



CITY OF GLASGOW
COLLEGE

Academic Appeals Policy: Student Guide

What is the purpose of the policy?

The purpose of this policy is to make sure you are treated fairly whilst being assessed during your course. It also makes sure that if you do not agree with a result or a decision after an assessment then you are able to tell the college by using this policy.

Who does it apply to?

This policy applies to Students.

What does it cover?

This policy sets out pieces of information about two key points:

1. To inform you of your rights in relation to your results and how you can raise your concerns with the college via an appeal. It also lets you know the different steps to take if you do not agree with a decision after each stage.
2. To inform you of "Awarding Bodies", such as the Scottish Qualifications Authority (SQA). Awarding bodies are the organisations who give you your award, and these may be different depending on the course you are doing.

What do I need to know?

You need to know that there is a 3-step process that you need to follow to raise your concerns, these are:

Step 1 Speak to your course lecturer and your Curriculum Head. If you have already done this and you are still unhappy with the result, then you would follow step 2 which is:

Step 2 You will now complete a form which is called the "Formal Appeals Stage 1" to access this form please see [HERE](#). Once you complete the form you can email it to appeals@cityofglasgowcollege.ac.uk or post it to Qualifications Manager City of Glasgow College 190 Cathedral Street Glasgow G4 0RF. After you submit this, an Appeals Panel will look at your appeal and will contact you to let you know what their decision is. If you still do not agree then you can follow Step 3 which is:

Step 3 In this stage you will complete a form called "Formal Appeals Stage 2" you can access this form [HERE](#).

Once you complete the form you can email it to appeals@cityofglasgowcollege.ac.uk or post it to **Performance and Improvement Director, City of Glasgow College 190 Cathedral Street Glasgow G4 0RF**. After you submit this, the Performance and Improvement Director will look at it and let you know their decision if they agree or disagree with you.

Who can I talk to?

You can talk to some key contacts if you need a bit of support or if you have any questions or concerns about what you are meant to do, some of your key contacts would include:

- Student Advisors who are based on Level 2 on City Campus and Level 0 in Riverside Campus
- Your Lecturer or Curriculum Head, if you are unsure who that is you can go to the Student Gateway space on your floor to find out.

This is a shortened version of the current Academic Appeals Policy, Student Guide, if you would like to read the full guide please follow this link, [HERE](#)

