

# THE GLASGOW SCHOOL OF ART

## Code of Procedure for Appeals

POLICY DETAILS:

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## 1. Introduction

The Senate of the University of Glasgow has agreed with the Academic Council of Glasgow School of Art (hereinafter referred to as GSA) that a procedure for the consideration of appeals against academic decisions be established for students studying courses taught wholly by GSA, and which leads to an award of the University of Glasgow.

Appeals will be considered by a GSA Appeals Committee. This procedure is applicable to all undergraduate, taught postgraduate and research postgraduate students.

It has been approved by the Senate of the University of Glasgow and the Academic Council of GSA and covers appeals against academic decisions on progress and final degree assessment and examinations and awards.

In the case of Programmes, taught jointly with another institution, the institution that is responsible for teaching the course concerned will consider the appeal under its process.

If an appeal is submitted for more than one course, where delivery is jointly shared, the process as set out in the relevant Agreement will be followed.

Similarly, a programme level appeal will be considered under the appeals process of the administering institution as set out in the relevant Agreement.

## 2. Principles

The Code of Procedure for Appeals observes the general principle that a student should have a full opportunity to raise an appeal against an academic decision without fear of disadvantage and in the knowledge that their confidentiality will be respected.

If it is found by the Appeals Committee that the Final Examination Board or relevant academic decision-making body was not aware, for good reason, of information that had impacted on assessment, the Appeals Committee will direct the Final Examination Board or relevant academic decision-making body to reconsider the assessment outcome, taking into consideration the new information, in accordance with the Code of Assessment.

The Committee shall not have the authority to alter an academic decision. If relevant factors are raised by an appeal which should have been made known to the Final Examination Board or relevant academic decision-making body or which that board or body failed to take into account, the Committee shall instruct it to reconvene to reconsider the assessment.

All decisions must be agreed by the majority of the panel considering the appeal.

## 3. Support

**3.1 Access** – Enrolled students have the right to equal access to the GSA appeals process. It is important to recognise the barriers that some people may face in raising appeals. These may be physical, sensory, communication or language barriers, but can also include their anxieties and concerns. Students pursuing an appeal may need support to overcome these barriers.

GSA has legal duties to make the appeals process accessible under equalities and mental health legislation. To meet these legal duties and responsibilities GSA will:

- proactively check whether students require interpretation and/or translation services for British Sign Language users;
- proactively check whether students require additional support to access GSA services (e.g. from the Glasgow School of Art Students' Association);
- provide a guidance on appeals, summarising the process in easy-to-read English.

This list is not exhaustive, and GSA will always consider its commitment to and responsibilities regarding equality and accessibility. Should students require any disability-related reasonable adjustments, these requirements should be raised with the Head of Registry.

**3.2 Confidentiality** – Students who submit an appeal should not suffer any detriment as a result of doing so and the student's rights of privacy and confidentiality will be respected at all stages of the process. In submitting an appeal, students must accept that limited disclosure of all or part of their submission, including aspects of their personal data, will be shared with those involved in the consideration of the appeal, in order to enable a full and thorough investigation of their case to proceed.

**3.3 Support & Representatives** – The Glasgow School of Art Students' Association (GSASA) is a body independent from GSA. The Student Engagement Team within GSASA can provide advocacy and support for students throughout the appeals process. It is recommended that students contact the Student Engagement Team prior to submitting their appeal. Students who are invited to a Full Hearing or a Full Hearing Review may also bring a representative with them for support (see **Section 8.3 Full Hearing** and **Section 9.2 Full Hearing Review**).

**3.4 Expenses** – Where an appeal is upheld in whole or in part, the expenses necessarily incurred by the student in pursuit of the appeal will be reimbursed. The expenses should be reasonable and proportionate incidental expenses associated with their appeal and supported by receipts signed and dated by the claimant. Expenses should be sent to the Head of Registry within 20 working days of receipt of the notification of the outcome of the appeal. The cost of obtaining legal advice is not considered a necessary expense and will not be covered.

#### **4. Who can submit an appeal?**

Any enrolled student undertaking an undergraduate or taught postgraduate programme who has received their published grades within the previous 20 working days. For postgraduate research students, the 20 working days would be from the date that they received their decision or outcome.

A student in their final year of study, who submits or intimates their intention to submit an academic appeal, will have to delay their graduation until the appeal process has been concluded.

Students cannot appeal once they have graduated and accepted their award.

