

University College Birmingham

Assessment Appeals Procedure

Reviewed by the General Student Regulations Panel: May 2025

Approved by the Student Services and Standards Committee of the Corporation: June 11th, 2025

Date of the next Review: May 2026

Introduction

The Assessment Appeals Procedure is available to all students enrolled at UCB. This document will use “student” to refer to all College, Sixth Form, higher national certificate/diploma, undergraduate, taught postgraduate and Block students (e.g. Hong Kong Block students) and apprentices who are enrolled and registered at UCB.

An appeal for the purposes of this Assessment Appeals Procedure is:

‘A request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards.’ (Quality Assurance Agency)

A student has the right to appeal against an assessment outcome (College/Sixth Form) or Exam Board decision (Higher Education) to the Assessment Appeals Committee (a Sub-committee of the Academic Board). An appeal that questions academic judgement in awarding a mark is **not** eligible. The basis of an appeal may only be made on one or more of the following grounds:

1. That the student’s performance was affected by illness or other factors which they were, for valid reasons, unable to divulge before the assessment decision, or the Examination Board’s decision was taken. An appeal must be supported by medical or other documentary evidence acceptable to the Assessment Appeals Committee.
2. That there is new and relevant evidence not previously available.
3. That the correct procedure for determining the student’s assessment outcome had not been followed, resulting in an unfair decision.

For complaints of a service-related nature, the [Student Complaints Procedure](#) is the most appropriate way to resolve such concerns.

College/Sixth Form students only – College students wishing to appeal against an assessment decision should, in the first instance, speak to their Senior lecturer or Head of Department, Subject/Curriculum lead or the Lead Internal Verifier. Sixth Form students should speak initially to the Subject Lead or Curriculum Lead. If there is a valid reason to challenge a result, they may use this Assessment Appeals Procedure. If a College/Sixth Form student wishes to appeal a mark for

an externally marked or awarded assessment, they should seek advice from the relevant UCB staff, as stated above, who will follow the Exam Board's post-results services and appeals procedures to determine if there is a valid reason to challenge a result.

Stages of the Assessment Appeals Process

Stage One - Early Resolution Process

In the first instance, where relevant, students must discuss their concerns with their assessor/lecturer/marker soon after the grade/mark has been shared with the student. In exceptional circumstances, a student can discuss the matter with a Senior Lecturer/Head of Department/Subject Lead/Curriculum Lead, who will explain the reasons for the assessment decision. UCB expects its staff to address such concerns with thoughtfulness and empathy, aiming to resolve most issues informally and effectively at this stage, thereby reducing the need for formal escalation.

Students may also contact the Academic Registry (registry@ucb.ac.uk), Student Services (student_services@ucb.ac.uk) or an employee of the Guild of Students (guildinfo@ucb.ac.uk) for advice on making an assessment appeal.

Stage Two - Formal Student Assessment Appeals Procedure

If, after completing Stage 1, a student wishes to appeal an assessment outcome (College/Sixth Form) or Exam Board decision (Higher Education), they can submit an appeal using the [Assessment Appeal Form](#), which can be found on the website. Complete this form within 10 working days of the notification of the assessment outcome or the Exam Board's decision, stating the grounds for the appeal.

A full justification for the appeal should be given, including detailed information which supports the grounds for the appeal. Evidence to support the appeal should also be attached to the Form or included as a separate attachment.

Upon receipt of the student's completed Assessment Appeal Form and evidence, the Head of Student Records and Academic Registry (or nominee) will consider the case and decide whether there are grounds for reconsidering the assessment outcome or the Exam Board decision. If so, the Head of Student Records and Academic Registry will convene a meeting of the Assessment Appeals Committee at the earliest opportunity (normally within 10 working days of results being released).

The Assessment Appeals Committee may confirm the original decision, or if it decides that the appeal is justified, request that the Board of Examiners or other relevant body reconsider the original decision.

Appendix 1 provides an overview of the Assessment Appeals Committee membership and Terms of Reference.

Stage Three - Appealing the Outcome of Stage Two.

A student may appeal against the decision of the Assessment Appeals Committee to the Senior Pro-Vice-Chancellor (Teaching, Learning and Digital) or nominee if they can identify that some procedural irregularity has occurred in the handling of their appeal by the Assessment Appeals Committee.

