



Academic Appeals Student Guide

© 2023 City of Glasgow College
Charity Number: SC0 36198

ACADEMIC APPEALS PROCEDURE – STUDENT GUIDE

1. An academic appeal is a formal request for the College to review the decision made about your assessment (examination or coursework), progression, award, or termination of studies on academic grounds.
2. The College is committed to a high-quality student experience and seeks to resolve academic difficulties between students and the College as fairly and effectively as possible. It would be normal practice for you to speak to your Lecturer/ Curriculum Head before submitting an Appeal.
3. In some cases, you can appeal directly to the examining or awarding body. Your Curriculum Head will advise you if this is possible. In the case of SQA qualifications, only appeals relating to the internal assessment decision will be accepted and only when the informal and formal stages of the internal appeals procedure have been exhausted.
4. Appeals made to the College may be made on the following grounds:
 - a) **If there is a dispute over the marking/grading of an assessment – there is evidence of irregular procedure that has affected the academic decision. The College will not pursue an appeal that does nothing more than question academic judgement.**
 - b) **You have evidence that personal circumstances have affected your assessment performance.**
 - c) **You have evidence that the College has not followed published policy or procedures which has had a direct impact on your academic performance.**
 - d) **You have evidence of an administrative error which had an impact on your assessment.**
5. In some cases, you can appeal directly to the examining or awarding body. Your Curriculum Leader will advise you if this is possible. In the case of SQA qualifications, only appeals relating to the internal assessment decision will

be accepted and only when the informal and formal stages of the internal appeals procedure have been exhausted.

Your appeal will not be accepted for any of the following reasons:

- You disagree with the academic decision of the assessors / Internal Assessment Panel and believe you should have got a better outcome but have no evidence to support this claim.
- You did not do enough to pass or progress despite being given feedback on how to achieve a pass;
- The had personal circumstances but didn't declare them which meant you could have received appropriate support;
- You did not read the relevant course information or College procedures or regulations.

If you are unhappy or dissatisfied with the learning and teaching on your course, or services provided by other College clients, this will be dealt with under the College's Complaints Handling Procedure. This will not be dealt with under the Appeals Procedure.

Any outcome of a Student Disciplinary process is covered separately in the College's Student Disciplinary Procedure. This will not be dealt with under the Appeals Procedure.

Any concerns of bullying and harassment are covered separately in the College's Student Bullying and Harassment Policy and will not be dealt with under the Appeals Procedure.

Timescales for submitting an Academic Appeal

Any appeal received after 10 working days will be regarded as late and will only be accepted for consideration in exceptional circumstances. The decision to accept late applications will be taken by the Director of Excellence.

Appeals which are over a year late will not be accepted under any circumstances.

Submitting an Academic Appeal

If you feel you have grounds for an academic appeal, you should complete the Online Form within **10 working days** of receiving your results.

You should attach any evidence you have to support your case.

Your application will be considered by the Performance Team (an impartial team within the College), who will determine if your application meets the grounds for an academic appeal.

If you meet any of the grounds for appeal, an Appeals Panel (made up of two members of academic staff – neither will be involved in your direct teaching/assessment) who will look at your appeal.

You might be asked to attend an Appeal Panel meeting but the Panel will usually only base their decision on the evidence you have provided in your application.

The Appeal Panel will then agree on one of the following:

- You have no evidence to support an appeal. Your appeal will not be upheld. No further action will be taken and the original academic decision stands.
- There are clear grounds for an appeal and it is upheld.

What happens if my appeal is upheld?

If your appeal is upheld, the Appeal Panel will ask the relevant curriculum team to re-consider the original academic decision.

This might mean that you are offered a further assessment opportunity or your curriculum team will review the decision made and discuss the best option for you.

What happens if my appeal is NOT upheld?

The decisions of the Appeal Panel is final. There will be no further opportunity to appeal against the decision within the College.

Students who are dissatisfied with the way their appeal has been handled have the right to complain to the Scottish Public Services Ombudsman (SPSO). The SPSO will consider the case and make a decision on whether to investigate. It is important to note that the SPSO can only investigate whether an appeal has been handled appropriately by the College; it does not look again at the substance of the original appeal case.

The SPSO can only consider cases when consideration is completed by the College. Information on how to complain to the SPSO will be provided to the student on completion of the appeal.

