

## What decision can I appeal?

The Appeals Procedure is relevant to students wishing to appeal against a decision taken by an Examination Board in the following instances:

- Candidates who are prevented from continuing with their studies part-way through a level of study or part of a programme.
- Candidates who fail to qualify to proceed to the next stage of their studies.
- Where the implications of the progression decision taken by the Examination Board may have a significant impact on the student's overall results (e.g. capping of marks).
- Candidates who have completed their programme but who wish to appeal against the result or candidates who are dissatisfied with the award of an exit qualification of the University.

## How do I Appeal?

You are strongly encouraged to contact the Students' Union Advice Centre for confidential and free advice before submitting your appeal. To make an appointment to see someone at the Students' Union you can contact the Advice Centre via the new portal for contact for students at <http://hello.swansea-union.co.uk/> where you can raise a ticket selecting category - Advice & Support from the drop down menu.

To appeal against a decision of the Examining Board, you should complete and submit to Education Services the Request for Appeal Form once you are notified of the decision of the Examination Board (you can submit this via email to: [studentcases@swansea.ac.uk](mailto:studentcases@swansea.ac.uk)).

Please use the online form and submit it and all supporting evidence via e-mail. The Request for Appeal Form (AR1RD-2-B1-Appeal-form-May2024) can be found by following the link provided on the Academic Appeals page.

You do not need to pay a fee to submit an appeal. However, you must show that you meet one or more of the eligible grounds for appeals, which are listed at Section 2.1 of the Appeals Procedure accessible on-line at: Academic Appeals - Swansea University .

It is important that you provide within/attached to your Appeal Form:

1. Full details of the ground(s) for appeal on which you are relying; and
2. Dates and details of all assessments affected and how these were affected; and
3. Relevant supporting evidence. **Please note appeals based upon grounds which are not evidenced are unlikely to be successful.**

## Is there a deadline for appealing?

Requests for Appeals cannot be made until *after* you have been notified of the Examining Board's decision (i.e. after your results have been published on the intranet).

You have up to **3 months** from the date of the Examination Board's decision having been published on the intranet to submit your appeal (unless there is a compelling reason why your appeal is submitted after the three month period).

When we receive your appeal, we will aim to provide you with a realistic timescale at that point and update you in the event that the timescale needs to be changed.

## How will my appeal be processed?

Once your appeal is received, appropriately trained and experienced members of staff from Education Services will consider your appeal. They may decide:

- to write to you to request further information.
- to uphold your appeal and award you an appropriate academic outcome or
- to refer the matter to an Academic Appeal Panel.

In the event that your Academic Appeal is referred to an Academic Appeal Panel, they may decide:

- to write to request further information.
- to reject your appeal, or;
- to uphold your appeal and award you an appropriate academic outcome.

You will be sent an e-mail notifying you of the outcome of your appeal and of your right to submit a final review if you are unhappy with the outcome.

## What can I do if I disagree with the outcome of my appeal?

If you remain dissatisfied with the outcome of your Appeal you may request a Final Review by completing and submitting to the Director of Education Services the Final Review Application Form **within 14 working days** of your appeal outcome letter. This Form and details of the grounds for Final Reviews are available online at:

<https://myuni.swansea.ac.uk/academic-life/academic-regulations/conduct-and-complaints/final-review-procedure/>

**This year (due to the short period of time between the publication of results and the commencement of the supplementary assessment period) final review applications will not be considered and processed in time for/during the supplementary assessment period. Therefore, if you are unsuccessful at appeal/do not receive the outcome you had hoped for at appeal and you submit a final review application requesting a supplementary attempt/s it will not be considered and processed in time for/during the supplementary assessment period.**

Once the Final Review process has been completed the Director of Education Services (or their nominee) will issue you with a “Completion of Procedures” letter confirming the University’s final decision and that the procedures have been completed. You may then consider asking the Office of the Independent Adjudicator for Higher Education (OIA) to externally review the handling of your case. Further information about the OIA can be obtained from the Education Services or from the OIA’s website: <http://www.oiahe.org.uk/>.

## What outcomes are available on appeal?

The academic appeal form contains within Section D the outcome options for you to select.

These include:

- Remove capping of supplementary assessments/examination marks.
- Be permitted to sit supplementary examinations/assessments.
- Be permitted to repeat the year of study.
- Be permitted to repeat failed modules next academic session.
- Be permitted to sit examinations as an external candidate.
- Be permitted to have dissertation re-examined/be permitted to modify and resubmit dissertation.

If successful in your appeal, the outcome granted will be in accordance with what is permissible under the relevant assessment regulations for your programme.

