



University of
St Andrews

Student academic appeals

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UNIVERSITY OF ST ANDREWS

1. POLICY ON STUDENT ACADEMIC APPEALS

INTRODUCTION

1. SCOPE OF POLICY

The University of St Andrews recognises that there may be occasions when a student considers that they have grounds to appeal against an academic decision or outcome (for example, where the University has made an evaluation of the quality of a student's assessed work or a discretionary decision on a student's progression within, or completion of, a course of study). As part of its commitment to a high-quality student experience from the time of application to graduation, the University seeks to resolve academic difficulties between students and the institution as fairly and effectively as possible. The University will normally seek to resolve matters of concern as close as possible to the level at which they arise. Only when such channels are closed will procedures be initiated to formalise and escalate academic appeals to a higher level.

An academic appeal is a request for a formal review of an academic decision submitted on limited grounds (these are clearly detailed in Section 3 below). An appeal is distinct from a complaint which seeks to raise concerns about the quality or delivery of service a student has received from any part of the University. Complaints, including those academic in nature (such as those relating to the quality of teaching, supervision or delivery of a programme of study), are considered under a separate [Complaints Handling Procedure](#). This Appeals Policy also excludes complaints against the [Students' Association](#), for which separate procedures exist. Issues of [Fitness to Practise Medicine](#) are also dealt with under a separate policy.

2. ELIGIBILITY

This Policy applies to all students currently matriculated at the University of St Andrews. It is published with the authority of the University's *Senatus Academicus* ('the Senate'). All students accept the authority of the Senate by the act of matriculation. Students who have graduated (in person, *in absentia* or by requesting a non-graduating award such as a Certificate or Diploma of Higher Education) are not eligible to submit an appeal utilising these procedures (except where a former student has had a degree award withdrawn under sanctions applicable to the [Good Academic Practice Policy](#)). Students who have graduated as above have thereby indicated their formal acceptance of their academic results and therefore such results cannot be subject to subsequent appeal.

3. WHAT IS AN ACADEMIC APPEAL?

An academic appeal is a request for a formal review of an academic decision the University has made about a student's assessment (examination or coursework), discretionary progression within or completion of a programme of study, or termination of studies on academic grounds. An appeal is distinct from a complaint that seeks to raise concerns about the quality or delivery of service a student has received from any part of the University (including academic Schools or

Departments). Complaints are considered under a separate [Complaints Handling Procedure](#).

A request for a review of an academic decision will **ONLY** be considered where at least one of the following three grounds are alleged to apply:

- extenuating personal circumstances materially affecting academic performance of which the University was not aware when the academic decision was taken, and which could not reasonably have been disclosed by the studentⁱ (an explanation for earlier non-disclosure is **always** required);
- improper conduct of an assessment or examination, or irregular application of academic regulations, that has materially impacted on the result awarded;
- in the case of an appeal against an academic misconduct judgement **only**, defective or irregular procedure that has materially affected the academic decision of the relevant Board of Adjudication.

The following are **NOT** considered valid grounds for requesting a review of an academic decision and appeals based on such reasons will be rejected:

- disagreement with the academic judgment of the examiners / Board of Adjudication on grounds other than the above ('academic judgement' includes the assessment grade or the pass / fail decision awarded by the markers of the piece of work);
- marginal failure to attain progression or a higher class of award (especially where such classifications are non-discretionary and made according to published arithmetic formulae);
- the retrospective reporting of extenuating personal circumstances that might have been reasonably made known at the time;
- lack of awareness of the relevant University procedures or regulations;
- complaints relating to the quality of teaching or supervision or other circumstances that relate to the delivery of a programme of study (such issues should be properly raised as they arise, and prior to assessment or examination, via the University's [Complaints Handling Procedure](#));
- issues related to allegations of harassment, bullying or discrimination, for which separate University procedures apply.

Details of all policies can be found at [Governance Zone](#)

Academic judgment is a matter solely for the relevant School(s) and Examiners and not subject to subsequent appeal via this policy. The University will **NOT** pursue an appeal that does nothing more than question the academic judgement exercised. For example, a student cannot appeal using these procedures simply because they are unhappy or disagree with a mark given to assessed work.

The standard of proof that will normally apply in the operation of these procedures will be 'the balance of probability' of civil justice rather than 'beyond reasonable doubt' as in criminal justice.

ⁱStudents are instructed to bring such evidence of extenuating circumstances to the attention of the examiners or other relevant person prior to the assessment of their overall performance in relation to the relevant module or programme. Thus, in order to establish this ground for appeal, a student must be able to show valid reasons for non-compliance with this instruction and specifically explain why the extenuating personal circumstances now relied upon to support an appeal, were not disclosed prior to the assessment. Students **must** also provide full details (plus supporting documentation as relevant) of the extenuating personal circumstances when first submitting their appeal.

