

Student Appeals

Guidance Notes for Students

You may be able to submit a request for a review of an Exam Board or Research Degrees Sub-Committee decision if you think there was a problem with the assessment of your work, or if your work was affected by circumstances you weren't able to tell the University about at the time of your assessment. Your request for review will be dealt with seriously and fairly. Requesting a review will not affect any decisions made about your future academic progress, and does not affect your student rights.

There are two main reasons for requesting a review of an exam board decision. All requests will need to meet the University's criteria:

1. Material Irregularity

Material Irregularity means that the University made an error which had a significant impact on your assessment and on the grade you received. This includes where disabled students have not received the agreed level of support that they need. Simple examples would be that your grade was calculated wrongly or that the college lost some of your work. You cannot, however, request a review because you simply disagree with the grade that you have received for your work. Academic judgment is outside of the Appeals process as it is covered by UAL's Fair Assessment Policy: <https://www.arts.ac.uk/study-at-ual/academic-regulations/course-regulations/assessment/fair-assessment>

2. Extenuating circumstances which, for valid reasons, were not made known to the exam board

There may be difficult circumstances in your life that affect your ability to meet an assessment deadline or affect your performance in assessment. These are normally dealt with through the Extenuating Circumstances (EC) procedure, before the exam board meets. However, you may be able to request a review of the decision if you could not submit a claim at the time of the assessment (for example, you were in hospital and unable to communicate with the college). For an EC based Appeal, we would need confirmation of both the EC at the time of assessment and the way that it prevented you from engaging with the EC process. You will need to explain why you were not able to tell us about the circumstances at the time. Stating you were unaware of the EC process would not be an acceptable reason for failing to submit an application at the time of assessment. Guidance on the acceptable categories of EC, and examples of appropriate evidence, can be found here: <https://www.arts.ac.uk/study-at-ual/academic-regulations/course-regulations/extenuating-circumstances-and-time-out>

Help completing your request

If you need advice or support you are strongly advised to contact the Students' Union Advice and Support Service as soon as possible. Please note that you are not *required* to contact the SU for support before submitting an appeal, but the service is available if you need support.

Students' Union

T: 020 7514 6270

E: advice@su.arts.ac.uk

W: <https://www.arts-su.com/help/advice>

Disability and Reasonable Adjustments

If you consider yourself to be disabled or require reasonable adjustments to access the review process you should contact the University Appeals Unit, who can discuss your needs with you. It may help to have your needs assessment report to help show what adjustments you require e.g. BSL interpreter, physically accessible venue, support with completing the form. You do not need to disclose the nature of your disability, but it will help us to make adjustments to the process if you tell us about the type of support you usually need. Some examples might be that you need help completing forms or information in alternative formats, or that you have access requirements which will need to be taken into account. Any information you provide will be treated as confidential and handled sensitively. If you have concerns about disclosing disability information on the form, please contact the Central Disability Team for advice.

Supporting Evidence

You will need to provide appropriate evidence in support of your request for review, particularly if it is based on Extenuating Circumstances. Processing of your request will be delayed if there is insufficient or incomplete evidence to support your claim. If you fail to provide appropriate evidence, or to do so within the specified deadline, your request for review will be rejected. Medical evidence should be provided in the form of an official signed document from a registered medical practitioner and a clear medical diagnosis must be included. Evidence must be presented in English and only official notarised translations will be accepted. If you are unsure about the type of evidence required to support your request please contact the Student's Union Advice and Support Service using the details above. The University Appeals Unit will accept scanned evidence in the first instance - they will contact you as soon as possible if they need to see the originals, or if they need further pieces of evidence. You should keep a copy of any correspondence that relates to the matter, and a record of any telephone calls or meetings which have taken place.

Deadlines

The University will make every effort to keep to the timescales outlined in the procedures and asks that students making an appeal also endeavour to do the same. However, sometimes it may be necessary to seek an extension. If this is the case, the University will contact you.

