

The appeal process for students studying on a Royal Holloway validated course is governed by the Royal Holloway and Bedford New College Undergraduate Regulations.

For guidance on how to lodge an appeal please see;

<http://www.rhul.ac.uk/ecampus/academicsupport/appeals/home.aspx>

Please read and consider this guidance alongside any relevant regulations carefully before submitting an appeal in order to gain an understanding of whether a formal appeal represents the best way forward for you.

Please note that only a small number of appeals are successful because there are very strict grounds which must be met. A successful appeal does not guarantee your results will change.

Having fully read and considered this guidance and the relevant academic regulations, if you feel that you have grounds for an appeal and feel that your case meets all the necessary requirements, your case will be thoroughly investigated on receipt of your Appeal Form, if submitted within the deadline.

Deciding whether to appeal

Sometimes there are much more efficient ways to address your concerns than submitting an appeal. For example, if you suspect that an administrative error has been made in calculating or recording your results, the most effective course of action in the first instance is to contact the Examinations Office informally so that the accuracy of your results can be checked. If an error has occurred this may be cured without the need to submit a formal appeal.

Some issues should be addressed by the Complaints Procedure rather than the Academic appeals procedure. For guidance on what issues are more appropriately dealt with under the complaints procedure click [here](#).

What cannot be appealed?

The following are **NOT** considered valid grounds for an appeal:

- **Appeals against the academic judgement of examiners, including requests for work to be re-marked.**

This is because there are robust procedures in place to make sure that marking standards are appropriate. If you do not understand why you have received a particular outcome or mark you may wish to discuss this with your Course Unit Tutor or Programme Leader, who will also be able to discuss your academic progress in more general terms.

- **Appeals for special consideration of extenuating circumstances submitted retrospectively after your final results have been published.**

The procedure for submitting extenuating circumstances can be found under 'assessments' on the student services section of the OLE. If you wish to have circumstances taken into account, you are expected to submit a request with supporting evidence to the Examinations Officer as soon as possible and no later than 5 days after the assessment date or hand-in date. Late applications will only be accepted if good cause for lateness is demonstrated and supported with acceptable evidence. Requests for special consideration of extenuating circumstances are not permitted after the release of results, and the private and confidential nature of circumstances will not be accepted as a grounds of appeal.

The following appeals would not be upheld:

- Appeals for which there is no supporting evidence, including allegations of bias or prejudice on the part of the examiners
- Appeals of an unspecific or general nature
- Appeals which are not submitted in writing
- Appeals which are submitted after the deadline without an acceptable reason or approved extension
- Appeals from friends or family without your written consent
- Appeals that are based on the informal assessment of your work by member of academic staff
- Appeals that are vexatious or frivolous. If an appeal is considered by the Academic Registrar or nominee to be frivolous or malicious you may be liable for disciplinary action under the Student Disciplinary Regulations

What can be appealed?

Only the following can be investigated through the appeals process:

- Outcome of Board of Examiners such as the outcomes of coursework or examinations, academic progression (including decisions to re-sit/repeat opportunities) degree classification or degree award, termination of registration by the Board of Examiners
- Termination on academic grounds through the formal warning procedure
- Penalties applied for examination and assessment offences
- Reconsideration of requests for Exam access arrangements

a) Appealing the Outcome of Boards of Examiners, such as:

- Outcomes of coursework or examinations
- Academic progression (including decisions to re-sit/repeat opportunities)
- Degree classification or degree award
- Termination of registration by the Board of Examiners

If you are concerned about exam results or award classification, or failure in your exams has led to the termination of your registration you may be able to appeal against the outcome.

i. Grounds of Appeal against an outcome of the Board of Examiners:

You can only appeal if one or more of the following grounds apply to your situation and you have sufficient evidence for this:

- Your performance in the assessment was substantially affected by circumstances of which the examiners had not been made aware and which you could not with reasonable diligence have disclosed before the outcome had been determined (i.e. you could not possibly have revealed your circumstances before now)
- There were procedural irregularities in the conduct of the assessment, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred
- There is evidence of prejudice, bias or inadequate assessment on the part of one or more of the examiners such that the outcome should not be allowed to stand

ii. Procedure and Deadlines for appealing an outcome of the Board of Examiners

If you wish to appeal under the academic appeals procedure you must submit your appeal within **one month** of the date on which you were formally notified of your results/outcome* using the appropriate appeal form which can be obtained directly from the RHNBC website.