4. APPEALS INVOLVING MORE THAN ONE UNIVERSITY PROCEDURE

Where a student submits an academic appeal on reasons more appropriately considered under a separate process (for instance, the University's [Complaints Handling Procedure](#) or [student disciplinary procedures](#)), the University will normally defer consideration of the academic appeal until the other process is fully concluded, with a resultant impact on the timeframes stated in this Policy. Such decisions are made on a case-by case basis and will be clearly communicated to the student. The formal outcome of any other separate process or investigation, if relevant, will normally be taken into account in the consideration of the academic appeal.

5. APPEALS INVOLVING TWO OR MORE STUDENTS

Where more than one student submits an academic appeal on essentially identical matters and on essentially identical grounds, in the interests of achieving a timely resolution of the matter, the assessors at Stage 2 have the right to consider the submissions collectively, and may reach a decision that the appeals shall be collectively either referred back to the School or Faculty, heard at a Senate Appeal Hearing, or rejected.

In cases where a Senate Appeal Hearing is initiated, all those students concerned will be asked to attend on the due date. Some of those students may choose not to do so by explicitly and in writing accepting that their case will be presented by the other students who do attend. All those present will be given full opportunity to present their perspectives and views on the case, exactly in line with proceedings for Senate Appeal Hearings for individuals.

All students concerned in a collective Senate Appeal Hearing are agreeing, by their attendance or by their written decision not to attend (but accepting that their case be presented by the other students who do attend), that the findings of the Hearing constitute a full and proper process, and that they do not thereafter have grounds for further individual appeals regarding the original matter.

If a collective Senate Appeal Hearing has been held and further essentially identical appeals are then submitted, the assessors will normally refer these back to the Stage 1 process with a recommendation that the same rulings as were given by the Hearing will be applied.

6. STUDENTS WITH REGISTERED DISABILITIES OR LEARNING DIFFICULTIES

If a student has a registered disability or learning difficulty with the University, then they may find it beneficial to receive additional support to help them with submitting an academic appeal. If so, please contact the University's [Disability and Specific Learning Difficulties Advisers](#), who are a useful source of advice and can assist with supplying the relevant documentation in an alternative format. If they expect to find it difficult to meet the deadlines expressed in this Policy because of a registered disability or learning difficulty, they should inform the University of this, ideally before the relevant deadline elapses. Additional time may be granted for submissions that meet these grounds.

7. EQUALITY and DIVERSITY / STUDENT CONFIDENTIALITY

The University is committed to promoting equality and diversity in all its activities. In particular this Policy should be read in conjunction with the University's statements and policies in relation to Equality and Diversity and Student Confidentiality. Students who submit an appeal will not suffer any disadvantage as a result of doing so and the student's privacy and confidentiality will be respected at all stages of the process. In submitting an appeal, however, students must accept that limited disclosure of all or part of their submission will be required to enable investigation of their case to proceed.

Students have the right to expect that everyone who responds to, investigates, or adjudicates upon an appeal will do so impartially. No individual, including assessors, will be permitted to act in any manner in a case in which they have a material interest or in which any actual or potential conflict of interest may arise. In any case requiring the involvement of a Dean, where the Head of School is also the Dean of the Faculty (as in Medicine), the Deans' Office will instruct the Dean of another Faculty to review and reach a decision on the case.

8. STUDENT STATUS PENDING OUTCOME / INTERNATIONAL STUDENTS ON A VISA

The status of a student who submits an appeal is determined by the relevant Faculty on a case-by-case basis with reference to individual circumstances. It should be noted that any student who has an appeal pending, or who intends to submit an appeal that impacts upon a matter of assessment which contributes to a final degree classification, may not graduate in person or *in absentia*, or request a non-graduating award such as a certificate or diploma, until the outcome of that appeal is decided.

International students in the UK on a Tier 4 Student Visa must make themselves aware of the potential financial and immigration implications that may occur should the consideration of their appeal extend beyond their existing permission to stay. Most international students (i) not undertaking a full-time programme of study; or (ii) taking a leave of absence are required by law to leave the UK. The University's procedures are in line with the Immigration Rules for Points Based Migrants, which may be subject to change without notice. International students intending to submit an appeal as outlined in this Policy should contact the University's [International Student Advisers](#) as early as possible in the process to discuss the specifics of their case and the potential implications for their existing visa arrangements.

9. TIMESCALE FOR PROGRESSING SUBMISSIONS

For the purposes of this Policy, Monday to Friday are counted as working days except when the University is closed for a Public Holiday. Saturday and Sundays are not counted as working days. Students should be aware that timescales relating to the assessment of appeal submissions and the setting up of Senate Appeal Hearing Panels may be reasonably extended during University vacation periods when students themselves and/or appropriate staff may not be always available.

The University will make every reasonable effort to meet the time limits expressed in this document. Where they are not met, the University will be expected to provide a justifiable explanation. It should be recognised, however, that to ensure a

thorough review of a submission, it may, by exception, be necessary to take a case beyond the standard time limit. In such circumstances, all parties will be notified of this in writing.

All students should be aware that their failure to meet the appropriate timescales without a reasonable explanation may result in a case being concluded without further consideration and without a right of further appeal. Students are expected to familiarise themselves with the key deadlines outlined in this policy. Ignorance of these regulations does not excuse students from adherence to them.