Informal Assessment Review

If you have a query about the outcome of your assessment you may wish to contact a member of your course team, such as your Programme Director or Course Leader, to discuss this. This will provide you with an opportunity to seek advice as appropriate and you may submit a Stage 1 Appeal if your query is not satisfactorily resolved.

Stage 1: Requesting a Review of an Exam Board Decision

Submitting the Form

If you think you have grounds for requesting a review of an Exam Board decision, you should complete a Stage 1 Appeal Form which is available from the University's Appeals webpage: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/appealing-an-exam-board-decision/>

You should email your form and any supporting evidence to appeals@arts.ac.uk within **15 working days** of your results being published. You can find this date on the top of the Results Letter sent to you by your College. The University Appeals Unit will accept scanned evidence in the first instance – they will contact you as soon as possible if they need to see the originals, or if they need further pieces of evidence.

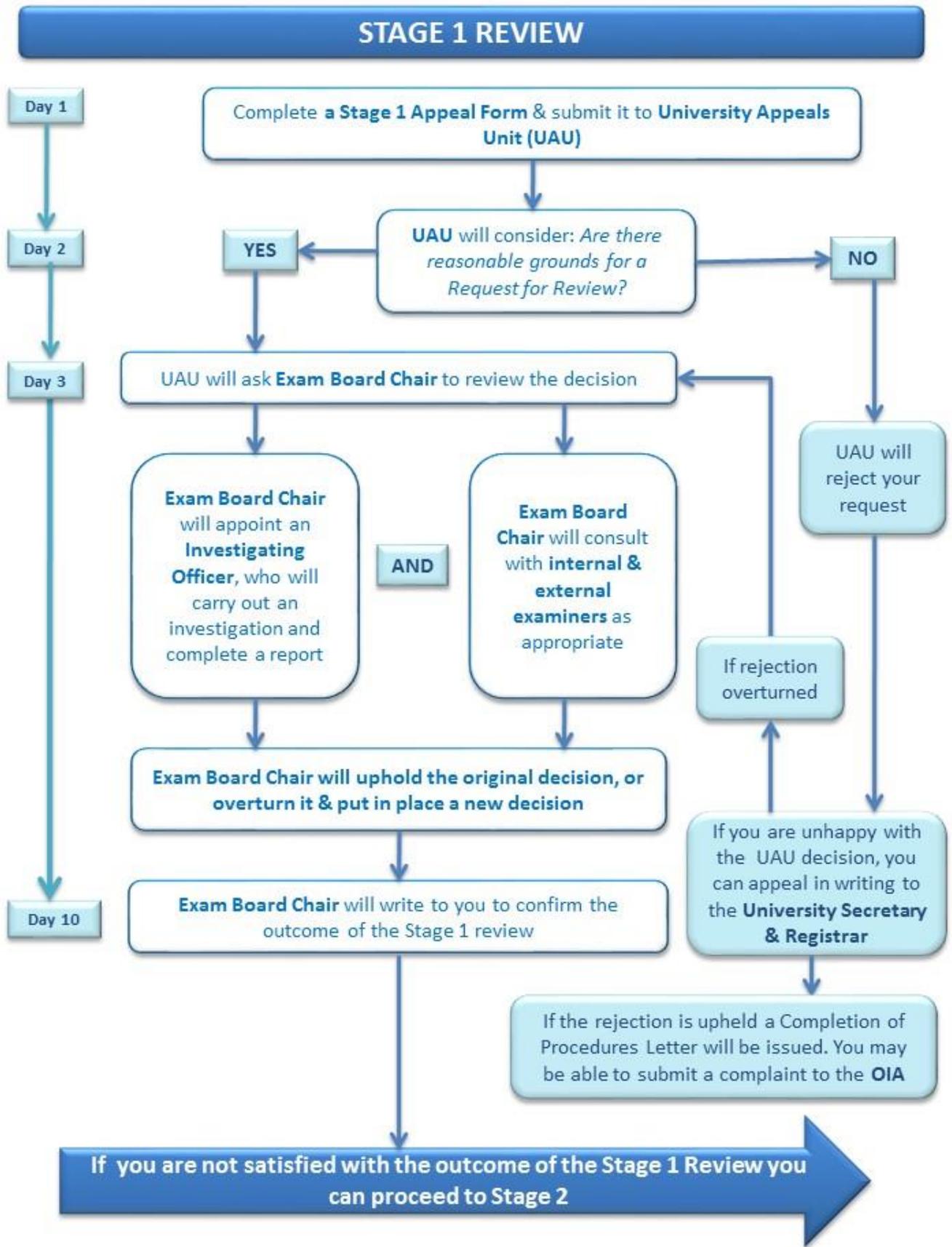
Alternatively you can post your form and evidence to:

University Appeals Unit **T: 020 7514 6057**
University of the Arts London
272 High Holborn
London
WC1V 7EY

What Happens Next?

All requests are initially sorted by the University Appeals Unit (UAU). If the UAU feels that you have valid grounds for requesting a review, it will ask the Chair of the Exam Board, or for Research Degrees the Chair of the Research Degrees Sub-Committee, to review the decision. The Chair will consult with appropriate members of staff and will let you know the new decision within **seven working days** of the start of the review. If you are not satisfied with the decision made by the Chair during the Stage 1 Review you may submit a Stage 2 Appeal.

If the University Appeals Unit feels that your request does not meet the grounds for review, the UAU will write to you within **10 working days** to reject it. If you are not satisfied with this decision you may appeal to the University Secretary and Registrar within a further **10 working days** at appeals@arts.ac.uk. The University Secretary and Registrar will consider your request and decide whether to uphold or overturn the University Appeals Units rejection of your request and that decision will be final. You will be informed of the University Secretary and Registrar's decision as soon as possible. If the University Secretary and Registrar decides to overturn the University Appeals Units rejection of your request and accept it the Chair of the Exam Board will be asked to carry out a review. If the University Secretary and Registrar decides to uphold the rejection of your request a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).



Stage 2 Appeal

Stage 2 Appeals must be based on one of the following grounds:

- The original Exam Board or Research Degrees Sub-Committee decision did not change; or
- The new decision did not take into account all my circumstances.

Complete a Stage 2 Appeal Form, which is available at <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/appealing-an-exam-board-decision/> . The form should be sent to the University Appeals Unit via appeals@arts.ac.uk or the above postal address within **10 working days** of notification of the Stage 1 Review decision. A full explanation of your reasons for appealing against the Stage 1 decision must be included, together with appropriate evidence and an indication of the remedy that you assert is fair, reasonable and appropriate.

What Happens Next?

All Stage 2 Appeals are initially sorted by the University Appeals Unit. If the University Appeals Unit considers that you may have grounds for further appeal it will contact the Chair of the Exam Board or the Chair of the Research Degrees Sub-Committee for a response to your appeal. The University Appeals Unit will then consider the Chair's response and your appeal and decide whether to accept or reject it. If your Stage 2 Appeal is accepted a University Appeals Committee meeting will be convened as soon as possible.

If the University Appeals Unit feels that you do not have any grounds for further appeal they will write to you within **10 working days** to reject your Stage 2 Appeal. If you are not satisfied with this decision you may appeal to the University Secretary and Registrar within a further **10 working days** at appeals@arts.ac.uk. The University Secretary and Registrar will consider your appeal and decide whether to uphold or overturn the University Appeals Units rejection and that decision will be final. You will be informed of the University Secretary and Registrar's decision as soon as possible.

If the University Secretary and Registrar decides to overturn the University Appeals Units rejection of your Stage 2 Appeal a University Appeals Committee meeting will be convened.

