

UWS Student Appeals: Frequently Asked Questions

Session 2018/19

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Contact Details:

UWS Appeals Team
Student Administration,
Paisley Campus,
University of the West of Scotland,
Paisley, PA1 2BE

appeals@uws.ac.uk

Appeals forms available via [here](#)

GLOSSARY

Student Appeals

An appeal can be submitted by a UWS student against a decision of:

- The Senate Disciplinary Committee
- A Fitness to Practice Committee
- Research Degree Examiners
- A Subject Panel
- A Progression & Awards Board
- A School Panel (for engagement/attendance)
- A Plagiarism Panel

Complaint

A complaint is an expression of a specific concern about matters that affect the quality of a student's learning experience. A copy of the University's Complaint Handling Procedure is available [here](#).

If you are not sure whether your concern should be considered as an appeal or as a complaint, you can contact appeals@uws.ac.uk for advice.

Extenuating Circumstances Statement (ECS)

If you believe a personal circumstance has affected your performance in an assessment, you should submit an ECS. Information on how to submit an ECS is available [here](#).

University Regulations

The appeals process is governed by the University's Appeals Regulation (Chapter 6 - Appeals). The University's Regulations can be found [here](#) and are also available from the campus libraries and Student Hub/Link on each campus.

1 What is an Appeal?

An academic appeal is defined as a request to review a decision of an academic body charged with making decisions on student engagement, assessment, progression, awards and student disciplinary cases.

2. What are the possible outcomes if I appeal?

Appeals against the Senate Disciplinary Committee/ A Fitness to Practice Committee/ Research Degree Examiners/ A School Panel (for engagement/attendance)/ A Plagiarism Panel decision.

The Senate Appeals Committee may decide as follows:

Appeal is not upheld

If an appeal is not upheld, the existing decision and any penalty will be confirmed by the Committee.

Appeal is upheld (or partly upheld)

If an appeal is upheld or partially upheld, depending on what decision is being appealed, the Senate Appeals Committee can decide to do one of the following:

1. The original decision will be reversed and any penalty previously imposed will be rescinded.
2. If the appeal on the decision is rejected but the appeal on any penalty is upheld, the Committee will review the level of penalty imposed and may choose to reduce or rescind it.
3. Refer the case back to the original committee/panel with a recommendation that the original committee/panel review their decision and/or penalty. The Senate Appeals Committee can provide a recommended decision/penalty.
4. In the case of an appeal against a decision from examiners related to a research qualification, that the examiners be required to reconsider their decisions or that new examiners be appointed to re-assess the thesis and re-examine the candidate.

It should be noted that the Senate Appeals Committee is not an examination board and does not have the authority to recommend an academic award.

Appeals against a Subject Panel or a Progression & Awards Board decision

A successful appeal against the above will not result in your assessment result being amended, e.g. changing a fail to a pass – the only outcome available is a re-sit or resubmission, unless there is evidence of a computational administrative error in the recording or processing of your mark.

3. **Where can I get advice?**

- email appeals@uws.ac.uk
- contact staff in the [Student Hub or Link](#)
- contact [SAUWS](#)

4. **What should I know before submitting an appeal?**

You must be clear with the grounds you are citing as an [appeal form](#) submitted without appropriate grounds will not be passed to the Senate Appeals Committee for consideration.

Please note that you must submit an appeal form within 10 working days from the notification date which informed you of the decision against which you are appealing.

The following information applies to all students who wish to submit an academic appeal:

- If you are **NOT** sure whether your concern should be considered as an academic appeal or as a complaint, please seek further assistance by emailing appeals@uws.ac.uk
- To enable us to progress your appeal efficiently, you must submit it on the relevant form, either electronically or in hard copy.

Further assistance can be obtained from staff in the [Student Hub/ Student Link on each campus](#) or [Students' Association](#).

5. **How do I submit an appeal?**

You must submit your appeal in writing on the relevant form **within 10 working days** from the date you were informed of the decision against which you are appealing. You can obtain the relevant form from the UWS website - [here](#).

Please note that, in line with the University's Student Appeals Procedure, a student can, exceptionally, submit a 'late Extenuating Circumstances Statement (ECS) claim' through the appeals route. However, the student must cite legitimate reasons for not having submitted an ECS on time and provide new evidence to support the appeal.

You must submit your form to Student Administration, including any supporting documentation. The University advises that you submit your appeal electronically to appeals@uws.ac.uk, scanning any supporting documentation.

If you are posting your appeal, your appeal should be addressed to UWS Appeals Team, Student Administration, University of the West of Scotland, Paisley Campus, Paisley PA1 2BE.

