

This leaflet is designed to explain the Appeals process and to manage the expectations of students, if you don't like the mark you have been given then we suggest that you meet with your tutor to discuss the feedback you have been given

If you feel that an exam board decision is unfair...



What can you do...?

Firstly, the University has a very strict marking procedure and your work would have been marked, second marked, moderated and externally examined. The Appeals process does not allow you to request a remark of your work. An Academic Appeal to the University, if accepted, can possibly allow for a further opportunity to do work it **does not** allow for work to be remarked, no matter how close you are to the pass mark



What is an Academic Appeal?

An Academic Appeal can be made by a student if they feel that they have a valid reason (grounds) as to why they deserve another opportunity to undertake an element of their programme



When can I make an Appeal?

Students **CANNOT** appeal against the mark they have been given (even if you feel it is unfair) students can only appeal under very specific grounds:

1. You have not been offered a resit when you are entitled to one
2. You experienced an unfortunate event or illness which you informed your programme about at the time which was not properly considered
3. There has been an administrative error that impacted on the decision
4. Rules / regulations written in the programme handbook have not been followed



What is the process for making an Appeal?

- You can only appeal once your marks have been agreed by an Exam Board and you have received your official University transcript / written communication
- Once you have received your transcript you have 20 working days in which to appeal
- If you feel that your situation fits into one or more of the four grounds for appeal then you can complete an Academic Appeal Form

- You can get help in completing this form by contacting the Students' Union Advice Caseworker
- In order to complete the form you should supply evidence relating to the grounds that you have for appealing if possible
- Once you have fully completed the form indicating which grounds you are appealing under you can submit it
- You should submit your form along with any relevant evidence to the address on the Appeals form
- You must then wait to hear from the Registry regarding the outcome, you will receive written notification confirming receipt of your appeal
- If the decision of the Exam Board states that you repeat the year, this means that you should enrol for the year that you have been asked to repeat, whilst your appeal is ongoing
- Or, if the decision of the Exam Board states that you cannot continue on the programme, this decision will stand therefore you cannot attend classes, whilst your appeal is ongoing



What are the possible outcomes of an Appeal?

If it is decided that there are **NO GROUNDS for appeal**: You will receive notification that your appeal has not been successful

If it appears there **ARE grounds for appeal**: Appropriate action will be taken; this could be, for example:

- Allowing you to resit a module
- Allowing you to repeat the year

Your case may be referred to an Appeals Panel

APPEALS PANEL

If your case is referred to an Appeals Panel please contact the Students' Union Advice Caseworker for further information;

- You will be invited to the Appeals Panel in writing
- You will be able to supply further evidence up to 3 days before the Panel



How can you appeal the decision?

If your case has not been heard by an Appeals Panel there is the opportunity to request a review of the decision made by contacting the

Pro Vice Chancellor (Academic) in writing within 20 working days of receiving written notification

There is no opportunity to appeal the decision of an Appeals Panel Hearing, however if you feel the decision making process was unfair you can make representation to the Vice Chancellor; please contact the Students' Union Advice Caseworker for further information



What to do next...

Now that you understand about an Academic Appeal, we strongly recommend that you seek support and guidance from your Students' Union. Arrange with the Students' Union Advice Caseworker to discuss your case and gain support in completing your Academic Appeal Form

To access the Academic Appeal Form visit:

www.ccsu.co.uk/appeals

Please note that this is NOT the Official University Appeals Policy it is simply guidance for students from the Students' Union

To access the Official University Appeals Policy (PPE 27) visit:

www.canterbury.ac.uk/support/quality-and-standards-office

You wish to make an Academic Appeal...



What can you do?