If the University Secretary and Registrar decides to uphold the rejection of your Stage 2 Appeal a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

University Appeals Committee

The University Appeals Committee (UAC) is an impartial and independent committee comprised of University staff who are not from your College and a member of the Student's Union. The UAC will meet to consider your appeal and decide whether to accept or reject it. You are welcome to attend the meeting but if you do not wish to do so the meeting will go ahead in your absence. All paperwork related to your appeal will be presented to the UAC and a copy of this documentaiton will be posted to you in advance of the meeting, whether or not you plan to attend.

Representation at the University Appeals Committee meeting

You may bring one person with you to the meeting for support; normally this would be a friend, relative or representative from the Student's Union. However it is normally expected that you as the student appellant will speak at the meeting to respond to the Committee's questions and make any further comments as you wish. Disabled students may appoint a representative to present their case for them if this is considered appropriate.

Outcomes of the University Appeals Committee

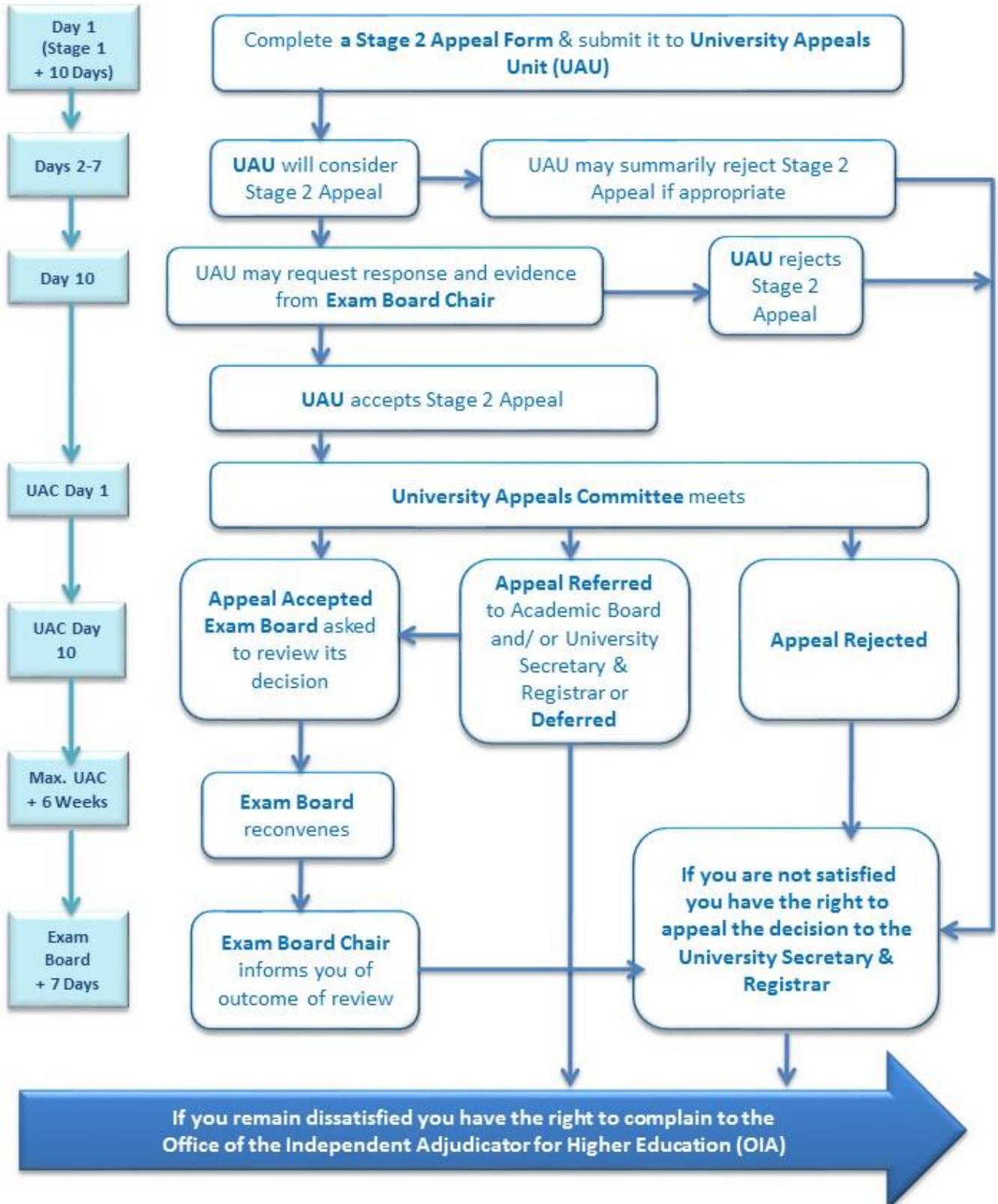
The UAC will consider your appeal based on the evidence provided by yourself and the College, and will decide whether to accept or reject your appeal. The University Appeals Unit will write to you within **10 working days** of the meeting to confirm the Committees decision.