## 5. What is an appeal?

An appeal is defined as a request for a review of a decision of an academic body charged with making judgements concerning student progression, assessment or awards.

An appeal may be made on any one or more of the following grounds:

1. that there is evidence of factors affecting the student's performance that, for good reason, was not available to the relevant academic body at the time it reached its decision;
2. that there is evidence that the assessment process and decision made by the relevant academic body was not in accordance with the approved scheme of assessment for the course;
3. that there is evidence that the student was given incorrect or misleading information regarding the approved scheme of assessment for the course.

Students submitting an appeal must ensure that they clearly identify under which grounds they are appealing and that appropriate supporting evidence accompanies their appeal.

## 6. What is *not* an Academic Appeal?

Some or all elements of an appeal may not be eligible for consideration under this procedure. If this is the case, the student will be advised under which procedure their appeal is relevant, and asked in writing, to consent to transferring the matter to the relevant process.

The following are examples of things which will not be considered as an academic appeal:

- Questioning of academic judgement;
- Information which has already been properly considered by the relevant academic body;
- Matters not relating to the assessment and grading of work;
- Matters which would be considered as a complaint; *and/or*
- Matters relating to staff or student conduct.

## 7. When can you submit an appeal?

Students on taught programmes should intimate their intention to appeal within 10 working days of the publication of their grades. They should then submit their appeal, with all associated documentation, within 20 working days of the publication of their grades.

Postgraduate research students should intimate their intention to appeal within 10 working days of receiving the decision from the relevant academic body. They should then submit

their appeal, with all associated documentation, within 20 working days of receiving the decision.

## 8. The Appeals Process

Students can consider submitting an appeal once they have received their published results. Results for students on taught programmes are published on the Student Gateway and students will receive an email advising when they are available.

Postgraduate research students can submit their appeal from the date they are informed of their progress or final decision, which is normally received by email.

Prior to submitting an appeal, students are encouraged to meet with their Programme Leader/Head of Department or Primary Supervisor to discuss their results and ask any questions related to their assessment. If, after this meeting, a student wishes to submit an appeal, the steps here outline the procedures followed throughout the appeals process (see **Annexe 1: Flowchart**).

### 8.1 Submission

**Step 1:** Students must intimate their intention to appeal, by email, to Registry within 10 working days from receiving the notification that their grades or outcome are available.

**Step 2:** All appeals must be submitted, at the latest, within 20 working days from notification of their published grades/outcome. In order to be considered, students must include the completed appeal form (*insert link*), an appeal statement and all supporting documentation that they wish to be taken into consideration.

If a student wishes to make a late appeal or add additional information to their appeal after the deadline for receipt, they will be asked to provide the reasons for the delay to the Head of Registry.

This will be considered by a member of the Appeals Committee and if they are satisfied that the student was precluded from appealing or providing the additional information, within the timescale, and the exceptional circumstances are relevant to the appeal, the appeal or additional information will be taken into consideration.

### 8.2. Preliminary Hearing

**Step 3:** Students will be advised when the Appeals Committee has appointed an Appeals Panel to consider their appeal. All appeals are considered in the first instance at a Preliminary Hearing which will be held no later than 15 working days from the deadline for receipt of the full appeal. Information on how the Appeals Committee and Appeals Panel are appointed is described in **Annexe 2: Membership of the Appeals Committee** and **Annexe 3: Roles & Responsibilities**.

**Step 4:** Prior to consideration at a Preliminary Hearing, details of appeals may be shared with members of academic staff who were involved in the assessment or examination of the work

in question. This allows academic staff to provide a response to the appeal which will be taken into consideration by the Appeals Panel.

**Step 5:** On receipt of all information, the Appeals Panel will convene the Preliminary Hearing meeting in order to determine if there are grounds for appeal.

Only the Appeals Panel is required to attend the Preliminary Hearing.

There are 3 possible outcomes that can be determined by the Appeals Panel at a Preliminary Hearing:

1. The appeal is dismissed as there are no competent grounds stated; or the evidence submitted could reasonably have been provided to the Final Examination Board or relevant academic decision-making body;
2. It is determined that there may be valid grounds for the appeal submitted and the Appeal Panel agree that a Full Hearing of the appeal should be scheduled;
3. It is clear that there were factors affecting the student's performance that, for good reason, were not available to the Final Examination Board or relevant academic decision-making body at the time it reached its decision. This outcome would result in the Appeals Panel recommending that the appeal should be upheld and guidance or direction given to the relevant academic decision-making body as to the relevant outcome as described in the Code of Assessment and application of Good Cause.