6. What if I fail to submit my appeal within 10 working days?

Your appeal will not normally be considered if not received within 10 working days from the date you were informed of the decision against which you are appealing.

7. What happens to information I reveal in an appeal? How is my confidentiality protected?

The University aims to process appeals quickly and efficiently so as to cause the minimum disruption to students. The privacy and confidentiality of students will be respected at all stages of the appeals process. The University will hold appeal files in Student Administration for six years after the last action on the case, in line with Data Protection Act compliance.

8. What are my rights and responsibilities if I submit an appeal?

You have the right to expect the following:

- To receive an acknowledgement within 5 working days.
- You will not suffer any disadvantage as a result of submitting an appeal, irrespective of the outcome.
- Everyone who responds to, investigates and adjudicates on appeals will be impartial and objective. They will not have any involvement with the appeal student or the area of study regarding the student, for which any actual or potential conflict of interest may arise.
- Your privacy and confidentiality will be respected at all stages of the appeals process. The circulation of any papers connected to your appeal will be restricted to staff directly involved in the appeal decision process through the Senate Appeals Committee. A summary of your case may be sent to relevant staff relevant for comment but original documents will not be circulated as part of the appeals process.
- All your original documents will be held in a single file for each appeal in Student Administration.
- Your appeal will be considered on its own merits and on the particular facts and circumstances of your individual case.

You have the responsibility to:

- Adhere to the timescales set out in the regulations and procedures.
- Respond to any requests for further information within the timescales set out in any correspondence.
- Submit an appropriate form with any supporting documents
- Ensure all documentation is translated to English when required.

9. What are the procedures for considering a case at the Senate Appeals Committee?

All documentation relevant to the case, including your appeals form and supporting documentation will be circulated to the Senate Appeals Committee.

You can attend the Senate Appeals Committee meeting considering your appeal if you wish.

If you wish to attend the meeting of the Senate Appeals Committee

If you wish to attend the meeting, you can be accompanied by a friend, relative, a Student Representative or case worker from the Students' Association.

You will be notified of the date of the meeting up to 10 working days prior to the date arranged for your appeal to be considered.

Please note that, if you choose to attend, the Committee will hold a private meeting before and after they speak to you to discuss your case. You will therefore not be allowed to attend the whole of the meeting.

If you do not wish to attend the meeting of the Senate Appeals Committee

If you choose not to attend, your written statement will be considered by the Committee through the information supplied on the appeals form and any supporting documentation.

10. What is my status pending the outcome of my appeal?

If you submit an appeal part way through the level or year, you may continue provisionally until such time as a decision has been reached. This is to ensure that you are not academically disadvantaged if your appeal is subsequently upheld. Attendance on placements will be at the discretion of the School.

If you submit an appeal at the end of a level or year of study you will be permitted to provisionally enrol on the next level. Your enrolment will be conditional, dependent on the outcome of your appeal. If the appeal is subsequently upheld, your enrolment would be confirmed. If the appeal is not upheld your enrolment would be terminated. These conditions will be clearly stated in the correspondence acknowledging the appeal.

The only exception to this would be progression from Level 9 to Level 10 (Honours) where restrictions on carrying subjects make it impossible to allow temporary registration.

If you continue with your studies, you will be informed that, pending the outcome of any appeal, you may be required to withdraw from the programme or the University. If you are deemed to be eligible for an award and you subsequently submit an appeal, you will be permitted to graduate and to receive the award agreed by the appropriate Progression & Awards Board. If your appeal is successful and results in you achieving a different award, you will be required to return any degree parchment before the new award is sent to you.

11. How will I find out the outcome of the Senate Appeals Committee meeting?

The deliberations of the Senate Appeals Committee after considering each case will be private. You will normally be notified of the outcome in writing as soon as reasonably practicable.

If your appeal is upheld

In this case, Student Administration will notify you and the relevant members of UWS staff that the appeal has been upheld.

This may lead to a change in your academic decision. You will be notified of any change.

If your appeal is NOT upheld

In this case, Student Administration will notify the student and the relevant members of UWS staff that the case has been rejected and the original decision will stand.

12. What if I am not content with the outcome of the Senate Appeals meeting?

The decision of the Senate Appeals Committee is **FINAL** and it marks the end of the University's appeals procedures. On completion of the UWS appeals procedure, you have the right to refer your case to the Scottish Public Service Ombudsman (SPSO). *The SPSO's contact details are:*

Freepost SPSO*

SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS

**Note: Single line address and no need to add stamp.*

Freephone - **0800 377 7330**

Online contact www.spsso.org.uk/contact-us

Website www.spsso.org.uk

**UWS Appeals Team
Student Administration
2018/19**