**Submitting an Academic Appeal - Taught Programmes**

**Student Guidance (August 2023)**

**Introduction**

This guidance should be read in conjunction with the Student Appeals Procedure as detailed in Section 7 (Taught Programmes) of the [Handbook of Student Regulations](http://www.northumbria.ac.uk/handbook).

If after reading this guidance alongside the regulations you still have question about the procedure, please email [studentappealsandcomplaints@northumbria.ac.uk](mailto:studentappealsandcomplaints@northumbria.ac.uk). If you would like independent advice and guidance about submitting an appeal, please contact the Students’ Union at [www.mynsu.co.uk/advice-centre/your-course](http://www.mynsu.co.uk/advice-centre/your-course).

Students may appeal a Personal Extenuating Circumstances (PEC) claim, a Short Extension Request, or Examination Board decision.

**Key Points**

1. Students need to raise a Stage 1 informal appeal as soon as possible after receiving their decision. Students can do this by speaking to the marker or decision-maker, or by raising a query through the Student Portal.
2. If you are unable to resolve the issue informally and believe you have grounds, your Stage 2 formal appeal must be submitted within **10 working days** of your decision being issued. This deadline is to ensure that if there are grounds to support your appeal, the issue can be remedied as swiftly as possible. If the Stage 1 informal appeal has delayed your ability to meet the 10-working day deadline for submitting a Stage 2 formal appeal, you should state this in your Appeal Form as an explanation for the lateness of the appeal.
3. **The appeals procedure is not a means of requesting a re-mark**. Students must demonstrate that they have grounds for an appeal.
4. The grounds for appealing a PEC claim or SER decision are:
   1. The Student Engagement Team did not follow the correct procedures in the consideration of your PEC claim or SER decision, and this significantly affected the outcome. You will need to explain which procedure you believe has not been followed and how the outcome has been significantly affected.
   2. You have new information that could not be provided earlier, and this significantly affects the outcome. You will need to provide a compelling reason as to why this new information could not be provided earlier and explain why you believe it significantly affects the outcome.
5. The grounds for appealing an Examination Board decision are:

5.1. The University did not follow the correct procedures in the conduct of the assessment or the Examination Board itself and this significantly affected the outcome. You will need to explain which procedure you believe has not been followed and how the outcome has been significantly affected.

5.2. You were unable to provide relevant information about your health or other personal circumstances to the Examination Board by submitting a PEC claim by the relevant deadline. You must provide and evidence a compelling reason for not submitting a PEC claim by the relevant deadline, otherwise your appeal will not be considered any further.

1. **You cannot appeal provisional marks**. Upon receipt of provisional marks, you may complete Stage 1 of the appeals procedure, but you cannot formally appeal until the Examination Board has confirmed your results and formally published your results.
2. Appeals based on a questioning of academic judgement are not permitted. The Office of the Independent Adjudicator (OIA) defines academic judgement as “*a judgment that is made about a matter were the opinion of an academic expert is essential*” ([OIA Scheme Rules](https://www.oiahe.org.uk/media/2276/oia-rules-april-2018.pdf), 2018).
3. Students should submit evidence to support their appeal wherever possible. If you are awaiting evidence, you should still submit your appeal on time, indicating when the evidence will be available. The Student Appeals and Complaints Office will discuss this with you, but we will not commence our timescales for considering the appeal until all your evidence has been received.
4. If your appeal is late, you must provide and evidence a compelling reason for the lateness of the appeal. Without this, your appeal will be considered no further.
5. Before submitting your appeal, check that you have supplied the following documentation:
   1. A [Student Appeals Form](http://www.northumbria.ac.uk/handbook)
   2. All supporting evidence
   3. A copy of the decision you are appealing
6. Organise your information carefully, ensuring that you clearly cross reference your arguments with the supporting evidence supplied by you. Do not repeat or copy and paste arguments made in your email, complaint form, and covering letter as this only delays the Student Appeals and Complaints Office’s ability to assess the information.
7. Your appeal will be considered by a member of the Student Appeals and Complaints Office. Appeals are normally considered within **30 working days**. If there is to be any delay, we will ensure you are kept informed.
8. If you are dissatisfied with the outcome of your appeal and believe you have grounds, you may request a review of the decision within 10 working days of your Stage 2 decision being issued. See Appendix G of the [Handbook of Student Regulations](http://www.northumbria.ac.uk/handbook) for further guidance about requesting a review.
9. If you are dissatisfied with the outcome of your appeal and do not have grounds to request a review, you may request a Completion of Procedures Letter to enable you to take your case to the Office of the Independent Adjudicator (OIA). See Appendix H of the [Handbook of Student Regulations](http://www.northumbria.ac.uk/handbook) for further guidance on taking your case to the OIA.