

THE GLASGOW SCHOOL OF ART

Student Guide to Appeals

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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.

What *isn't* an appeal?

Some or all elements of an appeal may not be eligible for consideration via the appeals process. Where this is the case, you will be advised under which procedure your appeal is relevant, and asked to consent to transferring the matter to the relevant process (e.g. the [Complaints Handling Procedure](#) or the [Student Conduct Procedure](#)).

The following will not be considered as an academic appeal:

- Questioning of academic judgement; *and/or*
 - Information which has already been considered by the Final Examination Board or relevant academic decision-making body; *and/or*
 - Matters not relating to the assessment and grading of your work; *and/or*
 - Matters which would be considered as a complaint; *and/or*
 - Matters relating to staff or student conduct.
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What are the grounds for appeal?

An appeal may be made against the decision of the Final Examination Board or relevant academic decision-making body on any one or more of the following grounds:

- 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; *and/or*
- 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; *and/or*
- That there is evidence that the student was given incorrect or misleading information regarding the approved scheme of assessment for the course.

If you wish to submit an appeal, you *must* ensure that you identify the grounds under which you are appealing clearly, and include appropriate supporting evidence.

Can an appeals panel raise my grade?

No. An Appeals Panel cannot alter the decision of examiners. The Panel can, however, refer an assessment back to the Final Examination Board or relevant academic decision-making body to consider it again in light of the Panel's findings.

Who can make an appeal?

Any enrolled student undertaking an undergraduate, taught postgraduate or postgraduate research programme who has received their published grades within the previous 20 working days can make an appeal.

When can I appeal?

If you are on a taught programme, you should intimate your intention to appeal within 10 working days of the publication of your grades. You should then submit your appeal, with all associated documentation, within 20 working days of the publication of your grades.

If you are on a postgraduate research programme, you should intimate your intention to appeal within 10 working days of receiving the decision from the relevant academic body. You should then submit your appeal, with all associated documentation, within 20 working days of receiving the decision.

If you wish to make a late appeal or add additional information to your appeal after the deadline for receipt, you will be asked to provide the reasons for the delay. This will be considered by a member of the Appeals Committee. If they are satisfied that you were precluded from appealing or providing the additional information within the timescale, and that the reasons provided are relevant to the appeal, it will be taken into consideration.

How do I make an appeal?

Prior to submitting an appeal, you should meet with your Programme Leader to discuss your results and ask questions relating to your assessment. If, after this meeting, you wish to pursue an appeal you should:

1. Contact academicappeals@gsa.ac.uk to intimate your intention to appeal within 10 working days of your results being published. We recommend that you contact the Glasgow School of Art Students' Association at this stage, for advice and support.
 2. Submit a completed appeal form (www.gsa.ac.uk/media/2002892/GSA-Appeals-Form.docx), along with an appeal statement which outlines the case for your appeal and relevant supporting documentation within 20 working days of your results being published.
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Can I get help?

The Glasgow School of Art Students' Association can provide support at all stages of the appeals process. We recommend that you contact the Students' Association prior to submitting an appeal.

What are the stages of the appeals process?

The appeals process is divided into four stages.

Preliminary Hearing

All appeals submitted on time will be considered at a Preliminary Hearing in the first instance.

An Appeals Panel will be convened for a Preliminary Hearing and will comprise of a minimum of three members of the GSA Appeals Committee.

The appointed Appeals Panel will review the appeal and determine whether the appeal should be upheld; dismissed; or referred to a Full Hearing. Appeals are referred to a Full Hearing when the Panel deems that there may be grounds for appeal and that further investigation is required in order to reach a decision.

Students are not invited to attend meetings of a Preliminary Hearing.

Preliminary Hearing Review

When an appeal has been dismissed or not upheld at the Preliminary Hearing and the student is not satisfied with the outcome, they can request a review of the outcome. Normally the student will be required to provide additional supporting evidence for the appeal to be re-considered.

The Review Panel at a Preliminary Hearing Review will comprise of a minimum of three members of the GSA Appeals Committee. The Review Panel will not comprise the same membership as those who considered the appeal at the Preliminary Hearing Stage.

The Review Panel will re-consider all the evidence made available to the Preliminary Hearing Panel and any additional information received, and determine whether the appeal should be upheld; dismissed; or referred to a Full Hearing. Appeals are referred to a Full Hearing only where the Panel deems that there may be some grounds for appeal and that further investigation is required in order to reach a decision.

