



Regulations for the consideration of appeals against decisions of boards of examiners for Language Centre Courses

General

1. These Regulations govern the means by which a student may appeal against a decision of a board of examiners where the Language Centre is responsible for administering the examination(s) in question. There are no other or further means for making such a request within the School. The Regulations do not cover appeals in respect of examinations conducted or decisions taken by bodies other than the School.
2. These Regulations concern only decisions made by boards of examiners. Separate Regulations cover complaints or grievances about other matters, including teaching and supervision.
3. The Language Centre will not normally meet the legal costs of an appellant but may decide to reimburse the reasonable incidental costs incurred by a student who instigates a successful appeal.

Decisions in respect of which an appeal may be made

4. A student may appeal against any decision of a board of examiners that directly affects the assignment of a mark or grade (including absent, incomplete, or failure); and/or that provides or does not provide for any re-examination, and the circumstances thereof; and/or that recommends or does not recommend an award; and/or that recommends the final mark.

Grounds for making an appeal

5. The grounds for making an appeal are that there was a procedural defect in the conduct of the examination and/or in the processing of scripts, and/or in the assessment of the candidate (including the proceedings of

boards of examiners) as to render the decision of the examiners unsafe, and/or to introduce new medical or mitigating circumstances as set out in Regulation 7 below.

- 6 The grounds in regulation 5 shall include but shall not be limited to
 - 6.1 miscalculation of marks.
 - 6.2 failure of the examination board to consider any statement that both details any medical and/or mitigating circumstances experienced by the candidate and explains how such circumstances adversely affected her/his examination performance.
7. Exceptionally it shall be permissible for any candidate to present, as part of the appeal, new information about medical or mitigating circumstances that adversely affected her/his examination performance provided that it is corroborated by official documented evidence and that there was good reason for such evidence not to have been presented earlier.
8. The academic judgment of a board of examiners, having acted according to all relevant Regulations and procedures, shall not be called into question by these Regulations.

Procedures for making an appeal

9. An appeal under these Regulations shall be considered if the student concerned lodges it in writing with the Chair of the Examination Board within four weeks of the date on which the decision against which the appeal is being made was posted to the student. Exceptionally, the Chair may use her/his discretion to accept an appeal after the four weeks period. The letter of appeal must be signed and dated by the student and state all of the following information:
 - 9.1 the name of the student,
 - 9.2 full contact details for the student during the period of the hearing of the appeal,
 - 9.3 the decision of the board of examiners against which the appeal is being made,

- 9.4 the grounds of appeal, including the detail of any procedural defect claimed,
 - 9.5 where relevant to the appeal, a statement presenting new information, corroborated by official documented evidence, about any medical or mitigating circumstances that adversely affected her/his examination performance.
- 10. The Chair shall acknowledge receipt of the letter of appeal.
 - 11. The Chair shall consider the application submitted by the student and determine whether the student has identified valid grounds of appeal.
 - 12. If the Chair does not consider the grounds of appeal to be valid, he/she will return the application to the student with a brief explanation and grant the student seven days to resubmit his/her appeal.
 - 13. If the student resubmits his/her application and still fails to identify a valid ground for appeal, the Chair will reject the application. The student will have the right to request that the Academic Registrar review the Chair's decision.

First stage of appeal

- 14. If the student has identified valid grounds for an appeal, the Chair shall direct an investigation into the allegation.
- 15. The Chair shall expeditiously decide on behalf of the board, and without consulting it, whether the facts provided (including the reasons for entering late evidence of mitigating circumstances under Regulation 7) justify the board re-considering the matter with a view to confirming or adjusting its original decision.
- 16. If the Chair decides that the board should reconsider the matter, the right to appeal shall be held to have been granted. Provided that the Board has properly adhered to School procedures, there shall be no revival of the appeal and no action under Regulations 18 to 26.
- 17. At the beginning of each calendar month after the appeal has been lodged (provided that more than three weeks have elapsed since its

having been lodged) the Chair shall write to the appellant with a statement of progress in hearing the case, up to the point at which a decision has been made.

Second stage of appeal

18. Subject to these Regulations a student may appeal against a decision under Regulation 15 not to refer the matter to the board for re-consideration.
19. For such an appeal to be heard the student shall request the invoking of formal procedures for the second stage of appeal by a letter to the Chair which must be received within fourteen days of the date of the letter of the Chair sent pursuant to Regulation 15.
20. Exceptionally, at the proposal of the Chair, the Academic Registrar may certify the notice of appeal as invalid where it appears that the facts of the case have been established beyond doubt and that reference back to the examination board would properly result in no new decision.
21. On receipt of a valid request under Regulations 19 and 20 the Chair shall
 - 18.1 acknowledge receipt to the appellant
 - 18.2 call a meeting of the full Examination Board.
22. The Examination Board shall meet as soon as is practicable. The meeting will normally take place within four term-time weeks of the receipt of the valid request. The Board will invite the appellant and/or a representative to appear before it. In order to ensure that the meeting is as effective as possible, the Chair at her/his discretion may seek to clarify and/or request new information from the appellant. The appellant will be provided with a copy of any written material to be considered by the Board at least two days before the meeting.
23. The Board may ask any other person, including the Chair of the examination board, to appear before it and/or to give written evidence if desired. Should the appellant wish to disagree with the statement of such a person the nature and extent of the disagreement should where

possible be made known while that person is present and is able to respond.

24. The Chair shall cause a record to be made of the proceedings of the Board.
25. The Board may at its discretion and on behalf of the School make one of the following decisions:
 - 25.1 that the appeal be allowed
 - 25.2 that the appeal be dismissed.
26. The Chair shall by letter convey the decision under Regulation 25 with a brief record of the reasons to the appellant and, if the appellant is known to the Chair to be a student registered at another college of the University of London, also to that college.

Further action

27. The consideration of an appeal under these Regulations will exhaust the opportunities open to the student within the School. Following the completion of procedures at Regulation 16, 20 or 26, the Chair will issue a letter to this effect to the appellant. It will remain open to a student who remains dissatisfied with the outcome of the appeal process to direct a complaint to the Academic Registrar.