The student must complete an [Assessment Appeal Form](#) within 10 working days of the notification of the decision of the Assessment Appeals Committee. The Senior Pro Vice-Chancellor (Teaching, Learning and Digital) or nominee will convene a meeting at the earliest opportunity (usually within 10 working days) to hear the appeal.

The Senior Pro-Vice-Chancellor (Teaching, Learning and Digital) may uphold the appeal and require the Examinations Board or relevant body to review the original decision. Alternatively, they may reject the appeal if it is determined that no valid grounds for the reconsideration of the original decision have been established.

College/Sixth Form students may have recourse to the Awarding Body for their programme via the External Verifier or directly to the Awarding Body. However, internal processes must be completed before this can be undertaken. Students are requested to contact the Lead Internal Verifier to assist them with their appeal to an awarding body. In addition, UCB's Academic Registry (registry@ucb.ac.uk) will advise students on the relevant Awarding Body Regulations.

If a student's appeal is not upheld at Stage Three, they will be issued with a Completion of Procedures Letter, confirming that they have exhausted UCB's Formal Assessment Appeals Procedure.

Independent External Review

If a student is not satisfied with the outcome of Stage Three, they can appeal the decision to the Office of the Independent Adjudicator (OIA) within their stated time limit. OIA will ensure the student has exhausted all UCB appeal procedures before reviewing their case. In addition, the OIA will not consider appeals based on academic judgement. For advice and information concerning the OIA, please contact the Academic Registry (registry@ucb.ac.uk), an employee of the Guild of Students (guildinfo@ucb.ac.uk or at the OIA website: www.oiahe.org.uk

Following receipt of a Completion of Procedures Letter, and if a student's programme of study is a University of Birmingham (UoB) degree, they may then refer their case to UoB via complaints@contacts.bham.ac.uk.

If a student's programme of study is a University of Warwick (UoW) degree award, they may refer their case to the University's Student Complaints and Academic Casework Team via email to complaints@warwick.ac.uk.

Appendix 1:

The Assessment Appeals Committee

Membership

1. The Head of Student Records and Academic Registry (who will chair the meeting)
2. The Executive Dean (or nominee) from the School concerned.
3. Deputy Dean (Quality Assurance and Enhancement) or nominee.
4. The Committee may include a fourth member if it determines that additional expertise in a specific area would be beneficial.

No person who has been involved in the original assessment decision or an earlier stage in the appeal process will be allowed to be a member of the Committee or have any significant acquaintance with the student concerned.

No Committee shall include more than one member inexperienced in the appeals hearing.

The Head of Student Records and Academic Registry shall present the relevant information to the Committee and shall advise on Regulations.

Terms of Reference

The role of the Assessment Appeals Committee is:

1. To consider appeals against assessment outcomes or decisions made by the Board of Examiners on the grounds of procedural irregularity or the submission of previously undisclosed extenuating circumstances. In such cases, the Committee may uphold the appeal and recommend to the Chair of the Board of Examiners that the original assessment decision be reconsidered. Where appropriate, the decision may be to repeat the assessment. Alternatively, the Committee may reject the appeal if it determines that no valid grounds for reconsideration of the original have been established.
2. To consider appeals against the decision of the Board of Examiners or other relevant body that a student has failed to meet the minimum requirements to continue their programme and has therefore been withdrawn. In such cases, the Committee may uphold the appeal based on the submitted evidence and recommend to the Chair of the Board of Examiners or other relevant body that the withdrawal decision be reversed. Alternatively, the Committee may reject the appeal if it concludes that no valid grounds for the reconsideration of the original have been established.
3. In cases where a student has been withdrawn due to insufficient engagement, as outlined in the [Code of Practice on Student Engagement and Reasonable Diligence](#), the Committee may, based on the evidence submitted, suspend the withdrawal decision. This will be conditional upon the student meeting a time-limited requirement of improvement (eg. sustained high attendance, active engagement and/or submission of incomplete or previously non-submitted assessments). If the condition is not met, the withdrawal will be enforced, and the student will have no further right to appeal under Stage Two of this Procedure.