**Step 6:** The student will normally be informed by the Convenor of the Appeals Panel of the decision made at the Preliminary Hearing within 10 working days of it taking place.

This communication will include a report of the findings of the Appeals Panel and will state which of the outcomes outlined in Step 5 has been determined. This communication will include copies of any additional information which was taken into consideration by the Appeals Panel, and which has not already been made available to the student.

Depending on the outcome of the Preliminary Hearing, the student will also be advised of the next steps in the process that are available to them including how to request a review of the outcome (see Section 9, The Review Process) if the appeal is dismissed or not upheld.

### 8.3 Full Hearing

**Step 7:** Where a Full Hearing is to be convened, it will be normally be considered by the same Appeals Panel that was in place for the Preliminary Hearing.

Prior to convening a Full Hearing, the Appeals Panel will determine:

- Whether any further information is required from any member of staff, department or third-party and whether additional consent is required from the student to gather this information;
- Whether any further information is required from the student;

- Who should be invited to attend the Full Hearing;
- Whether the advice of an expert is required to deal with a question of fact or special difficulty. Such an expert shall provide a written report and where appropriate shall be invited to attend a Full Hearing.

**Step 8:** The student will be invited to attend the Full Hearing. They will be notified of the date and time of the Full Hearing at least 10 working days in advance.

When notified, the student will be provided with:

- Copies of all the information that has been taken into consideration, to date, in the consideration of their appeal;
- The names of who will be attending and their roles in the process;
- If there is a requirement to have a third party attend the Full Hearing, the student should be advised in which capacity they will be attending, and the reason for their presence;
- Confirmation that they can be accompanied at the Full Hearing and guidance on what this support role can provide;
- Details as to where they can access support in the process;
- The opportunity to advise the Appeals Panel of any reasonable adjustments required for the Full Hearing;
- The format of the hearing – e.g. in-person, via video link. All hearings can be undertaken via video link at the request of the student;
- The date by which they must respond to the invitation;

If the student does not respond, or cannot attend on the scheduled date, they will be given another opportunity to attend.

If the student does not respond or cannot attend on the rescheduled date, the Appeals Panel will consider:

1. Whether there is good reason for not being able to attend, and whether the Full Hearing should be re-scheduled again;
2. Whether the Full Hearing should proceed, and the appeal be considered without the presence of the student;
3. Whether the student should be given the opportunity to submit a further written statement in support of their appeal;
4. Whether the student should be given the opportunity to nominate a third party to represent them at a Full Hearing.

**Step 9:** At least 5 working days before the Full Hearing, the student will be reminded of the date and time and asked to confirm their attendance, as well as provide the name of any person that will be accompanying them. If the Full Hearing is to take place via video link, the email address of the person accompanying the student will also be required. If any other person, has been asked to attend, they also will be asked to confirm their attendance at this time.



**Step 10:** At the start of the Full Hearing, the Convenor of the Appeals Panel will welcome all persons attending, provide a brief outline of the appeal, the reasons for which the Hearing has been convened and procedures to be followed during the Hearing. The student will be asked if they have any initial questions, and to confirm that they are happy to proceed with the Full Hearing.

During a Full Hearing the following guidance should be followed:

- The Appeals Panel can ask the student, and any person present, questions relevant to determining the outcome of the appeal.
- The student and/or their representative can ask the Appeals Panel, and any person present, questions that are relevant to the appeal.
- Once all questions and additional information have been provided/answered, the student should be asked if there is anything else they wish to add.
- If a third-party is present, their role is to answer questions directed to them specifically and in relation to the reason they are attending. They are not required to stay for the duration of the Full Hearing, unless it is requested by either the Appeals Panel or student.
- The Convenor of the Appeals Panel should, when closing the meeting, provide a brief summary of what has been discussed and ask those present to confirm that they are satisfied that the summary is an accurate reflection of the meeting.
- The Head of Registry or their nominee will be present to take notes during the meeting.

**Step 11:** After the procedures at the Full Hearing have concluded, the Appeals Panel will discuss, in private, all information at their disposal and determine the outcome of the appeal.

Outcomes at their disposal are to dismiss or uphold the appeal, either in full or in part.