10. REPRESENTATION AT SENATE APPEAL HEARINGS

Appellants are not permitted legal representation under this Policy. Legal representation will only apply to cases considered by courts and tribunals external to the University, and normally only after completing the University's internal procedures. Appellants do have the right to be accompanied to a Senate Appeal Hearing by a member of the University or to nominate a member of the University to appear for them (please refer to 'Member of the University' under *Definitions* in Appendix 1). Students should be aware, however, that this **only** applies to members of the University and that no other persons may accompany or represent them at a Senate Appeal Hearing unless appearing as witnesses.

Staff respondents have the right to be accompanied to a Senate Appeal Hearing by a member of the University or an officer of a Trade Union recognised by the University. Where relevant, staff may also wish to take advice from Human Resources or, if appropriate, a Trade Union recognised by the University.

Students and staff should be aware that in the event of their non-attendance at a Senate Appeal Hearing, the Convenor reserves the right to proceed with the Hearing in their absence and to direct that the Senate Appeal Hearing Panel makes a decision in the case based on the information available at the Hearing. The decision of the Senate Appeal Panel shall be final and represents the last stage of the University procedures under this Policy. Students may not challenge the decision of the Senate Appeal Hearing further within the University.

11. EXPERT ADVICE

Where a Senate Appeal Panel requires the advice of an expert to deal with a question of fact or special difficulty, such an expert may provide a written report in advance of the Hearing and, where appropriate, may be invited to the Hearing to provide expert evidence and advice to the Panel.

12. COMPLETION OF UNIVERSITY PROCEDURES / EXTERNAL REVIEW BY SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

At Stage 2 of an appeal, where the Executive Officer to the University Court and Senate (or delegated deputy) deems that the Stage 2 appeal form and accompanying documents submitted to the Senate Office do not *prima facie* disclose permissible grounds for appeal under the Policy, the case will not be considered further under University procedures. Students may not challenge the decision of the Executive Officer to the University Court and Senate (or delegated deputy) further within the University.

At Stage 1 or Stage 2 of an appeal where the decision has been made that an appeal will not be progressed as it has been submitted outwith the time limits stipulated in the Policy. Students may not challenge the decision of the School, Faculty or Executive Officer to the University Court and Senate (or delegated deputy) further within the University.

At Stage 2 of an appeal, where the Executive Officer to the University Court and Senate (or delegated deputy) deems that sufficient grounds do not exist for an extension to the normal deadline/s for appeal submissions, the case will not be considered further under University procedures. Students may not challenge the decision of the Executive Officer to the University Court and Senate (or delegated deputy) further within the University.

At Stage 2 of an appeal, where the assessors deem that grounds do not exist for a case to be heard by a Senate Appeal Hearing, the case will not be considered further under University procedures. Students may not challenge the decision of the assessors further within the University.

At Stage 2 of an appeal, where the assessors deem that grounds do exist for a case to be heard by a Senate Appeal Hearing, the subsequent decision of the Senate Appeal Hearing Panel is final and represents the last stage of the University procedures under this Policy. Students may not challenge the decision of the Senate Appeal Hearing Panel further within the University.

At Stage 2 of an appeal where the assessors deem that a case should be referred back to School or Faculty level with recommendations for resolution. The subsequent decision of the School of relevant Dean will be final. Students may not challenge this decision further within the University.

Any student who remains dissatisfied after the conclusion of the University's internal procedures may seek an external review by the [Scottish Public Services Ombudsman](#). The Ombudsman can investigate how the University dealt with an academic appeal, but the Ombudsman will not consider matters of academic judgement, nor is the Ombudsman a route of appeal against the University's final decision on a case.

13. The Executive Officer to the University Court and Senate has discretion reasonably to vary any of the arrangements laid out in this policy to suit the needs of individual cases.

14. AMENDMENT TO PROCESS AY 2020/2021 on.

(i) CHANGES TO DECANAL ARRANGEMENTS

From February 2021 any appeals which would have been dealt with by the Dean of Arts &and Divinity, or by the Dean of Science, will be referred to the Assistant Vice- Principal (Dean of Learning and Teaching).

(ii) DISCOUNTED TIME

From March 2021 appeals relating to the award of Discounted Time for postgraduate research students will be dealt with under the Policy as follows:

- Appeals against the decision of the School constitute Stage 1 Appeals under the Policy and will be progressed in accordance with the Stage 1 procedures set out below.
- Appeals against the decision of the University Discounted Time Board should be raised with the [Court and Senate Office](#) in accordance with the procedures set out under Stage 2 below.

15. DEFINITIONS / FURTHER GUIDANCE

A set of Definitions applying throughout this document may be found in Appendix 1.

Students and staff can obtain guidance on the procedures relating to any of the sections of this Policy from the [Court and Senate Office](#). For contact details of the various officers mentioned within this Policy, see Appendix 2. Students seeking impartial and independent advice on formulating an appeal submission or in preparing for a Senate Appeal Hearing should contact the [Student Education Advocate at the Students' Association](#) (helphub@st-andrews.ac.uk). The Students' Association also provide a [detailed guide](#) on their website for students who are considering submitting an academic appeal.

