



UNIVERSITY OF
LIVERPOOL

CODE OF PRACTICE ON ASSESSMENT

APPENDIX F

GUIDELINES FOR STUDENTS: SECTION ONE APPEALS

2024-25

In the Code of Practice on Assessment and all Appendices the term “student” includes apprentices on degree apprenticeship programmes

Please note that this document is for guidance purposes only and the University’s formal policy, arrangements and procedures are contained in the document: **Code of Practice on Assessment Appendix F – Assessment Appeals Procedure for Undergraduate and Taught Postgraduate Programmes**. That document takes precedence over these Guidelines and you should read it before submitting any appeal.

Further advice on procedural matters is available from appeals@liverpool.ac.uk and you may also wish to consult with the Liverpool Guild of Students Advice Service (guildadv@liverpool.ac.uk).

GROUNDS FOR MAKING A SECTION ONE APPEAL

If you have not yet completed your programme of study and you wish to appeal against a module mark, an assessment mark in non-modular programmes or a decision made by a Clinical Assessment Panel which has been determined by a Board of Examiners you should use the procedures set out in Section One of the Assessment Appeal Procedures (see http://www.liv.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_F_cop_assess.pdf). This includes any appeal against a mark of zero awarded following a decision about breach(es) of the Academic Integrity Policy.

You can only appeal after marks have been approved by a Board of Examiners and have been formally released. For campus-based modular programmes, you may appeal against a mark for a Semester 1 module after a Module Review Board has released the marks as provisional (normally at the end of February/beginning of March) or after the marks have been approved by the full Board of Examiners in June/July. You may appeal against a mark for a Semester 2 module after the marks have been approved by the full Board of Examiners in June/July. You may appeal against a mark for an August resit module after the marks have been approved by the full Board of Examiners in September. For students on taught postgraduate programmes you can appeal against a fail mark in the first attempt at a dissertation after the marks have been approved by the full Board of Examiners in November. For the dates relating to appeals against marks for clinical and non-modular programmes, please check with your School Office. Provisional marks do not apply for online programmes delivered through Kaplan Open Learning ('Kaplan') and therefore appeals may only be submitted after you have been informed that marks have been approved by a Board of Examiners.

You may appeal on one or more of the following specific grounds only:

- a) **that there was an administrative error in recording or calculating the mark or result.**
- b) **that assessments were not conducted in accordance with the current regulations governing the programme of study.**
- c) **that there was a procedural error in determining a decision of copying, plagiarism, collusion, dishonest use of data, unfair or dishonest academic practice, or breach of research ethics.**
- d) **that you have a complaint regarding academic provision that could not be made known prior to the meeting of the Board of Examiners and for which an academic remedy is being sought.**
- e) **that some other material irregularity has occurred.**
- f) **that extenuating circumstances (ECs) were divulged via the EC procedure but that the claim was rejected, and:**
 - i. **there was a procedural error in the decision taken by an Extenuating Circumstances Committee or Board of Examiners when considering the circumstances; or**
 - ii. **the student is presenting new or additional material evidence, which, for valid reason, they were unable to provide at the time of submitting the extenuating circumstances claim.**

You may **not** appeal on any grounds which:

- i) **dispute the academic judgement of the Board of Examiners, including those which simply constitute an expression of dissatisfaction with the decision that has been taken; or**

- ii) have already been considered or re-considered by the Board of Examiners and/or Extenuating Circumstances Committee; or
- iii) constitute a matter which could have been resolved under the Student Complaints Policy and Procedure at the appropriate time
<https://www.liverpool.ac.uk/student-administration/policies-procedures/complaints/>; or
- iv) relate to an Extenuating Circumstances claim which they wish to submit after the Board of Examiners has met. They should not submit an assessment appeal under these appeal procedures but should rather refer to the Section relating to extenuating circumstances cases submitted retrospectively in Appendix M of the Code of Practice on Assessment.

CONSULTATION WITH CHAIRS OF BOARDS OF EXAMINERS

Often students who are considering making an appeal are simply unclear about how their marks have been derived and about the Regulations or Codes of Practice under which the Examiners have to operate. For example, they may not understand the existence of double marking or moderation and may be asking for their work to be remarked or may be querying whether an extenuating circumstances claim was taken into account. It may also be the case that a clear administrative error is identified and this can then be put right quickly and efficiently, without requiring the student to go through the motions of making an appeal. Before submitting an appeal, you are therefore required to discuss your concerns with the appropriate Chair of the Board of Examiners or their nominee within ten working days of the date when your results were officially released. If you do not know who this is, please check with your School Support Office or email appeals@liverpool.ac.uk stating your name, ID number and your programme of studies to ask who you should contact.