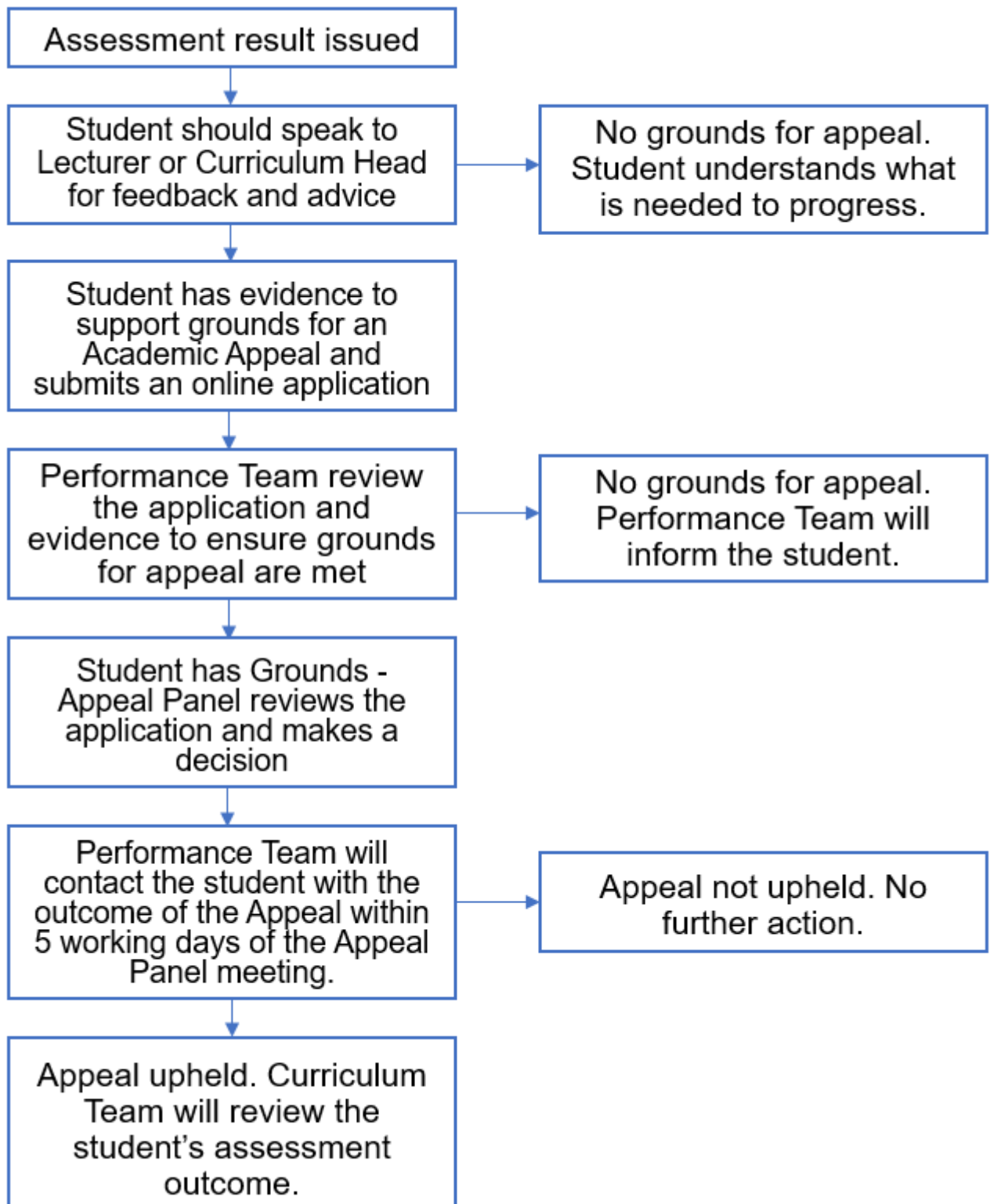
If you are undertaking a regulated qualifications such as an SVQ, you may appeal to the awarding body. If you are dissatisfied with an appeal of a regulated qualification from an awarding body, you have the right to submit a complaint to SQA Accreditation. Complaints are submitted to SQA Accreditation if they feel the awarding body has not dealt with the appeal appropriately. SQA Accreditation, as a qualifications regulator is unable to overturn assessment decisions or academic judgements. Again, your Curriculum Head can discuss this with you.

Help and support with your Academic Appeal

If you need advice or help with any aspect of your appeal, contact your Curriculum Head or a member of the Student Services team 0141 375 5192 or email studentadvisors@cityofglasgowcollege.ac.uk

Any questions regarding the Academic Appeals process should be sent to appeals@cityofglasgowcollege.ac.uk

Flowchart



Approval Status	Approved						
Approved by	Director of Excellence						
Date Approved	August 2023						
EQIA Status	<table border="0"> <tr> <td>Initial Screening Conducted?</td> <td>Yes: <input checked="" type="checkbox"/></td> <td>No: <input type="checkbox"/></td> </tr> <tr> <td>Full EQIA Conducted?</td> <td>Yes: <input checked="" type="checkbox"/></td> <td>No: <input type="checkbox"/></td> </tr> </table>	Initial Screening Conducted?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	Full EQIA Conducted?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Initial Screening Conducted?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>					
Full EQIA Conducted?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>					
Proposed Review Date	In accordance with the Internal Audit Plan						
Lead Department	Performance						
Lead Officer(s)	Director of Excellence						
Board Committee	Learning and Teaching						
Copyright © 2018 City of Glasgow College	Permission granted to reproduce for personal use only. Commercial copying, hiring lending, posting online is strictly prohibited						