1. STUDENT APPEALS AGAINST ACADEMIC DECISIONS OR OUTCOMES

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- Stage 1 – Local Resolution: Request for a Review of an Academic Decision at School or Faculty Level
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INTRODUCTION

- 1.1 This section of the Policy deals with the procedures by which students may seek a review of an academic decision or outcome in relation to their assessed work, or progression within or completion of a course of study. Such matters include the award of marks (examination or coursework), the award of grades for modules (including grades for modules that contribute to the classification calculation of an Honours degree), examiners' decisions in relation to postgraduate dissertations or theses, and the like. Appeals against decisions affecting termination of studies on academic grounds are also described in this section.
- 1.2 Matters not covered under this Policy:
- The investigation of academic misconduct offences for which separate procedures exist (appeals against academic misconduct outcomes, on limited grounds, are however dealt with under this Policy) (Stage 2);
 - Special circumstances - S-coding for which a separate procedure exists (appeals against S-coding decisions, on limited grounds, are dealt with under this Policy (Stage 2)).
 - Complaints – if a student is dissatisfied with the academic provision or service that they have received from an academic School (or elsewhere) in the University, then reference should be made to the University's Complaints Handling Procedure. Complaints of such a nature should be properly raised as the issues arise and prior to assessment or examination. Complaints are distinct from a formal request for a review of an academic decision.
- 1.3 Students should note that in any case where they are appealing on the grounds of extenuating personal circumstances materially affecting academic performance of which the University was not aware when the academic decision was taken and which could not reasonably have been disclosed by the student (an explanation for earlier non-disclosure is **always** required), the following important caveat will **always** be applied by the assessors and, where applicable, by the Senate Appeal Hearing Panel, when coming to a decision:

Students are instructed to bring such evidence of extenuating circumstances to the attention of the examiners or other relevant person prior to the assessment of their overall performance in relation to the relevant module or programme. Thus, in order to establish this ground for appeal, a student must be able to show valid reasons for non-compliance with this instruction, and specifically explain why the extenuating personal circumstances, now relied upon to support an appeal were not disclosed prior to the assessment. Students must also provide full details (plus relevant supporting documentation) of the extenuating personal circumstances relied upon, when first submitting their appeal.

- 1.4 Students can obtain guidance on the procedures relating to this section of the Policy from the [Court and Senate Office](#). Students seeking impartial and independent advice on formulating an appeal submission should contact the [Student Education Advocate at the Students' Association](#).
- 1.5 In any case requiring the involvement of a Dean, where the Head of School is also the Dean of the Faculty (as in Medicine), the Education Office will instruct another Dean to review and reach a decision on the case.

STAGE 1 – LOCAL RESOLUTION: REQUEST FOR A REVIEW OF AN ACADEMIC DECISION AT SCHOOL OR FACULTY LEVEL

A. *Matters of Assessment*

- 1.6 Initial enquiries regarding marks awarded for assessed work should, where possible, be addressed by students informally with the member of the academic staff responsible for the relevant module or programme. Seeking feedback in this way is an important part of the learning process and provides an opportunity for teaching staff to explain how the marks were arrived at and how future performance can be improved.

If a student wishes to formally challenge marks given to assessed work or module grades (apart from the exceptions noted in 1.7 below), the matter should be raised directly with the appropriate Head(s) of School following the process outlined in 1.9 below. Such appeals should be raised by students within **5 working days** of the results or other notification being issued. Submissions are normally time-limited and late submissions may be automatically rejected without further consideration or right of future appeal. If a student has been unable to conclude the initial enquiry stage described above, they should not delay submitting a formal challenge within the stipulated time limit.

- 1.7 Exceptions to the above route:

- Appeals against module grades made by final year students after formal notification of final Honours classifications should be raised directly with the [Education Office](#) for consideration by the appropriate Dean, and may only be raised with regard to module results reported for the final exam diet.
- Appeals against module grades made by PGT students after formal notification of

their award should be raised directly with the [Education Office](#) for consideration by the appropriate Dean, and may only be raised with regard to results reported for the final exam diet.

- Appeals against final module grades made by General degree students should be raised directly with the [Education Office](#) for consideration by the appropriate Dean.
- Appeals from Postgraduate Research students should also be raised directly with the [Education Office](#).
- Appeals against decisions made by School or University Boards of Adjudication in relation to academic misconduct offences should be raised with the [Court and Senate Office](#) (see Stage 2 below).
- Appeals against recommendations of the Examining Committee in relation to the award of a Higher Degree should be raised directly with the Proctor's Office for consideration by the Proctor.

Such appeals should be raised by students within **5 working days** of the results or other notification being issued. It should be noted that, in the case of an appeal against a module grade or grades that contribute to the calculation of a final degree classification, or to the award of a General degree, a student's graduation will be postponed pending the outcome of any appeal submitted.

