



# Academic Appeals Student Guide

© 2015 City of Glasgow College  
Charity Number: SC0 36198

## ACADEMIC APPEALS PROCEDURE – STUDENT GUIDE

1. The College provides an assessment and certification service that is audited both internally and externally to ensure that you receive consistent and fair treatment. You should be aware at all times, when you are being assessed, how you are being assessed, who is carrying out the assessment and what your result is. In many instances you will have the opportunity to retake or remediate the work submitted for assessment.
2. Because we recognise how important your results are to you, if you encounter a problem, e.g. a disagreement over assessment results, over possible exemptions or entitlement to progression within your course, then this Appeals Procedure is available to enable you to put your case forward.
3. Appeals procedures for external assessment conducted at City of Glasgow College are subject to the rules and regulations of the relevant examining or awarding body.
4. In some cases, such as regulated qualifications (SVQs, CBQs etc.) you can appeal direct to the examining or awarding body and your Curriculum Head will advise you if this is possible.
5. You may appeal –
  - When there is a dispute over the grading of an assessment.
  - When you feel that personal circumstances may have affected their assessment performance.
  - Where you believe that the College have not followed agreed published policy or procedures.
  - Where an administrative error may have had an effect on your assessment.
6. If a dispute arises over your assessment results you should use the following 3 step process -
  - Firstly, talk the matter over with your Lecturer and your Curriculum Head.
  - If you are unhappy with the result of this discussion you should complete the Form **Formal Appeal Stage 1**, see below, and return it to [appeals@cityofglasgowcollege.ac.uk](mailto:appeals@cityofglasgowcollege.ac.uk) or write to –

Head of Performance and Quality Assurance  
City of Glasgow College  
60 North Hanover Street

Glasgow G1 9BP

An appeals panel will look at your appeal and will contact you.

- If you are still unhappy after the Appeals Panel result you should complete Form **Formal Appeal Stage 2**, see below, and return it to [appeals@cityofglasgowcollege.ac.uk](mailto:appeals@cityofglasgowcollege.ac.uk) or write to –

Head of Performance and Quality Improvement  
City of Glasgow College  
60 North Hanover Street  
Glasgow G1 9BP

and your appeal will be examined by an appeals panel.

7. You may submit a Stage 2 appeal if –

- You believe there were serious irregularities in the proceedings of the Stage 1 appeal panel.
- Further information has become available that was not considered by the Stage 1 appeal panel.

7. If you need advice or help with any aspect of your appeal, contact your Curriculum Head or a member of the Student Services team who will be happy to assist you.

A1. STUDENT DETAILS				FORMAL APPEAL STAGE 1 FORM		
Name:						
Address:						
Address				Postcode:		
e-mail:		t:		m:		
A2. COURSE DETAILS						
I wish to submit an appeal to the Head of Performance and Quality Assurance regarding assessment of the following unit-						
Unit:				Assessment received on this date:		
Course:						
Curriculum Head:						
I have discussed this problem with –						
Lecturer:				Discussed on this date:		
Curriculum Head:				Discussed on this date:		
A3. APPEAL HEARING						
I wish to exercise my right to appear before the Appeals Panel				Yes/ No?		
I wish to exercise my right to be accompanied by a representative				Yes/No?		
Student Representative Name:						
Student Representative						
A4. SIGNATURE						
Student Signature:				Appeal made on this date:		

**B1. BASIS OF APPEAL**

Please provide details of the basis of the appeal  
(Continue on further numbered sheets if necessary)

**FORMAL APPEAL  
STAGE 1 FORM**

Mail this form to - [appeals@cityofglasgowcollege.ac.uk](mailto:appeals@cityofglasgowcollege.ac.uk)  
or write to –

Head of Quality Assurance  
City of Glasgow College  
21 Thistle Street  
Glasgow G5 9XB

A1. STUDENT DETAILS				FORMAL APPEAL STAGE 2 FORM	
Name:					
Address:					
Address				Postcode:	
e-mail:		t:		m:	
A2. COURSE DETAILS					
Course:					
Curriculum Head:					
A3. GROUNDS FOR APPEAL					
I wish to submit an appeal to the Stage 2 Appeal Panel					
<ul style="list-style-type: none"> <li>In my opinion there were serious irregularities in the proceedings of the Appeals Panel considering my appeal.</li> </ul>				Yes/No?	
<ul style="list-style-type: none"> <li>Further information relevant to my appeal has become available which was not considered by the Appeals Panel.</li> </ul>				Yes/No?	
A4. APPEAL HEARING					
I wish to exercise my right to appear before the Appeals Panel				Yes/ No?	
I wish to exercise my right to be accompanied by a representative				Yes/No?	
Student Representative Name:					
Student Representative					
A5. SIGNATURE					
Student Signature:				Appeal made on this date:	

**B1. BASIS OF APPEAL**

**FORMAL APPEAL  
STAGE 2 FORM**

Please provide details of irregularities and/or  
further information relevant to the appeal  
(Continue on further numbered sheets if necessary)

Mail this form to - [appeals@cityofglasgowcollege.ac.uk](mailto:appeals@cityofglasgowcollege.ac.uk)  
or write to –

Head of Quality Assurance  
City of Glasgow College  
21 Thistle Street  
Glasgow G5 9X

<b>Approval Status</b>	<b>Approved</b>						
<b>Approved by</b>	<b>Depute Principal</b>						
<b>Date Approved</b>	<b>April 2012</b>						
<b>EQAI Status</b>	<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 type="checkbox"/></td> <td>No: <input checked="" type="checkbox"/></td> </tr> </table>	Initial Screening Conducted?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>	Full EQIA Conducted?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
Initial Screening Conducted?	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>					
Full EQIA Conducted?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>					
<b>Proposed Review Date</b>	August 2018						
<b>Lead Department</b>	Performance						
<b>Lead Officer(s)</b>	Head of Performance and Quality Assurance						
<b>Board Committee</b>	Learning and Teaching						
<b>Copyright © 2011 City of Glasgow College</b>	Permission granted to reproduce for personal use only. Commercial copying, hiring lending, posting online is strictly prohibited						