<http://www.rhul.ac.uk/ecampus/academicsupport/appeals/theacademicappealprocess.aspx>

*Where applicable, all marks and grades communicated to students during the academic year are subject to change and have no formal status until they have been considered and agreed by the Board of Examiners. Appeals against assessment or course outcomes (including coursework and exam marks) therefore cannot be submitted until after the final results are published at the end of the academic year, but must be submitted within **one month** following publication.

Leave plenty of time to submit an appeal as you will need to check that you have grounds for appeal and collate relevant documentary evidence. It is important that you keep to the strict deadlines of the appeals process. Please do not wait until the last minute as it may take time to process your submission. Late appeals will not be investigated unless there are adequately documented exceptional circumstances deemed acceptable by the Head of Academic Development (RHNBC).

b) Appealing the Outcome of other academic procedures:

i. Appealing the Termination of Registration on Academic Grounds through the Formal Warning Procedure

If you have genuine concerns about a decision to terminate your registration through the formal warning procedure, you may be able to appeal against the outcome. (The formal warning procedure is governed by the [RHNBC Undergraduate Regulations of RHNBC](#))

Grounds of Appeal against Termination on Academic Grounds through the Formal Warning Procedure

You can only appeal if **one or more** of the following grounds apply to your situation and you have sufficient evidence for this:

- There is evidence of a failure to follow the procedures set out in Academic Regulations which might cause reasonable doubt as to the fairness of the decision to terminate your registration
- Fresh evidence can be presented which you could not with reasonable diligence have disclosed before the decision to terminate your registration was made and which might cause reasonable doubt as to the fairness of that decision.

In each case, the evidence must cast reasonable doubt on the fairness of the decision to terminate your registration.

Procedure and Deadlines for appealing termination on academic grounds through the formal warning procedure

Appeals must be submitted in writing to the RHNBC Academic Registrar within **one month** of the date on which your letter of termination was posted by the College.

ii. Appealing a penalty applied for examination and assessment offences (including but not limited to collusion, plagiarism, and examination offences)

If you have genuine concerns about the College's decision to penalise you for an assessment offence, you may be able to appeal against the penalties. (The assessment offences procedure is governed by the Regulations on Assessment Offences which also includes guidance on what constitutes an assessment offence.)

Grounds for appeal

You can only appeal against assessment offence penalties if **one or more** of the following grounds apply to your situation and you have sufficient evidence for this:

- There is evidence of a failure to follow the procedures set out in these regulations which might cause reasonable doubt as to the fairness of the decision
- Fresh evidence can be presented which you could not with reasonable diligence have disclosed before the decision was made and which might cause reasonable doubt as to the fairness of that decision
- The decision was perverse given the evidence which was available at the time.

In each case, the evidence must cast reasonable doubt on the fairness of the assessment offence penalty that has been given.

Deadline

Appeals must be submitted in writing to the RHNBC Head of Academic Development within one month of the date on which you were formally notified of the decision by letter from the Assistant Registrar (RHNBC).

iii. Applying for re-consideration of requests for Exam Access Arrangements

If you have genuine concerns about the Pearson College Learning Support

Panel's decision regarding your request for special assessment arrangements, you may ask for reconsideration of that decision. Before submitting an appeal you are strongly urged to discuss the matter informally with staff in the Pearson College Learning Support Office.

Grounds for appeal

You can only appeal for your request for special assessment arrangements to be reconsidered if **one or more** of the following grounds apply to your situation and you have sufficient evidence for this:

- There is new documentary evidence to be taken into account which you could not with reasonable diligence have disclosed at the time of the original application
- There is evidence of administrative or procedural errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred
- The original conclusion reached by the College' Learning Support Panel was unreasonable given the evidence with which it was presented.

In each case, the evidence must cast reasonable doubt on the fairness of the decision regarding special assessment arrangements.

Deadline

A written application for reconsideration on any of the above grounds should be submitted to the Learning Support Office within one month of you being informed of the outcome of your application.

Extension to the Appeals deadline

Extensions to the appeals deadline are not normally granted. In exceptional circumstances, extensions of one week may be permissible. If you require an extension to the appeal deadline, you should send an email request to appeals@rhul.ac.uk before the deadline with a clear explanation for your request to extend the deadline. You will receive an email notification of whether your request has been accepted as soon as possible.