

7.12 APPEALS AND VERIFICATION PROCEDURES

DBS is committed to ensuring that all decisions pertaining to assessment are fair and that learners have access to clear consistent and comprehensible appeals procedures.

A learner who wishes to appeal their published results or the decision of an Examination Board must submit a formal appeal to the Registrar's Office. Once an appeal is received the Registrar's Office will follow a set of clearly defined steps. The appeal may be an appeal for the verification of a result or an appeal for a review of all or part of the learner's assessment.

In all cases of appeal a verification process is undertaken. The Registrar's Office will verify the learners result by way of an administrative operation of checking the recording and the addition of marks for the assessment. The verification ensures that the assessment published by the College is free of arithmetical or other errors of fact.

An appeal for a review is a request for a detailed re-consideration by the Internal Examiner, where feasible, of all or part of the assessment material, together with re-consideration by the Examination Board of a set of results.

7.12.1 PROCEDURES FOR AN APPEAL FOR VERIFICATION

A request for verification must be received by the Registrar's Office not later than seven working days after the date of the publication of results on College notice boards or website. Requests for verification will be considered only if submitted in writing by the person concerned to the Registrar's Office, together with the fee, as notified, per subject/module. If the assessment result is amended (by greater or equal to 1% or less if it impacts on a borderline decision) as a result of the recheck, the fee will be reimbursed in full. Students should note that verification may result in confirmation, upgrading or downgrading of the initial result. The form for requesting an appeal or verification (**F7.10**) can be found on the Registrar's Office website.

7.12.2 PROCEDURES FOR AN APPEAL FOR REVIEW

A request for a review must be received by the Registrar's Office not later than seven working days after the date of the notification of the relevant assessment result. Requests for reviews will be considered only if submitted in writing by the student to the Registrar's Office.

Before a review procedure can be initiated, a detailed submission must be received by recorded post together with supporting documentation (if appropriate) and a fee of €130 per module. The submission must identify the element or elements of the assessment for which the review is being sought. It must also specify the grounds on which the review is requested, and it must contain all information that the candidate wishes to have taken into account in the review.

The Registrar will consider the appeal and the grounds on which it is sought. Candidates should note that the only permissible grounds for review or appeal are as follows:

- if there is evidence of substantive irregularity in the College's procedures and/or in the manner in which those procedures were executed
- if there is evidence of substantive irregularity in the Assignment brief or Examination Paper
- if there are circumstances that the Examination Board was not aware of when its decision was taken.

Appeals which question the academic judgement of examiners shall not be admissible; disagreement with the judgement of the Examination Board does not constitute grounds for review.

It is the responsibility of students to make known, in writing, to the Registrar's Office, as soon as possible after the assessment or at the latest within seven working days of the assessment having taken place, any medical, personal or other circumstances which, to a significant extent, may have affected adversely their performance at examination/assessment and, when required, to provide evidence thereof. Students should note that a review may result in confirmation, upgrading or downgrading of the initial result/decision.

Appeals for review are overseen by the Schools Executive Committee.

7.12.2.1 Procedures for Carrying out a Review

The Registrar will consider all documented evidence and will decide if the student has adequate grounds for review. The Registrar will reach one of the following conclusions:

1. that there are adequate grounds for review

2. that there are not adequate grounds for review
3. that further investigation is required before adjudicating on the request for a review.

Should conclusion (1) above be reached, the Registrar will request the internal or External Examiner to re-examine the student's script, taking into account the circumstances surrounding the review. This may result in the mark awarded to the assessment being revised. If the mark is revised, the Examinations Board will be requested to re-consider the student's results. Such a request shall be accompanied by all relevant documentation in order that the Board may make an informed decision. The decision of the Board shall be final.

Should conclusion (2) above be reached, the student will be notified accordingly and the matter will be considered closed.

Should conclusion (3) above be reached, the Registrar shall arrange further investigation. The form of such further investigation shall be appropriate to the individual case and may include oral hearings. Should the oral hearing involve the appellant then he/she will have the right to be accompanied by one person nominated by the appellant.

If a request for review is upheld the student will be given a full refund of the review fee.

7.12.3 PROCEDURES FOR VIEWING EXAMINATION SCRIPTS

All learners regardless of the outcome of an appeal are entitled to view their corrected examination scripts. Applications to view corrected examinations scripts must be received by the Registrar's Office not later than seven working days after the date of the publication of results or in the case of an unsuccessful appeal, not later than seven working days after the date of the publication of the result of the appeal. The application form (**F7.11**) can be found on the Registrar Office website.

- I. Only the registered learner may view the examination script and only on production of a valid DBS student card.
- II. Learners may view their scripts in the Examinations Office. They may not be accompanied and may not remove any examination material from the Examinations Office.
- III. If an error is found on the examination script the learner should invoke the verification process in 7.12.1 above.

7.12.4 COMPLAINTS

If a learner is dissatisfied with the outcome of the appeals processes and believes that the procedures have been conducted improperly then she/he has a right to draw this to the attention of DBS, Liverpool John Moore's University (LJMU) or the University of Wales as appropriate, within 15 working days of the announcement of the decision. The learner must be advised that this is not a re-opening of the appeal and that she/he must provide reasonable evidence of procedural impropriety. Following a decision from DBS or the University (LJMU or Wales), the student must be formally notified that s/he has exhausted all procedures of the College or University and that the matter is now closed.

Complaint forms may be obtained from the Registrar's Office, the LJMU website: [www.ljmu.ac.uk/Student Services](http://www.ljmu.ac.uk/Student%20Services), or the University of Wales, Validation Unit Quality Handbook; Policies and Procedures.

Learners must ensure that the completed complaint form (which should include full details of the complaint) is submitted by the published deadline. If any relevant supporting documentation is not available at this time, this should be indicated on the form and supplied within a maximum of 10 working days. Students should be aware that after this time their complaint will be considered without reference to outstanding supplementary evidence.