If the UAC accepts your appeal it will make a recommendation to the Chair of the Exam Board, or for Research Degrees to the Chair of the Research Degrees Sub-Committee. The Chair will carry out a review of the original decision and will write to you to confirm the outcome of that review. If you are unhappy with the outcome of the review you may appeal to the University Secretary and Registrar within **10 working days** at appeals@arts.ac.uk. The University Secretary and Registrar's decision in relation to your appeal will be final and a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

If the UAC rejects your appeal you may appeal to the University Secretary and Registrar within **10 working days** at appeals@arts.ac.uk. The University Secretary and Registrar's decision in relation to your appeal will be final and a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

In exceptional circumstances where the UAC is unable to make a decision it may refer the decision to another body, such as the University's Academic Board or the University Secretary and Registrar, or defer the decision pending receipt of additional evidence. The University Appeals Unit will get in touch with you to make further arrangements.

STAGE 2 APPEAL



Further Information

For more detail on how the appeals procedure works, visit the University Appeals webpage: <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/appealing-an-exam-board-decision/>

Help & Advice

If your concern is of a particularly sensitive nature you may want to contact one of the following services for advice:

University Service

Students' Union

T: 020 7514 6270

E: advice@su.arts.ac.uk

W: <https://www.arts-su.com/help/advice>

Disability Service

T: 020 7514 6156

E: disability@arts.ac.uk

W: <http://www.arts.ac.uk/study-at-ual/student-support/disability/>

Mental Health Adviser

T: 020 7514 6231/ 0207 514 2988

E: studenthealth@arts.ac.uk

W: <http://www.arts.ac.uk/study-at-ual/student-support/health-and-wellbeing/mental-health/>

Counselling Service

T: 020 7514 6230

E: counselling@arts.ac.uk

W: <http://www.arts.ac.uk/study-at-ual/student-support/health-and-wellbeing/counselling/>

How they can help

The Students' Union Advice Workers can discuss any concerns you may have about your time at University, answer any queries you have about the appeals process and help you complete the form.

The Central and College Disability Services can advise on arranging reasonable adjustments, carry out disability needs assessments and inform you of your rights as a disabled person.

The Mental Health Adviser can also provide advice and guidance on mental health, will liaise with other professionals and can act as advocate on your behalf if necessary.

The Counselling Service offer a safe space for you to discuss issues and reflect on the concerns that are affecting you, whether it relates directly to your studies or not.

Diversity Team

T: 0207 514 9864/9876

E: diversity@arts.ac.uk

W: <http://www.arts.ac.uk/about-ual/diversity/>

The Diversity team can offer advice on your right to fair treatment, and the legal protections you are afforded in terms of discrimination on grounds of age, disability, ethnicity, faith, gender, sexual orientation, trans, social class or caring responsibilities.