**Step 12:** The student will normally be informed by the Convenor of the Appeals Panel of the outcome of their appeal within 10 working days of the Full Hearing. This communication will include a report of the findings of the Appeals Panel, and will state the reasons for their decisions, and outline any remedy or remedies which will be put in place.

## 9. The Review Process

GSA understands and acknowledges that there will be times where a student is not satisfied by the outcome of their appeal either after a Preliminary or Full Hearing. Where this is the case, a student has the right to ask for a review of their appeal.

In order for a review to be considered, the student must provide a statement which outlines why they believe the appeal outcome should be reviewed, and on what grounds. The reasons that it may be relevant to review an appeal are:

1. The student has new information that was not available at the time the original outcome was reached.
2. The student believes that the original Appeals Panel did not follow the proper process or procedure as set out in this Code of Procedure of Appeals.

Further supporting evidence must be included with the student's statement.

Students must submit their statement and supporting evidence when requesting a review to the Head of Registry, within 10 working days of receipt of the original outcome.

All requests for review will be acknowledged by Registry, on receipt.

The statement and supporting evidence submitted will be considered by a member of the Appeals Committee who also is a member of Academic Council. They will not have been involved in the original Hearing, nor have had any involvement in the student's assessment process.

If the member of the Appeals Committee believes there to be sufficient reason to review the original outcome, the student will be informed that their appeal will be reviewed.

The review process will be different, depending on whether the original appeal was concluded after a Preliminary Hearing or a Full Hearing.

## **9.1 Preliminary Hearing Review**

If the original appeal outcome was determined at the Preliminary Hearing stage, the request for a review will be considered by a Review Panel at the Preliminary Review stage and the following will apply:

- A Review Panel will be convened to consider all the evidence and information made available at the original Preliminary Hearing. It will also consider the review statement, and any additional evidence provided by the student.
- The Review Panel will consist of three members of the Appeals Committee.
- No member of the Review Panel will have been involved in the original Preliminary Hearing and outcome.
- The Convenor must be a member of Academic Council.
- No member of the Review Panel will have directly been involved in the original assessment of the student's work.
- The Head of Registry or nominee will provide administrative support.

Following consideration, the Review Panel can determine either:

1. That the decision made at the Preliminary Hearing still stands, and provide the reasons to the student as to why that they believe this to be the case. If this is the outcome the student will be advised that the review of their appeal has not changed the decision made at the Preliminary Hearing and that the matter is now closed. The student should be advised that they can request a review of their appeal by the

University of Glasgow Senate Appeals Committee (see **Section 9.3 University of Glasgow Review**).

2. That they believe that there may be grounds to reconsider the appeal and that a Full Hearing should be convened. If this is the outcome, **Steps 7-12** (see **Section 8.3 Full Hearing**) should be followed and the members of the Review Panel should be re-constituted as an Appeals Panel to undertake the Full Hearing; *or*
3. That it is clear that there were extenuating circumstances that had impacted on the student's ability to complete their assessment and that this information was, for good reason, not previously submitted to the Final Examination Board or relevant academic decision-making body via the Good Cause process. This outcome would result in the Review Panel recommending to the Examination Board or relevant-academic decision-making body that the appeal should be upheld and direction given as to the relevant outcome as described in the Code of Assessment and application of Good Cause.

## 9.2. Full Hearing Review

If the original appeal outcome was determined at a Full Hearing, it will be reviewed by a Review Panel at the Full Hearing Review stage and the following will apply:

- A Review Panel will be convened to consider all the evidence and information made available to the original Appeals Panel. They will also consider the review statement, and any evidence provided by the student.
- The Review Panel will consist of three members of the Appeals Committee, and will also be members of Academic Council. Senior members of academic staff not serving on the Appeals Committee may also be co-opted to serve on the Review Panel if required.
- No member of the Review Panel will have been involved in the Full Hearing and outcome.
- The Convenor will be the Deputy Director Academic, or their nominee from the membership of Academic Council.
- No member of the new Review Panel will have been directly involved in the original assessment of the student's work.
- The Head of Registry or nominee will provide administrative support.

In addition to the above and with the student's consent, a Glasgow School of Art Students' Association Sabbatical Officer or their nominee will be invited to observe the conduct of the hearing. Their role is to be satisfied that the hearing is held in accordance with the agreed procedures and to raise any concerns if they believe that the process is not being followed. These concerns can be raised during the Full Hearing Review, or in writing within one working day of the Full Hearing Review meeting.