1.8 A request for a review of an academic decision related to a matter of assessment will **ONLY** be considered where at least one of the following grounds are alleged to apply:

- extenuating personal circumstances materially affecting academic performance of which the University was not aware when the decision was taken, and which could not reasonably have been disclosed by the student¹ (an explanation for earlier non-disclosure is **always** required);
- improper conduct of an assessment or examination, or irregular application of academic regulations, that has materially impacted on the result awarded.

The following are **NOT** considered valid grounds for requesting a review of an academic decision related to a matter of assessment:

- disagreement with the academic judgment of the examiners on grounds other than the above ('academic judgement' includes the assessment grade or the pass / fail decision awarded by the markers of the piece of work);
- marginal failure to attain progression or a higher class of award (especially where such classifications are non-discretionary and made according to published arithmetic formulae);
- the retrospective reporting of extenuating personal circumstances that might have been reasonably made known at the time;
- lack of awareness of the relevant University procedures or regulations;
- complaints relating to the quality of teaching or supervision or other circumstances that relate to the delivery of a programme of study (such issues should be properly raised as they arise, and prior to assessment or examination, via the University's [Complaints Handling Procedure](#));
- issues related to allegations of harassment, bullying or discrimination, for

which separate University procedures apply. Details of all policies can be found on the University [Governance Zone](#).

- | Students are instructed to bring such evidence of extenuating circumstances to the attention of the examiners or other relevant person prior to the assessment of their overall performance in relation to the relevant module or programme. Thus, in order to establish this ground for appeal, a student must be able to show valid reasons for non-compliance with this instruction and specifically explain why the extenuating personal circumstances now relied upon to support an appeal, were not disclosed prior to the assessment. Students must also provide full details (plus relevant supporting documentation) of the extenuating personal circumstances **when first submitting their appeal**.

- 1.9 If a student cannot resolve their concerns informally and directly with the academic member of staff responsible for the assessment decision, the student should next submit a formal request for review in writing to the Head of School (or to the [Education Office](#), if the Head of School was responsible for the original assessment decision). Such concerns should be raised by students within **5 working days** of the results or other notification being issued. Students should complete the [Stage 1 Appeal form](#) to serve as the basis of their submission. Late submissions may be automatically rejected without further consideration or future right of appeal.
- 1.10 The Head of School (or appropriate Dean) will investigate the issues raised in the request and decide, if appropriate, to involve an external examiner.
- 1.11 The Head of School (or appropriate Dean) shall have the following powers:
- to dismiss the matter as trivial or vexatious;
 - to refer the matter back to the party responsible in 1.6 above, with the request that further feedback be provided;
 - to mediate between the student and member of staff (either jointly or separately) in order to obtain a resolution;
 - to refer the matter to an external examiner, who shall impartially review the disputed grade;
 - to refer the matter (in the case of a Head of School having been involved in the original academic judgement) to the Education Office for a decision by the appropriate Dean;
 - to uphold or reject the request in whole or in part with or without utilising the procedures described above.
- 1.12 The Head of School (or appropriate Dean) will ensure that the student is notified in writing of the outcome of the review normally within 10 working days of the date of the submission of the appeal. If an external examiners' assessment is sought, or other circumstances mean that the outcome of the review cannot be provided within this timeframe, then more time may be required, and the student will be notified of the extended timescale and the reason for it. The student will be given a new date for notification of the outcome of the review.
- 1.13 If an outcome decision is not received within the normal timescale from the Head of School; or if the student is not provided, in writing, with a reason for the delay in reaching such a decision and a new date by which it will be provided; or if the revised date is not subsequently met, then the student's appeal will be referred to the Education Office for a decision as to whether the appeal should be upheld by default,
- 1.14 Where the student remains dissatisfied after the completion of a formal review at School or Faculty level and can clearly demonstrate that permissible grounds exist (see 1.32) to have the matter considered further, the student may submit a final appeal to the Court and Senate Office by following the Stage 2 procedures outlined below.

B. *Matters of Progression or Completion of a Course of Study (excluding Termination of Studies on academic grounds)*

1.15 Students who fail to meet the requirements for Entry to Honours in their chosen subject/s, may request a review of the Honours entry decision by a Cross-Faculty Board. Students eligible to make a submission to the Cross-Faculty Board will receive from Registry information on the procedures to be followed for submitting their review request (a summary of which may be found on the University website). If a student's request for review is unsuccessful after completion of this initial process, a right of further appeal under the Stage 2 procedures below will apply.

If a student wishes to formally request a review of any other progression or completion outcome the matter should initially be raised directly with the Head of School concerned using a Stage 1 Academic Appeal form.

If the progression or completion outcome was made by a School-based board or review group, the Head of School may reach a decision on the appeal after having first referred the matter back to the board for further consideration. If the Head of School was responsible for the progression or completion outcome, or if the matter involves a PGR student, the Education Office education@st-andrews.ac.uk should be contacted to arrange for the appropriate Dean to conduct the review of the appeal.

Such a request for review should be raised by a student within **5 working days** of the progression or completion outcome. Submissions are normally time-limited and late submissions may be automatically rejected without further consideration or right of future appeal.