Students are not invited to attend meetings of a Preliminary Hearing Review.

If the student remains dissatisfied after the outcome of the Preliminary Hearing Review, they can request a review by the University of Glasgow Senate Appeals Committee.

Full Hearing

A Full Hearing takes place only where an appeal has been referred from a Preliminary Hearing or Preliminary Hearing Review Panel.

The Full Hearing is normally considered by the same Panel as referred it to a Full Hearing.

Students are invited to attend a Full Hearing. They will be given 10 working days' notice, and they may bring a representative.

At the conclusion of the Full Hearing, the Panel will consider all the evidence and on reaching a decision, prepare a report which outlines the outcome of the investigation.

Full Hearing Review

A Full Hearing Review will take place if the student is not satisfied with the outcome of the Full Hearing.

The Review Panel at a Full Hearing Review will consist of a minimum of three members of the Appeals Committee who are also members of Academic Council. The Convenor of the Review Panel will be the Deputy Director Academic, or their nominee. Senior members of academic staff not serving on the Appeals Committee may also be co-opted to serve on the Review Panel if required. The Review Panel will not comprise the same membership as those who considered the appeal at the Full Hearing Stage.

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.

Students are invited to attend a Full Hearing Review. They will be given 10 working days' notice, and they may bring a representative.

At the conclusion of the Full Hearing Review, the Panel will consider all the evidence and on reaching a decision prepare a report which outlines the outcome of the investigation.

If the student remains dissatisfied after the outcome of the Full Hearing Review, they can request a review by the University of Glasgow Senate Appeals Committee.

How long does an appeal take?

The duration of the process will vary depending on the circumstances of your appeal – depending, for example, on how many stages the appeal goes through.

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 appeal. You 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.

If the appeal is referred through further stages, either by yourself or by the Appeals Panel, this will add time to the process. We aim to have all appeals concluded as quickly as

possible, but there can sometimes be delays where people who are key to the process are unavailable. The important thing is that each appeal receives full and careful consideration.

Can I graduate while an appeal is ongoing?

No. You will have to delay your graduation until your appeal investigation has concluded. In addition, it is not possible to make an appeal once you have graduated.

I'm worried about upsetting academic staff. What should I do?

The appeals process observes the principle that all students should have the opportunity to appeal against an academic decision without fear of disadvantage. If you decide to appeal, your appeal will be considered by members of the Appeals Committee who have had no prior involvement in teaching or assessing you.

Will my appeal be treated confidentially?

Your confidentiality will be respected at all stages of the appeals process. In submitting an appeal, however, you must accept that limited disclosure of all or part of your submission, including relevant aspects of your personal data, may be required to enable a full and thorough investigation of your case.

If I am invited to attend a hearing, can I bring someone with me?

Yes. You can bring a representative of your choice to any appeals hearing that you are invited to attend.

I am not happy with the outcome of my appeal. What can I do?

After a Preliminary Review or Full Hearing Review (see above), the GSA internal appeals process concludes. At this stage, you will be informed that you have no further right to appeal under the GSA process. If you remain dissatisfied, however, you can submit an appeal to the University of Glasgow Senate Appeals Committee.

You may only submit an appeal to the University of Glasgow on the grounds that:

- New evidence has emerged which could not reasonably have been produced to the GSA Appeals Committee members considering the appeal; *and/or*

- There is evidence of defective procedures at the GSA Appeals Committee level; *and/or*
- 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/>.

Can I appeal to the University of Glasgow Senate in the first instance?

No. You must complete the GSA internal review process before approaching the University of Glasgow.

Can I claim expenses for any costs incurred to make an appeal?

Yes. If your appeal is upheld, GSA will reimburse you with any reasonable and proportionate incidental expenses associated with your appeal.

The convenor of the relevant Appeals/Review Panel may approve a claim for expenses relating to an appeal on the basis of the following criteria:

- That the appeal was upheld in whole or in part;
 - That the expenses were necessarily incurred by the student in pursuit of the appeal. The cost of obtaining legal advice is not considered a necessary expense and will not be covered;
 - That expenses relating to travel or accommodation are at the lowest rate available to the student, taking account of the circumstances of the appeal;
 - That the expenses are reasonable and proportionate;
 - That a claim for expenses is submitted to academicappeals@gsa.ac.uk within 20 working days of the date of the letter detailing the outcome of the appeal; *and/or*
 - That the claim for expenses is supported by receipts and is signed and dated by the claimant.
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