter complained of, the matter will not be referred to the Head of School and a Stage 2 Appeal Panel will not be required. If your appeal is accepted, a copy of the Appeal form and any supporting evidence is sent to your Head of School who may decide to reconsider the Stage 1 decision. If the decision is not changed a Panel may be formed to hear your case, but this will depend on the grounds you used to submit your Stage 2 appeal.

The Panel is made up of three academic staff, including either the Academic Director of Taught Programmes or the Academic Director of Postgraduate Research Degree Programmes or a Faculty Associate Dean (Learning Teaching & Quality) who will normally Chair. None of the Panel members will be from your School. You would usually attend a Hearing but with the agreement of the School can opt for a paper hearing. You will have the chance to present your case to the Panel and can be accompanied by a friend or representative (whom you may want to be an Advice Worker). You can also ask for a maximum of 3 witnesses to attend. The Chair of the Panel has the final decision regarding witnesses you wish to call.

Your Head of School will be present at the Hearing and will present the case on behalf of the School. The School may propose a maximum of 3 witnesses.

You will normally be advised of the outcome of the Hearing within 5 working days.

However, if the Panel decide remedial action is required, it will take longer than this for you to be notified of the final decision. If the Panel decide no remedial action is required there is no further right of appeal within the University.

In certain circumstances and once you have completed all internal procedures the Office of the Independent Adjudicator for Higher Education (OIA) may be able to consider your case. Scheme application forms are available at the Advice Centre or from [www.oiahe.org.uk](http://www.oiahe.org.uk)


The full Academic Appeals Procedure can be found at [ueastudent.com/advice/forms](http://ueastudent.com/advice/forms)

**We strongly advise you to see an Advice Worker or talk to the Academic Officer if you are considering appealing or making an application for review by the OIA.**

**If you require a copy of this leaflet in larger font, please ask at Reception.**

09/11

# Appealing Against an Academic Result



## Union Advice Centre

Union House  
University of East Anglia,  
Norwich. NR4 7TJ.

Open:  
Monday to Friday 9am – 5pm  
except Wednesday 11am – 5pm

Tel: 01603 593463

Fax: 01603 593281

Email: [advicecentre@uea.ac.uk](mailto:advicecentre@uea.ac.uk)



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Any student, whether full time, part time, postgraduate or undergraduate has the right to make an Academic Appeal. The Academic Appeals Procedure can be used, amongst other things, to challenge:

- any mark for any piece of work **marked by more than one person** (whether course work, dissertation, practical, oral or written assessment)
- an overall degree classification
- reassessment requirements
- the progress of a student to a subsequent semester or year of study, including a decision to require transfer to a different degree course or withdrawal from the university.

In general, if your concern is about your academic results you should use the Academic Appeals Procedure. For Academic concerns unrelated to academic results you should use the Academic Complaints Procedure.

#### **Academic work marked by a single person**

If you are unhappy with the mark awarded for a piece of work marked by one person you can ask for the work to be remarked. This is not part of the formal Appeals Procedure. You should apply for remarking by contacting your Learning and Teaching Service Hub (LTS). The work will be independently remarked by a second marker. The original and second marks are sent to the School Director (Learning & Teaching) who makes the final decision. **Please be aware marks can be adjusted up or down.** You should normally know the outcome within 10 working days of your request. If you are unhappy with the outcome you may then be able to start a formal Academic Appeal.

#### **Time Limits**

You will **usually** have **10 working days** from the notification of results to submit an appeal. If you are unsure of the deadline it is advisable to start the process of appealing as soon as you receive the mark with which you are unhappy. This will allow you time to seek support from the Union Advice Centre and prepare your case. Students should attempt to submit their case regarding a provisional mark before the Board of Examiners meets.

#### **Stages of Appeal**

The Academic Appeals Procedure comprises several stages:

- an informal stage;
- a formal Stage 1, in which the Head of School considers the appeal;
- a formal Stage 2, which a Student may follow if dissatisfied with the outcome of the Stage 1 appeal;
- a screening process to establish whether a Stage 2 appeal meets the required conditions;
- The final stage is a Panel.

The only exception to these four stages is when you are appealing a decision by a Faculty Plagiarism and Collusion Committee that you have plagiarised or colluded - in this case you would submit a Stage 2 appeal.

Before initiating the formal Academic Appeals Procedure you are encouraged to try to resolve the matter informally - for example, by talking to the LTS Hub, the specific Course Director (if it relates to a mark or teaching) or the Plagiarism Officer (if it relates to a penalty applied for plagiarism / collusion). The LTS Hub may suspend the Stage 1 Academic Appeal to see if you have tried to resolve the matter informally.

To start an appeal you need to complete an Academic Appeals Form; there are different forms for a Stage 1 and Stage 2 appeal. These are available from the Union Advice Centre on <http://www.ueastudent.com/advice/forms> or <http://www.uea.ac.uk/ltqo/studentexperience/academicappeals&complaints>

#### **Evidence**

The appeals procedure and forms both stress the provision of 'evidence' in support of your appeal, and this can be time consuming. The evidence, which should be submitted with your appeal form, must be specific and objective, and, if medical circumstances are involved, must include medical certificates.

#### **Stage 1 Appeals**

In the appeal form you are asked what academic result you are appealing and your concerns relating to this. You can indicate one or more of the following categories:

- A degree result
- An exam mark
- A coursework, dissertation or research project mark
- Failure to be transferred to a PhD from an MPhil or to an EdD from an MEd
- Required withdrawal from a course
- A penalty applied in respect of plagiarism and/or collusion
- A refusal to permit the late submission of coursework for assessment
- If you have asked for a deadline extension, the decision that the extenuating circumstances you have presented are insufficient.

#### **Grounds for appeal may include:**

- Correct procedure was not followed which undermined the validity of the academic result
- Prejudice and/or bias on the part of markers and/or examiners affected the academic result
- Your performance was adversely affected by extenuating circumstances that were not taken into account
- Significant changes have been made to a course without being properly communicated and/or were not properly taken into account
- The teaching provided was insufficient
- A poor supervisory experience
- The learning support provided was inadequate
- The information given about your assessment, module or course was inadequate or inaccurate and / or
- Any other aspect of your experience of the course (provided that you consider an academic result[s] was affected).

Once completed your appeal form should be sent to your LTS Hub. The Head of your School will then investigate the appeal. If the appeal concerns a module or an academic issue relating to a School that you are not registered in you should still submit the appeal to your relevant LTS Hub; your Head of the School will liaise with the Head of the other School and will write to you within 10 working days to either accept or reject your appeal or tell you more time is needed to consider your appeal.

If your appeal is accepted the letter will also say what action will be taken - for example, an Exam Board may be asked to review a decision they have made or a concession may be proposed. If this is the case you will be advised of the Exam Board's decision within a further 20 working days.

If your appeal is rejected your Head of School must give a full and clear explanation of the decision. If you are not happy with the decision you can request a meeting with the Head of School to discuss this and / or proceed to a Stage 2 appeal. You can also request a copy of all the written evidence that the Head of School used to reach a decision; this request must be in writing.