

Appendix 6

Recheck, Viewing of Examination Scripts and Academic Appeals Procedure – SAM System

1. Viewing of Examination Scripts

1.1 SETU will make arrangements to facilitate students wishing to view their corrected examination scripts. This is to facilitate timely and constructive feedback to students on their exam performance.

1.2 The procedure attaching to the viewing process is as follows:

- a) Students wishing to view their scripts must make an application to view scripts online using the relevant form;
- b) Students will be allowed view their formal examination script, in consultation with the appropriate Faculty, after completion of the Examination Boards. Continuous assessments may not be viewed through this process. Deferred subjects cannot be viewed. Students will not be allowed to remove the scripts from the room or take copies.
- c) Students attending the viewing will be required to produce their student identity card to the officer in charge.
- d) No person other than the registered student will be allowed to view scripts even with the student's permission. Students are advised to take particular notice of this provision when making holiday arrangements.
- e) This process will facilitate students wishing to access information relating to their completed scripts only.
- f) Upon viewing of scripts, if an error is found in the calculation of marks the student will need to complete the relevant form to recheck the examination result as set out below.

1.3 Viewing of examination scripts should not be confused with a “review” of an assessment, where review implies a re-examination. The SAM system does not permit a re-examination of assessments unless such a re-examination is determined necessary by an appeals process.

2. Recheck of Examination Results

2.1 A recheck can only be requested once the student has completed the viewing of scripts procedure set out above.

2.2 To recheck the examination materials shall mean to verify that all sections of the examination materials (including continuous assessment) have been marked and that these marks have been entered and combined accurately in the results sheets used in arriving at the final examination result.

2.3 A recheck does not involve an academic re-examination or re-evaluation of the material presented by the student. It is simply a re-verification that all materials submitted were indeed marked and that the total of marks was correctly calculated and notified.

2.4. A recheck may be requested for any and all modules. A recheck may be requested for any item for which an examination mark has been entered.

2.5 The following procedure for mark rechecking applies:

- a) Students must request a recheck of their examination results within 5 working days of viewing their exam script(s). This request must be submitted on the relevant form (available from the Office of the Vice President for Academic Affairs, Teaching and Learning). This period may be extended in exceptional cases;
- b) The result will be rechecked as soon as practicable through the appropriate Head of Department;
- c) The recheck shall ensure that all elements of the examination materials have been marked and that all resulting marks have been recorded, collated and set down accurately in the process of arriving at a final result;
- d) The Head of Department shall advise the Office of the Vice President for Academic Affairs, Teaching and Learning in writing of the outcome of the recheck and the Office of the Vice President for Academic Affairs, Teaching and Learning shall ensure that any necessary amendments be made to the Broadsheet of Results. The outcome of the recheck shall be communicated to the Programme Board and the student as soon as practicable;
- e) A fee per subject shall be payable for the recheck of examination results. This fee shall be reimbursed should any change to the Broadsheet of Results be necessary as a consequence of the recheck.

3. Academic Appeals

3.1 Students are encouraged, where possible, to address any queries that they may have on assessment results or outcomes with the relevant Internal Examiner through normal feedback channels.

3.2 The appeals process is not a substitute for, nor an alternative to, feedback and is only relevant where criteria set out in this section are met. Invalid appeals will not be considered under this section.

3.3 Assessment results may be appealed only on the basis of perceived substantive irregularity or inequity in the assessment/examination process or in the delivery of the prescribed curriculum in accordance with criteria approved and ratified by the Academic Council or other validating authority.

3.4 Appeals that dispute the academic judgement of an Examination Board will not be considered valid.

3.5 Appeals based on mitigating circumstances will similarly be declared invalid.

3.6 Appeals will only be considered after the relevant Examination Board has approved the marks/results.

3.7 Appeals may not be used to raise complaints or criticisms of a member of University staff and should be based on facts only. If students wish to raise a complaint, they should in the first instance discuss the matter with the relevant Head of Department, or proceed through the University's policy on respect and dignity or any other policy which deals with such matters.

3.8 Pending the outcome of an appeal, students are advised that:

- a) An appeal may not necessarily be successful;
- b) Candidates should avail themselves of any opportunity to repeat the assessment, on the understanding that to repeat an assessment would not prejudice their appeal in any way;
- c) The conferring of an academic award, where relevant, may be deferred, pending the final outcome of the appeal.

3.9 The following procedure applies:

- a) A student who wishes to appeal an assessment result must do so in writing, on the appropriate appeals form, setting out the grounds for the appeal in full. Requests received after the published deadline will only be considered following the next examination session (i.e. the following summer or autumn as appropriate);
- b) There shall be a fee for an assessment appeal. This fee will be reimbursed should the appeal be upheld;
- c) Appeals are considered by the Appeals Board. Valid appeals are referred to the relevant Head of Department (or equivalent) to consult with the relevant Programme Board or individual Internal Examiner(s), as appropriate. Heads of Department are required to respond to the appeal in writing;
- d) The Appeals Board is chaired by the Vice President for Academic Affairs, Teaching and Learning or their nominee. The remaining members of the Appeals Board shall be at least: three academic staff members of the Taught Studies Programmes, Teaching and Learning committee, one student member of Academic Council and two Heads of Faculty;
- e) A member of the Appeals Board will withdraw from proceedings when a student's appeal is being considered where a perceivable conflict of interest arises, such as, but not limited to: (1) personal relationship with the student

concerned; or (2) the student is appealing a module taught by the Appeals Board member.

- f) The Appeals Board shall consider the appeal only on the grounds on which it is presented, and shall, as appropriate, consult with the Programme Board, with individual Internal Examiner(s) and with the External Examiner(s);
- g) The Appeals Board shall determine the appeal by giving a decision. The Vice President for Academic Affairs, Teaching and Learning shall inform the appellant and the Head of Department (who will in turn advise the Programme Board and/or the relevant Internal Examiner) in writing of the outcome of the appeal and of the grounds on which the decision was made.
- h) Where an aspect of an appeal should be considered under a different policy, i.e. respect and dignity, then the relevant detail shall be forwarded to the relevant body by the Appeals Board.