1.16 A request for a review of a progression or completion outcome, including decisions relating to Honours entry, will **ONLY** be considered where at least one of the following grounds are alleged to apply:

- extenuating personal circumstances materially affecting academic performance of which the University was not aware when the progression or completion outcome/ decision was taken, and which could not reasonably have been disclosed by the studentⁱ (an explanation for earlier non-disclosure is **always** required);
- improper conduct of an assessment or examination, or irregular application of academic regulations, that has materially impacted on the decision not to allow the student's progression or completion.

The following are **NOT** considered valid grounds for requesting a review of a progression or completion outcome:

ⁱ Students are instructed to bring such evidence of extenuating circumstances to the attention of the examiners or other relevant person prior to the assessment of their overall performance in relation to the relevant module or programme. Thus, in order to establish this ground for appeal, a student must be able to show valid reasons for non-compliance with this instruction, and specifically explain why the extenuating personal circumstances now relied upon to support an appeal, were not disclosed prior to the assessment. Students must also provide full details (plus relevant supporting documentation) of the extenuating personal circumstances **when first submitting their appeal**.

- disagreement with the academic judgment of the examiners on grounds other than the above ('academic judgement' includes the assessment grade or the pass / fail decision awarded by the markers of the piece of work);
- marginal failure to attain progression or a higher class of award (especially where such classifications are non-discretionary and made according to published arithmetic formulae);
- the retrospective reporting of extenuating personal circumstances that might have been reasonably made known at the time;
- lack of awareness of the relevant University procedures or regulations;
- complaints relating to the quality of teaching or supervision or other circumstances that relate to the delivery of a programme of study (such issues should be properly raised as they arise, and prior to assessment or examination, via the University's [Complaints Handling Procedure](#));
- issues related to allegations of harassment, bullying or discrimination, for which separate University procedures apply.

Details of all policies can be found on the University [Governance Zone](#).

- 1.17 On receipt of a formal request under 1.15 (above) the Cross-Faculty Board or Head of School will consider the issues raised and respond to the student normally within 10 working days of the date of the review, providing an explanation for the decision resulting from the review.
- 1.18 Under 1.15 (above) the Cross-Faculty Board or Head of School, after consultation within the School and, as appropriate, with Faculty officers or Student Services, shall have the following powers:
 - to dismiss the matter as trivial or vexatious;
 - to uphold the request and revoke the original decision, with or without stating conditions for future academic progression;
 - to reject the request.
- 1.19 If a response is not received within the normal timescale from the Cross-Faculty Board or Head of School, or if the student is not provided in writing, with a reason for the delay of such a decision and a new date by which it will be provided, or if the revised date is not subsequently met, then the student's appeal will be referred to the Education Office for a decision as to whether the appeal should be upheld by default.
- 1.20 Where the student remains dissatisfied after a formal review described under 1.15 (above), and can clearly demonstrate that permissible grounds exist (see 1.32) to have the matter considered further, the student may submit a final appeal to the Court and Senate Office by following the Stage 2 procedures outlined below.

C. Termination of Studies on academic grounds

- 1.21 Students (both Undergraduate and Postgraduate) whose studies have been terminated on academic grounds have the right to request permission to continue their studies (normally under set conditions) in the following semester by submitting an appeal as below. If a student receives written notification that their studies have been terminated on academic grounds, the written notification will

include a deadline by which any appeal against that decision should be submitted. The appropriate form (details of which are given in the written notification), stating the grounds on which the appeal is constituted, should be completed in full and submitted within **5 working days of the date of the written notification**. The Dean has discretion whether to accept late requests for a review of a termination decision submitted after the stated deadline.

Students may not challenge the decision of the Dean not to accept a late request for review of a termination decision further within the University.

- 1.22 Students who wish to submit a formal appeal against a decision to terminate their studies must do so in writing (using the appropriate form) by the deadline indicated in the written notification (see 1.21 above) and include the grounds for the request and documentary evidence to support it. It is the student's responsibility to ensure that all relevant documentation is obtained and submitted by the appropriate deadline. If any documentary evidence is in a language other than English it must be accompanied by an independent certified translation, which may be checked for authenticity.
- 1.23 An appeal against a decision to terminate a student's studies on academic grounds may be submitted only on the following grounds:
 - extenuating personal circumstances materially affecting academic performance of which the University was not aware when the termination decision was taken, and which could not reasonably have been disclosed by the studentⁱ (an explanation for earlier non-disclosure is **always** required);
 - improper conduct of an assessment or examination, or irregular application of academic regulations, the result of which has materially impacted on the termination decision.

- 1.24 All appeal submissions from Undergraduate students received in the requisite form by the appropriate deadline will subsequently be reviewed by the relevant Dean at a Cross- Faculty Board.

Appeal submissions from Postgraduate student received in the requisite form by the appropriate deadline will subsequently be reviewed by the AVP (Dean of Learning and Teaching) and Provost. The Dean may delegate responsibility for the review of the appeal to an Associate Provost.