## Guidance for submitting Appeals on the ground of Extenuating Circumstances

**Do your extenuating circumstances match any of the specific circumstances listed in section 2.6 of the Appeals Procedure?**

YES	NO
<p><b>You need to provide information and evidence to show that:</b></p> <p>(1) You had extenuating circumstances (see the University's <u>Extenuating Circumstances Policy</u> for information about what circumstances the University will accept as extenuating circumstances).</p> <p>(2) The date or period of time when the extenuating circumstances had occurred.</p> <p>(3) How the extenuating circumstances had an adverse (i.e. negative) effect on particular exams or coursework which you sat/submitted/missed. You should also explain which exams/coursework had been affected and the date of these affected assessments.</p>	<p><b>You need to provide the same information and evidence listed in the left box (at 1-3), and</b></p> <p>(4) You will ALSO need to provide information and evidence to show that at the time of your affected assessment(s):</p> <p>(a) You had had been unable to determine whether or not you were fit to undertake the assessment(s); <u>AND/OR</u></p> <p>(b) You had a good reason for not notifying your College at the relevant time (see Section 2.6 of the Appeals Procedure for more information about this).</p>

## What outcomes are not available at Appeal?

The following is a short, non-exhaustive list of outcomes that are **NOT** available at appeal:

- Increasing marks or classification to take into account extenuating circumstances (e.g. adding marks to an assessment/module to take into account extenuating circumstances or increasing a classification). If successful on appeal based on extenuating circumstances, you will be offered another attempt at the affected assessment/s.
- Allowing a student to progress to the next level of study and undertake teaching/assessment for a module/s failed in the previous level of study (e.g. progressing to year three at the same time as undertaking failed year two module/s) – unless the programme assessment regulations specifically allow this.
- If you were awarded a repeat level decision but elected to repeat failed modules only for capped marks during the current/next Academic session, then an appeal cannot uncapped those marks.

## What are the grounds for Appeal?

The Grounds for appeal are listed in Section 2.4 of the Academic Appeals Procedure and are as follows:

- (1) **The Examination Board failed to take into account all work submissible and properly submitted for assessment.** *You may select this ground if you consider that you have, for example, submitted work to your School on time but it has not been marked.*
- (2) **There was evidence of a computational or administrative error in arriving at the end of level/part decision.** *Please note this ground does **NOT** cover where you may consider that you*

should have been awarded a higher mark than you were for an assessment/s. Such would be questioning academic judgment, which is not a ground for appeal.

**(3) Evidence of prejudice or of bias or of inadequate assessment, not of an academic nature, on the part of one or more of the examiners.** *If you consider that the examiner was biased/prejudice against you, you will need to provide clear evidence to demonstrate this. Usually, work is assessed anonymously and therefore an examiner would not know your identity when marking your work. You may **NOT** select this ground if you consider that you should have been awarded a higher mark than you were for an assessment/s. Such would be questioning academic judgment, which is not a ground for appeal.*

**(4) Defects or irregularities in the conduct of the examination or in written instructions or in advice relating thereto which are of such a nature as to cause reasonable doubt as to whether the examiners would have reached the same decision had they not occurred. Candidates must provide a compelling reason for not bringing to the attention of their School the defects or irregularities when they occurred.** *You may select this ground where for example you consider that there was a problem with the conduct of an examination, such as the correct amount of time was not allowed for the examination, or where advice provided in an examination room related to the examination was incorrect. Provided you also have a compelling reason for not bringing this to the attention of your School at the time the problem occurred.*

**(5) The examiners were aware of, but did not fully consider, defects or irregularities in the conduct of the examination or in written instructions or in advice relating thereto, when such defects or irregularities or advice might, in the candidate's opinion, have had an adverse effect on his/her performance.** *If selecting this ground you will need to show that you notified the School of the defect or irregularity and explain how you consider the School/Examiners did not fully consider this in terms of your academic decision. You will also need to explain how those defects or irregularities had an adverse effect on your performance.*

**(6) Extenuating circumstances (as defined with the Policy on Extenuating Circumstances Affecting Assessment) which the Examiners were not aware of and which had an adverse effect on the candidate's academic performance.** *Please note, specific guidance for the use of this ground can be found above and within the Request for Appeal Form.*

## What are NOT grounds for appeal?

Matters which are **NOT** grounds for appeal:

- Questioning the academic or professional judgement of the Examiners. This includes their decision to award you a particular mark.
- Disappointment with a result (e.g. mark/classification) where marks have been accurately recorded, assessment regulations correctly followed and where no evidence of material irregularity exists.
- Issues of complaint, for example issues related to supervision, feedback, the provision of services by the University including teaching and support. If you wish to raise such issues then you are referred to the University's Complaints procedure, a link to which you will find [here](#).

- Querying the accuracy of marks. The University has a separate procedure related to this which you can find [here](#).

## Where do I find the Academic Appeal procedure?

The full procedure is available from Education Services or accessible online at:

<https://myuni.swansea.ac.uk/academic-life/academic-appeals/>

## How do I access help and advice on a potential appeal?

The Students' Union Advice Centre is available to assist and advise students, in confidence, regarding Appeals and operates as a free service for students. To make an appointment to see someone at the Students' Union you can contact the Advice Centre via the new portal for contact for students at <http://hello.swansea-union.co.uk/> where you can raise a ticket selecting category - Advice & Support from the drop down menu.

If you have any other questions about the Appeals Procedure, please contact Education Services by email at: [studentcases@swansea.ac.uk](mailto:studentcases@swansea.ac.uk) .