

How to: Appeal against the outcome of the Board of Examiners

This is for appeals based on grades you have been awarded or feedback you have received. In order to appeal this decision you have to be able to select one of the following grounds and be able to provide evidence:

- your performance in the assessment/examination/review was substantially affected by circumstances of which the examiners had not been made aware and which you could not with reasonable diligence have disclosed before the outcome had been determined;**

If you are appealing on this ground, you must have a clear reason why you could not have disclosed these circumstances to your department/school before the outcome had been determined.

This ground is asking you to detail why you did not and could not apply for extenuating circumstances by the June deadline before results were released through the extenuating circumstances process.

- there were procedural irregularities in the conduct of the assessment/examination/review, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;**

Please state which procedures have not been followed correctly.

- there is evidence of bias on the part of one or more of the examiners/panel members such that the outcome should not be allowed to stand.**

*Please note that if you are appealing on this ground you must write down all comments or remarks made by the individual(s) in question, and **provide evidence** to substantiate these allegations.*

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 first box:
 appeal against the **outcome of the Board of Examiners** (that is an appeal in respect of your exam or assessment results). *If you have ticked this box please complete **SECTION 3A** below.*

Section 3A: 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 Extenuating Circumstances you will need to clearly explain and evidence why it was impossible to apply for extenuating circumstances by the deadline in June before the release of your results.

PAGE 5:

- If you are appealing on the basis of extenuating circumstances you need to complete these sections on **previous action taken** then move on to the **desired outcome** at the bottom of the page.
- If you are appealing on the other two grounds- conduct of assessment or evidence of bias, 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. *Requests for work to be remarked will not be considered.*

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