- 1.25 The Dean, after taking appropriate advice, shall have the following powers:
 - to uphold the appeal and revoke the original termination decision without conditions;
 - to uphold the appeal and revoke the original termination decision, but state conditions for future academic progression;
 - to reject the appeal.
- 1.26 The student will be notified, in writing, of the decision of the Dean normally within 5 working days of the date of review.
- 1.27 Where the student remains dissatisfied after a formal review as described above,

and can clearly demonstrate that permissible grounds exist (see 1.32) to have the matter considered further, and other than as excluded by this Policy, the student may submit a final appeal to the Court and Senate Office by following the Stage 2 procedures outlined below.

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- i Students are instructed to bring such evidence of extenuating circumstances to the attention of the examiners or other relevant person prior to the assessment of their overall performance in relation to the relevant module or programme. Thus, in order to establish this ground for appeal, a student must be able to show valid reasons for non-compliance with this instruction and specifically explain why the extenuating personal circumstances now relied upon to support an appeal, were not disclosed prior to the assessment. **Students must also provide full details (plus relevant supporting documentation) of the extenuating personal circumstances when first submitting their appeal.**

STAGE 2(a) - SENATE APPEAL ASSESSMENT

A. Submission of an Appeal

- 1.28 If a student remains dissatisfied with the outcome of a formal review considered under any of the Stage 1 procedures above, and should permissible grounds exist (see 1.32) for the matter to be considered further, then they may have a further and final avenue of appeal in the University by making a submission to the Court and Senate Office.
- 1.29 A [Stage 2 Academic Appeal form](#), stating the grounds on which a final appeal is constituted must be completed and submitted to the [Court and Senate Office](#) within **10 working days** of the intimation to the student of the decision against which the student is appealing. Where a Stage 2 Appeal form is submitted, the student has a period of a further **10 working days** from the date of the submission of the appeal form to submit all supporting documentary evidence. If any documentary evidence is in a language other than English it must be accompanied by an independent certified translation, which may be checked for authenticity. Supporting evidence supplied electronically must be supplied in either Word or PDF format. Submissions with links to OneDrive or similar sharing sites will not be accepted. Any questions regarding the format of materials should be directed to the Court and Senate office.
- 1.30 The timescale of 10 working days to submit a Stage 2 Appeal form, combined with a further 10 working days to submit any further supporting documentation, is designed to provide sufficient time for the preparation of the appeal. Students(appellants) are responsible for ensuring that arrangements for gathering documentary evidence and for data requests are initiated at the beginning of the process. In considering any request from an appellant for an extension to the normal timescale for submission of an appeal, the timeliness of the appellant's own actions will be taken into account.
- 1.31 Any request for an extension of time for submitting an appeal or supporting documentation must be made in advance of the expiry of the deadline for submission. Such requests should be made in writing (email is acceptable) to the Executive Officer of the University Court and Senate. The student should detail the reasons for requesting an extension of time and specify the additional time being requested. An application for extension of time for submitting an appeal form and/or supporting documentation shall not be granted unless the Executive Officer to the University Court and Senate (or a delegated deputy) is satisfied that the student was precluded from submitting the appeal form within 10 working days, or submitting supporting documentation within a further 10 working days, as a result of serious illness or other circumstances which are exceptional and relevant to the appeal. Such extension applications must be supported by relevant evidence, except where a student has a disability or learning difficulty previously registered with the University (should this be the grounds for the extension request). If any documentary evidence is in a language other than English it must be accompanied by an independent certified translation, which may be checked for authenticity.

If an extension of time is not granted, or if no extension of time has been requested,

then the student will be informed that the case will not be considered further under University procedures. Any student who remains dissatisfied with this decision may have an avenue of external review via the [Scottish Public Services Ombudsman](#).

If the Executive Officer to the University Court and Senate (or delegated deputy) deems that the Stage 2 appeal form, and supporting documentation submitted by the student to the Senate Office do not *prima facie* disclose permissible grounds for appeal under the Policy, the case will not be considered further under University procedures.

B. *Grounds for Appeal*

- 1.32 request for a final review of an academic decision will **ONLY** be considered where at least one of the following grounds are alleged to apply:

(For appeals other than those relating to academic misconduct judgments or S-coding decisions)

- extenuating personal circumstances materially affecting academic performance of which the University **was not aware when the Stage 1 decision was taken, and which could not reasonably have been disclosed** at Stage 1 by the studentⁱ (an explanation for earlier non-disclosure is **always** required);
- improper conduct of an assessment or examination, or irregular application of academic regulations, that has materially impacted on the result awarded;

Academic misconduct

- in the case of an appeal against an academic misconduct judgement **only**, defective or irregular procedure that has materially affected the academic decision of the relevant Board of Adjudication.
- **S-coding**

Decisions to refuse an S-coding request may only be appealed on the grounds of irregular application of academic regulations that had materially impacted on the decision.