Any Sabbatical Officer who is to attend in the capacity of observer will receive an induction by the Convenor of the Review Panel of appeals process being followed.

Following consideration, the Review Panel can determine either:

1. That the decision made at the Full Hearing still stands, and provide the reasons to the student as to why that they believe this to be the case. If this is the outcome the student will be advised that the review of their appeal has not changed the decision made at the Full Hearing and that the matter is now closed. The student will be advised that they can request a review of their appeal by the University of Glasgow Senate Appeals Committee (see **Section 9.3 University of Glasgow Review**).
2. That it is clear that there were extenuating circumstances that had impacted on the student's ability to complete their assessment and that this information was, for good reason, not previously submitted to the Final Examination Board or relevant academic decision-making body via the Good Cause process. This outcome would result in the Review Panel recommending to the Examination Board or relevant academic decision-making body that the appeal should be upheld and guidance or direction given as to the relevant outcome as described in the Code of Assessment and application of Good Cause.

### **9.3 University of Glasgow Review**

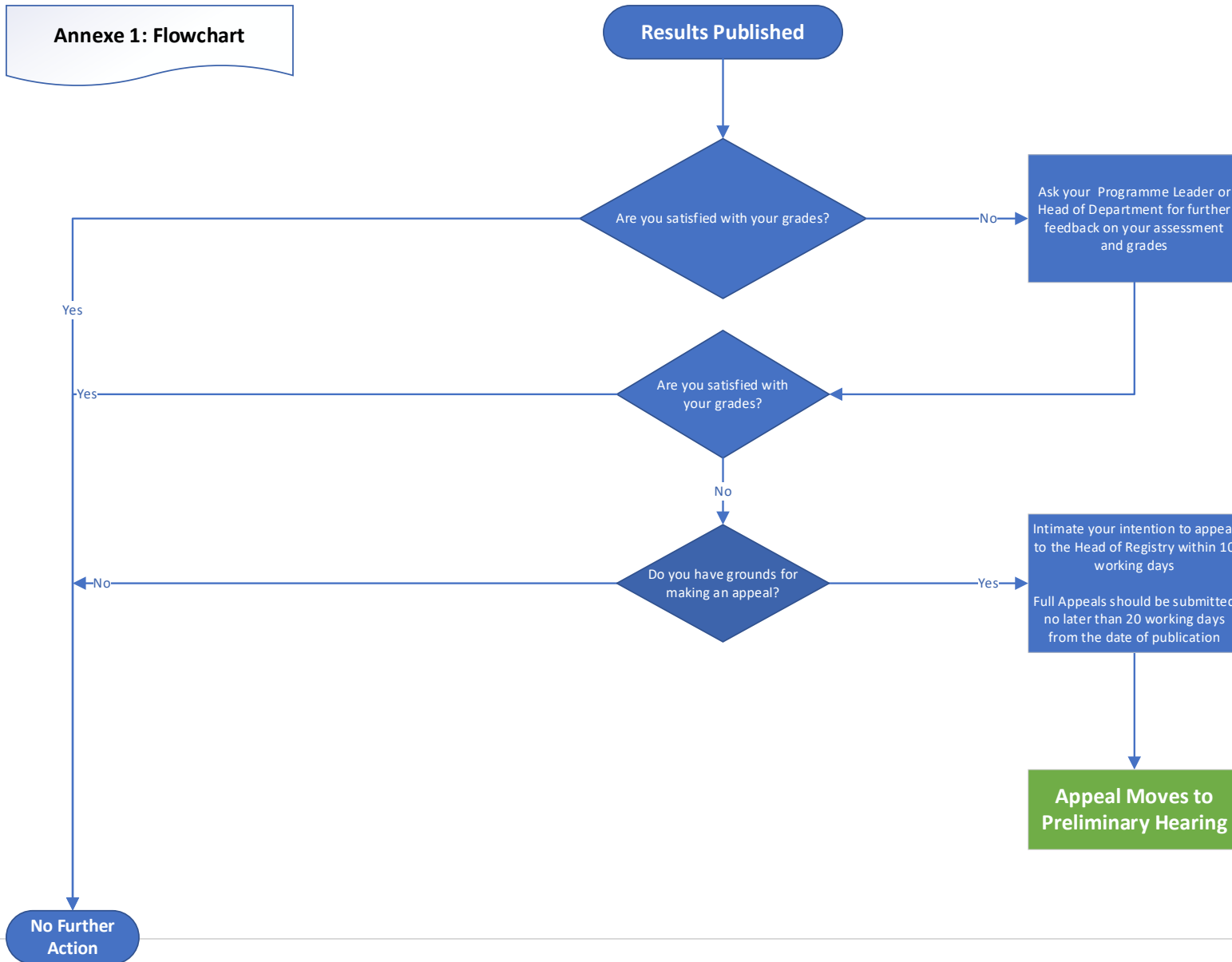
Once GSA has concluded its appeals procedure and the student has been informed that they have no further right of appeal under the GSA appeals process, students have the right to submit an appeal to the University of Glasgow Senate Appeals Committee only on the grounds that:

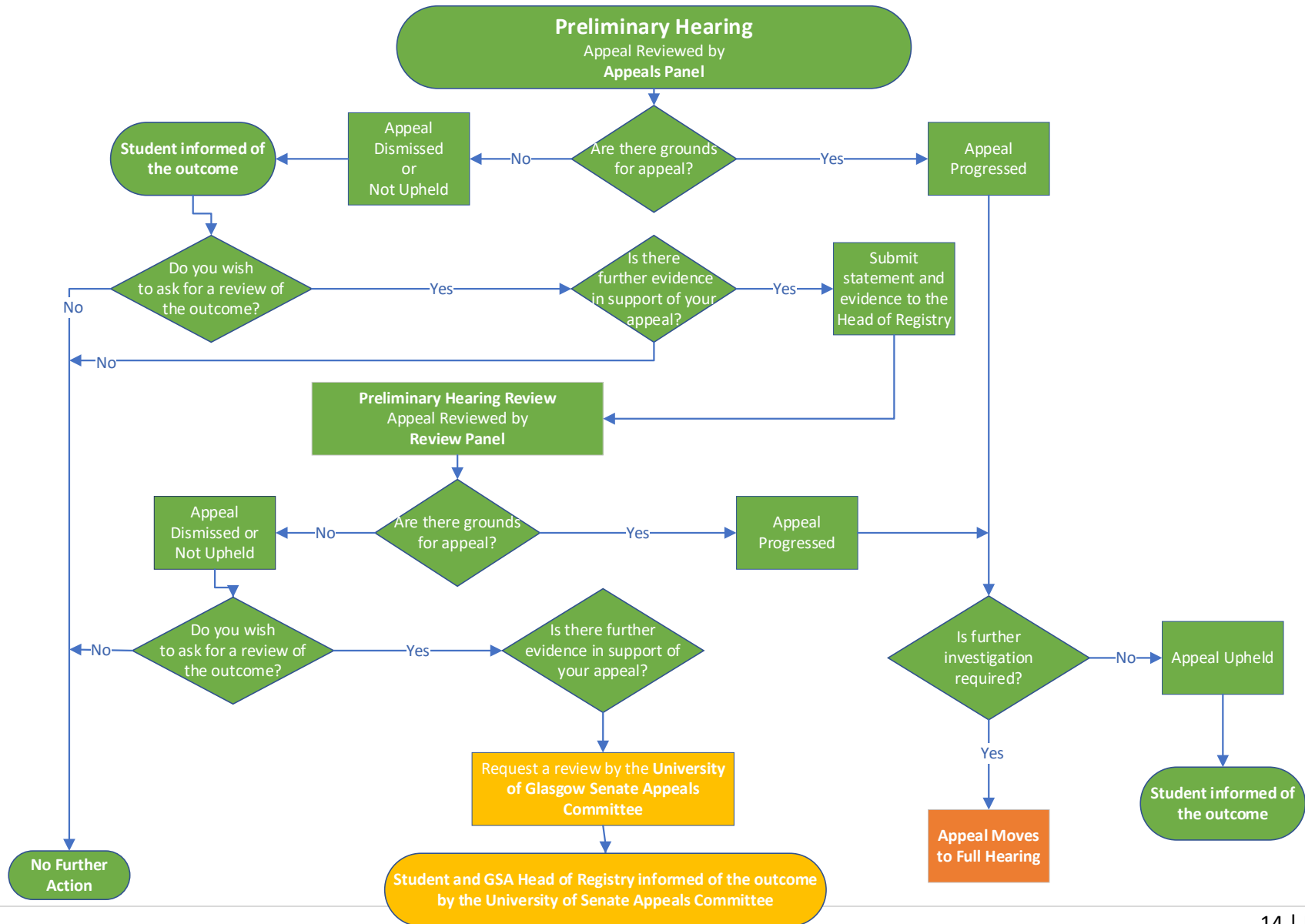
1. New evidence has emerged which could not reasonably have been produced to the GSA Appeals Committee when considering the appeal; and/or
2. There is evidence of defective procedures at the GSA Appeals Committee level; and/or
3. The outcome of the GSA Appeals Committee was manifestly unreasonable.

