

## **UWS Student Appeals: Frequently Asked Questions**

### **Session 2019/20**

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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](mailto:appeals@uws.ac.uk)

Appeals forms available via the following link:

<https://www.uws.ac.uk/current-students/supporting-your-studies/exams-assessment-appeals/academic-appeals-extenuating-circumstances/>

## **Student Appeals**

An appeal can be submitted by a UWS student against the following decisions:

- The Senate Disciplinary Committee
- A Fitness to Practise Committee
- Research Examiners
- A School Assessment Board (SAB)
- A School Board of Examiners (SBE)
- A School Panel (for engagement/attendance)
- A Plagiarism Panel
- Any other Committee, Board or Panel of the University that is charged with the decisions on student engagement, assessment, progression, awards, withdrawal from programme and student disciplinary cases.

## **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 Complaints Handling Procedure is available via the following link:

<https://www.uws.ac.uk/current-students/supporting-your-studies/complaints/>

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](mailto:appeals@uws.ac.uk) for advice.

## **Extenuating Circumstances Submissions (ECS)**

The University recognises that, from time to time, you may encounter issues which may prevent you from being able to submit or undertake an assessment. Where this is the case, you can complete an Extenuating Circumstances Submission (ECS) for consideration.

Information on how to complete an ECS is available via the following link:

<https://www.uws.ac.uk/current-students/supporting-your-studies/exams-assessment-appeals/academic-appeals-extenuating-circumstances/>

## **University Regulations**

The appeals process is governed by the University Student Appeals Regulation (Chapter 6). The University's Regulations are available via the following link and are also available from campus libraries and Student Hub/Link on each campus:

<https://www.uws.ac.uk/current-students/supporting-your-studies/your-rights-responsibilities/regulatory-framework/>

## 1. **What is an appeal?**

A student 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?**

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. Therefore, a successful appeal 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.

If an appeal is not upheld, the existing decision and any penalty will stand.

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

- email [appeals@uws.ac.uk](mailto:appeals@uws.ac.uk)
- contact staff in the Student Hub or Link – <https://www.uws.ac.uk/current-students/supporting-your-health-wellbeing/the-hub-student-link/>
- contact the students' Association - <https://www.sauws.org.uk/union/contactus/>

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

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

- 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.
- 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. 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](mailto: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 the Student Hub or Link on each campus or the Students' Association.

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

You should submit your form to Student Administration, including any supporting documentation. Please submit your form via email to [appeals@uws.ac.uk](mailto:appeals@uws.ac.uk), scanning any supporting documentation.

However, if you are posting your appeal, it 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 to ensure minimum disruption to students.

The privacy and confidentiality of student appeals will be respected at all stages of the appeals process.

**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;
- Not to be disadvantaged as a result of submitting an appeal, irrespective of the outcome;
- Your privacy and confidentiality to be respected at all stages of the appeals process. The circulation of any papers connected to your appeal to be restricted to staff directly involved in the appeals decision process through the Senate Appeals Committee;
- Your appeal to be considered on its own merits and on the particular facts and circumstances of your individual case.

You have the responsibility to:

- Submit an appropriate appeal form, with supporting evidence;
- Ensure all documentation is translated to English;
- Respond to any requests for further information within the timescales set.

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

All documentation relevant to the case will be circulated to members of the Senate Appeals Committee.

You can attend the Senate Appeals Committee meeting considering your appeal if you wish. Advice can be sought from the Students' Association when you are notified of a date of a Senate Appeals Committee meeting.

**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. However, 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.**

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

The deliberations of the Senate Appeals Committee will be private. You will normally be notified of the outcome in writing, by email (via your student email account) as soon as reasonably practicable.

**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 marks the end of the University's appeals procedure. 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](http://www.spsso.org.uk/contact-us)***

***Website [www.spsso.org.uk](http://www.spsso.org.uk)***