

How to: Appeal against a decision made following a request for access arrangements for assessment

This is for appeals based on a decision made following a request for access arrangements for assessment. In order to appeal this decision you have to be able to select one of the following grounds and be able to provide evidence:

- there is new documentary evidence to be taken into account which s/he 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 Board of Examiners Executive Committee was unreasonable given the evidence with which it was presented.

If you believe you have the grounds to appeal based on the above information, please follow the steps below in how to complete the appeals form. You have 15 working days to submit an appeal from the date you received the decision you are appealing:

Section 1: Your details

- Include as much information as you can and all correspondence should go through your university email address, not your personal email address.
- In most cases, unless advised otherwise, students are expected to represent themselves so you should leave the second part blank where it asks if someone will be representing you. (if you fill this section out you, the student, will not receive any further communications regarding your appeal)

Section 2: WHAT IS THE DECISION YOU ARE APPEALING AGAINST?

- Select the fifth box:
 - appeal against the decision made following a **request for access arrangements for assessment**. *If you have ticked this box please complete SECTION 3E below.*

Section 3E: YOUR GROUNDS FOR AN APPEAL

- You need to select which of the grounds you believe are applicable to your appeal. Remember, if you cannot select one of these grounds your appeal will not be considered.
- You do not need to complete any more of section 3.

Section 4: DETAILS IN SUPPORT OF YOUR APPEAL

- This is your opportunity to explain your grounds for appeal, to talk through the evidence you are submitting and explain your case.
- You should be clear and concise in your explanation as the person investigating your appeal will not have any information prior. We recommend compiling the details in a timeline format rather than jumping between events.
- If you are appealing on the basis of fresh evidence that you could not with reasonable diligence have provided before the outcome was released, you need to explain why this evidence should be accepted now and why you were able to disclose it previously.

PAGE 5:

- You only need to complete the **desired outcome** section at the end of the page.
- The **desired outcome** section is where you state what you want as an outcome of appealing.

Section 5: EVIDENCE

- You should submit evidence to support your appeal. The more evidence you have, the stronger your application will be.
- **Appeals submitted without evidence will not be considered.**
- The table asks for you to list the document type i.e email, date of evidence and any notes i.e 'emails between myself and the ec's team'.
- You do not need to go into too much detail describing the evidence here as you should have made reference to it in section 4.
- Your evidence could be anything from emails to doctors' letters, to bias marker feedback to letters from the university. It is anything that clearly supports your grounds for appeal
- Your evidence is uploaded to the email you send with the appeals form. This means your evidence should be labelled very clearly and organised appropriately. It is not for the appeals team to work out how the evidence fits.

Section 6: DECLARATION

- Please read the statements in this section and then sign and date to complete the form.
- All appeals must be submitted in writing to appeals@royalholloway.ac.uk **within 15 working days** of the date on which you were formally notified of the decision against which you are appealing.
- If you prefer, you may post your appeal form and original supporting documents to:

Student Administration
Arts Annexe
Royal Holloway, University of London
Egham
Surrey
TW20 0EX

Please note that if you choose to post your appeal form, it must *arrive* within 15 working days of the decision against which you are appealing. We therefore recommend that you submit your appeal by email to: appeals@royalholloway.ac.uk