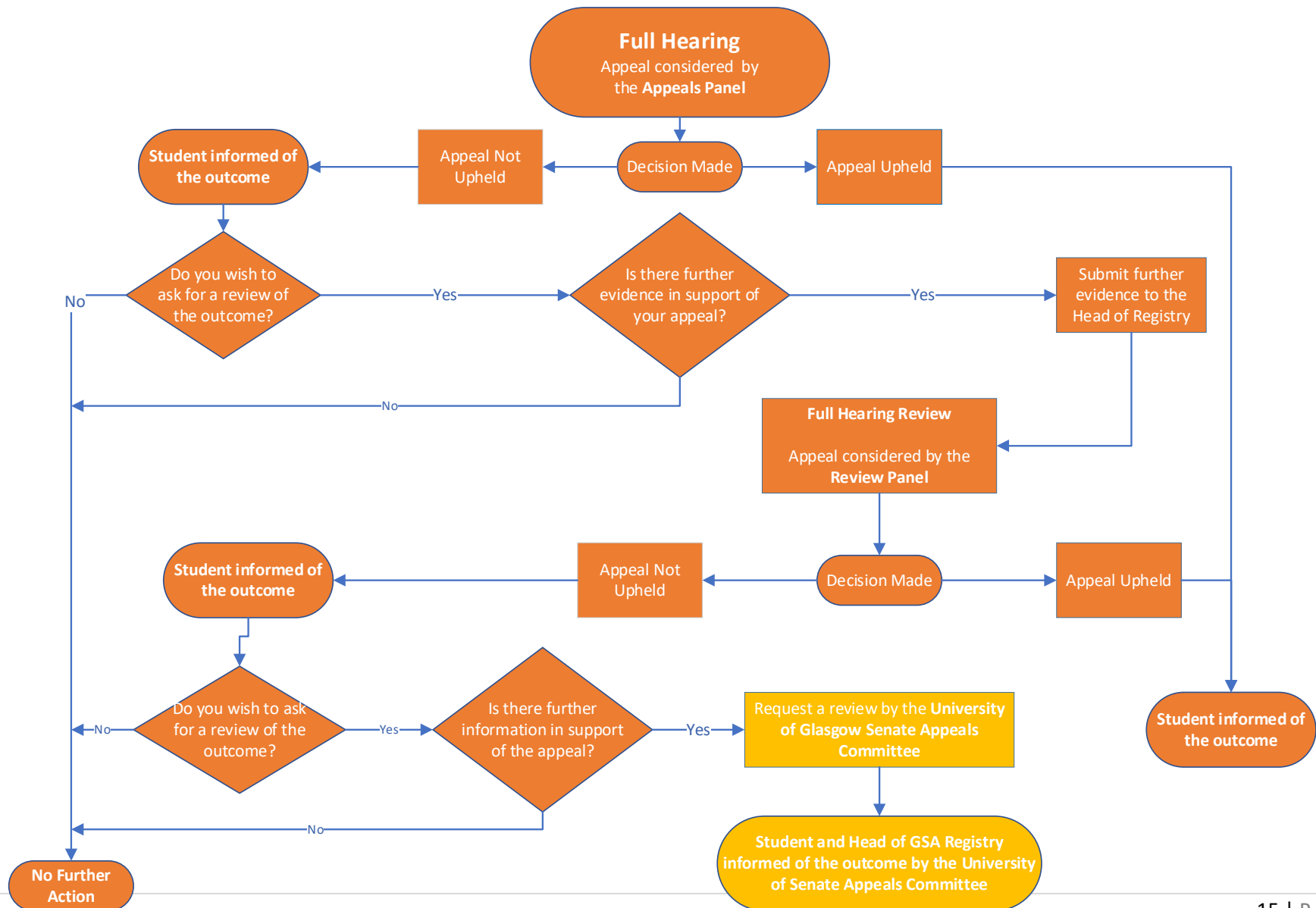
Details of the University of Glasgow's appeals and review process can be found on their website:

<https://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/academicappealsstudents/>.