The role of the Chair or their nominee is not to tell you whether you should appeal or not but simply to explain procedures. The Chair or their nominee may advise you that a particular concern you are raising is unlikely to constitute valid grounds for appeal (students cannot, for example, appeal if they are simply questioning the academic judgement of the Examiners or wishing to raise something which has already been taken into consideration by the Examiners) but nevertheless, it is your right to make such an appeal if you wish to. You may also wish to seek independent advice and guidance from the Liverpool Guild of Students' Advisory Service (guildadv@liverpool.ac.uk). Students who are studying an online programme in partnership with Kaplan Open Learning should consult their Student Support Team in the first instance.

SUBMISSION OF AN APPEAL

If, having consulted with the Chair or their nominee, you still wish to submit an appeal, you need to fill in the form at <https://www.liverpool.ac.uk/student-administration/examinations-assessments-and-results/ug-and-pgt/assessment-appeals/> and send it to the Secretary of the appropriate Board of Examiners within ten working days of the date when your results were officially released. If you do not know who this is, please check with your School Support Office or email appeals@liverpool.ac.uk stating your name, ID number and your programme of studies to ask who you should contact.

If you are studying online with Kaplan Open Learning, you should complete the online form available on the Kaplan website and send it to this email address appealsandcomplaints@study-online.liverpool.ac.uk.

When you submit your appeal, the Secretary should send an acknowledgement to you and this will include an indication of when you can expect to receive an update on its progress.

If the issues which you have raised in your statement of appeal are ones which are valid grounds for the appeal to be considered, the Secretary will ask the Chair of the Board of Examiners to appoint a member of academic staff to investigate your case. The investigator will then make a written report to the Chair of the Board of Examiners with a recommendation

as to whether your appeal should be upheld, not upheld or partially upheld (e.g. if you have appealed on a number of grounds then one may be upheld but other grounds may not be upheld). The Chair of the Board will then decide whether they can take action to accept the recommendation of the investigator or whether the matter needs to be referred to the full Board of Examiners. Where an appeal is upheld or partially upheld, a decision will be taken about the appropriate action to be taken. You should be aware that in most cases this will not result in a change of marks (or a decision that you have now passed a module if you previously failed it) except where an administrative error in calculating the mark has been identified or where, as a result of an appeal, a previous decision relating to plagiarism, copying, collusion or dishonest use of data is overturned or a late submission penalty is lifted. It is more likely that you would be permitted another opportunity to sit an examination or resubmit coursework and that the results from that attempt would replace the mark you received at the previous attempt.

Further details of your responsibilities in submitting an appeal are in Section 9 of Appendix F.

TIMESCALES

The timescales set out in the Assessment Appeals Procedure, are those to which the University expects normally to be able to adhere. Completion of the full Section One procedures (including any appeal against decisions under those procedures) shall not normally take more than 90 calendar days in total. However, it is anticipated that there may be occasions when it is not feasible for a full and thorough investigation to be carried out within those normal timescales and when a longer period of time, therefore, is required. These may include, but are not restricted to:

- Periods when the University is closed (e.g. Bank Holidays and the Christmas/New Year period).
- Periods when key staff are absent from the University due to work commitments,
- Scheduled or unscheduled leave, sickness or other good reason.
- Particularly complex issues of appeal.
- Issues of appeal which are related to other on-going procedures which may need to be completed before the appeal can be fully addressed (e.g. disciplinary matters, matters complaint subject to investigation under the Student Complaints Policy and Procedure, legal proceedings).
- Issues which are referred to a full scheduled meeting of a Board of Examiners, where this cannot be held within the 90 calendar days of the commencement of the appeal.

The University accepts that it may have obligations under the Equality Act to consider accepting an appeal outside the normal time limit or to make adjustments to the normal procedures where there are exceptional reasons to do so and may exercise discretion, where there is good reason, supported by evidence for late submission of an appeal. It is your responsibility to notify those handling your appeal of any request in relation to this.

Exceptionally, the University may also adjust its timescales to accommodate appeals where, for good reason, decisions may need to be taken more swiftly. You should be aware, however, that it is unlikely that the University will be able to resolve Section One appeals following resit examinations before the start of the next academic session.

REQUESTS FOR REVIEWS OF DECISIONS

Requests for reviews of a decision to reject an appeal without an investigation or against any decision taken following an investigation are handled through the Student Conduct, Complaints and Compliance Team (appeals@liverpool.ac.uk). Where no such request is received within the stated deadlines, your appeal will be considered closed. If you do request a review, then on its completion, you will be provided with a Completion of Procedures letter. The University of Liverpool subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome you may be able to apply for a review of your appeal to the Office of the Independent Adjudicator for Higher Education (OIA; [Office of the Independent](#)

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[Adjudicator for Higher Education - OIAHE](#)) provided that the complaint you take to the OIA is eligible under its Rules and the Completion of Procedures letter will set out details of how you can do this.

FURTHER INFORMATION

For copies of the Assessment Appeals Procedure, see link to the Academic Quality and Standards Division website here: http://www.liv.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_F_cop_assess.pdf

For further information contact the Student Conduct, Complaints and Compliance Team in Student Life at appeals@liverpool.ac.uk