## Annexe 1: Flowchart







## **Annex 2: Membership of the Appeals Committee**

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The role of the Glasgow School of Art Appeals Committee is to determine the outcome of the appeals submitted in each academic year.

Membership of the Appeals Committee will comprise the Deputy Director Academic, the Heads of School, and an additional 15 members nominated by the Heads of School. Each Appeals Committee shall sit for one academic year. Heads of School must nominate three individuals each with experience of assessment, teaching and supervision at undergraduate and postgraduate (including research) levels. Heads of School must notify Registry of their nominations for the Appeals Committee in September, and the membership will be reported to Academic Council in December. Members will serve on the Appeals Committee until all appeals for each academic year have been heard (including resits and resubmissions).

Members of the Appeals Committee will be selected to sit on Appeal Panels for Preliminary Hearings; Preliminary Hearing Reviews; Full Hearings; and Full Hearing Reviews. Each of these panels requires a minimum of three members drawn from the Appeals Committee, who must confirm on being selected for a panel that they have not been involved in the assessment or teaching of the relevant student(s). One member of each panel will be selected as Convenor. The Head of Registry, or their nominee, will provide administrative support to individual Appeals Panels.

Other senior members of academic staff not serving on the Appeals Committee may also be co-opted to serve on Full Hearing Review panels if required.

When considering an appeal, members must ensure that they consider all evidence provided, and that they make decisions based on that evidence. Information relating to appeals (including supporting documentation) should not be shared with any individuals, except where it is necessary to enable a full and thorough investigation. Members of the Appeals Committee are responsible for acquainting themselves with the Code of Procedure for Appeals. The Head of Registry, or their nominee, will organise induction sessions for new members nominated to serve on the Appeals Committee.



## Annex 3: Roles & Responsibilities

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### The Student

The student who has submitted the appeal is responsible for:

- Discussing their results with their Programme Leader or other relevant academic, prior to submitting their appeal;
- Ensuring that they have read and understood the Code of Procedure for Appeals and understand under which grounds they are appealing;
- Adhering to any timelines as described in the Code of Procedure for Appeals;
- Seeking support from relevant offices, such as the Glasgow School of Art Students' Association, if they wish to do so; *and*
- Responding in a timely manner to communications and requests from GSA associated with their appeal.

### The GSA Appeals Committee

The GSA Appeals Committee is appointed on an annual basis to consider appeals made during an academic session (see **Annexe 2: Membership of the Appeals Committee**). Members of the Committee are responsible for:

- Familiarising themselves with the Code of Procedure of Appeals;
- Making themselves available for the consideration of appeals; *and*
- Declaring any conflict of interest when they are asked to be part of a Panel.

### Appeals Panels

Appeals Panels are convened to consider appeals. Members of the Appeals Committee are selected to sit on Appeals Panels. They are responsible for:

- Considering appeals at the relevant stage of the process and determining the outcome.

### Review Panels

Review Panels are convened to consider Preliminary Hearing and Full Hearing Reviews. Members of the Appeals Committee are selected to sit on Review Panels. They are responsible for:

- Considering reviews of the appeals process at the relevant stage of and determining the outcome.

### The Convenor

A Convenor will be appointed from the Appeals Committee to preside over Appeals and Review Panels. They are responsible for:

- Appointing the rest of the Appeals/Review Panel, liaising with the Head of Registry;
- Ensuring the Appeals/Review Panel reaches a majority decision on all appeal/review outcomes;
- Approving all reports and communications that are sent to the student; *and*
- Acting as convenor until the outcome of the appeal is determined;

## **The Head of Registry**

The Head of Registry will normally provide administrative support to the appointed Appeals/Review Panels and is responsible for:

- Ensuring all appeals/reviews are logged, acknowledged and shared with the relevant Appeals/Review Panel;
- Co-ordinating the appointment of the Convenor;
- Appointing members of academic staff to an Appeals/Review Panel, liaising with the Convenor to do so;
- Co-ordinating the dates and times for Preliminary and Full Hearings and Review meetings;
- Writing reports and communicating with students on behalf of the Convenor of the Appeals/Review Panel;
- Sourcing further information, as requested by the Appeals/Review Panel;
- Maintaining a central record of all appeals for the purposes of reporting as required; *and*
- Introducing the Code of Procedure of Appeals and the relevant procedures to new members of the Appeals Committee.