The following are **NOT** considered valid grounds for requesting a final review of an academic decision:

- disagreement with the academic judgment of the examiners / Board of Adjudication on grounds other than the above ('academic judgement' includes the assessment grade or the pass / fail decision awarded by the markers or the Board);
- marginal failure to attain progression or a higher class of award (especially where such classifications are non-discretionary and made according to published arithmetic formulae);
- the retrospective reporting of extenuating personal circumstances that might have been reasonably made known at the time, including at the previous stage of appeal;

- lack of awareness of the relevant University procedures or regulations;
- complaints relating to the quality of teaching or supervision or other circumstances that relate to the delivery of a programme of study (such issues should be properly raised as they arise, and prior to assessment or examination, via the [University's Complaints Handling Procedure](#));
- issues related to allegations of harassment, bullying or discrimination, for which separate University procedures apply.

Details of all policies can be found on the University [Governance Zone](#).

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1. In order to establish the extenuating circumstances ground for a Stage 2 appeal the student must be able to demonstrate that the extenuating personal circumstances upon which they intend to rely are circumstances of which **the University was not aware at the time of the Stage 1 decision**. The Executive Officer of the University Court and Senate shall have discretion not to progress any Stage 2 submission which does nothing more than restate or elaborate the case considered at Stage

C. *Contents of an Appeal*

- 1.33 Students wishing to appeal must do so within **10 working days** of the date of the intimation to the student of the decision against which the student is appealing. For example, this date may be that given on a letter from a Head of School or Dean ruling on a student's initial Stage 1 appeal, or that given in a letter or written notification, notifying the student that their studies, after unsuccessful review, have been terminated on academic grounds. A [Stage 2 Appeal form](#) must be completed **in full** and submitted to the [Court and Senate Office](#) by the deadline outlined above. Incomplete forms, or submissions in a format other than the required form, may not be considered further. Requests for an extension of time for the submission of a Stage 2 Appeal form (see 1.31) will normally only be considered in exceptional circumstances. Requests for an extension of time received after the deadline for the submission of a Stage 2 form, will not be considered.
- 1.34 Within **10 working days** of submitting a Stage 2 Academic Appeal form, students must provide the [Court and Senate Office](#) with all supporting evidence of relevance to their appeal. If any documentary evidence is in a language other than English it must be accompanied by an independent certified translation, which may be checked for authenticity. Requests for an extension of time for the submission of a full appeal and any supporting evidence (see 1.31) will normally only be considered in exceptional circumstances. Requests for an extension of time for the submission of supporting documentation received after the deadline for the submission of such documentation date, will not be considered.

Students are strongly advised to submit at this stage as much evidence as possible to support their claims. Submissions will be impartially assessed to determine whether grounds exist for their case to be heard by a Senate Appeal Panel. The assessors will not be familiar with the details of the case and will be taking a decision relying largely on the evidence submitted. Unsubstantiated claims may be judged weaker than those supported by evidence.

Other information thought to be relevant to a student's appeal submission held by the University, such as that retained by other Units or Schools or which is relevant to the earlier Stage 1 appeal decision, may also be considered by the assessors in their assessment of a student's case.

D. *Assessors*

- 1.35 There shall be two assessors, the first a member of academic staff, and the second a Sabbatical Officer of the Students' Association or a student representative currently elected to Academic Council. The assessors will determine whether grounds exist for a case to be heard by a Senate Appeal Hearing or should be resolved by other means. If their opinions differ, a member of the Principal's Office shall have the casting vote. The member of the Principal's Office acting in this capacity will also have the right to review all decisions and recommendations of the assessors, to seek further clarification, and to refer any case to a Senate Appeal Hearing (but not to withhold cases). The student will normally be informed when an appeal has been sent for assessment. The student will normally be

notified of the decision of the assessors within 10 working days after the University's receipt of their full appeal submission and any supporting documentation.

1.36 The assessors shall have the following powers:

- to refer appeals back to the School or appropriate Dean with recommendations for resolving the case;
- in the case of an appeal against an academic misconduct judgement upheld on procedural grounds, to recommend that a new School or University Board of Adjudication be convened to consider anew the alleged academic misconduct offence;
- to determine that sufficient grounds exist for a case to be heard by a Senate Appeal Hearing (see Stage 2(b) below) - this determination does not constitute a preliminary judgement in favour of the appellant, but rather a decision that a *prima facie* case exists that deserves to be tested in a formal hearing;
- to determine that, on the basis of the appeal submission, grounds do not exist for a case to be considered further under University procedures. Any student who remains dissatisfied after this ruling may have an avenue of external review via the [Scottish Public Services Ombudsman](#).

Assessors will not be familiar with any background to the student's submission and will not be expected to conduct their own investigations into the student's case, but will rely largely upon the appellant's submitted documentation, seeking clarification and extra documentation (such as that relevant to the consideration of the Stage 1 appeal) at their discretion.

STAGE 2(b) - SENATE APPEAL HEARING

A. *Membership of the Senate Appeal Panel*

- 1.37 The Panel will normally comprise the following:
- a Vice-Principal (or other deputy of the Principal) who shall normally serve as Convenor;
 - a Faculty Officer (i.e. a current or past Dean, Associate Dean or Pro-Dean from a Faculty other than that of the appellant);
 - the President of the Students' Association (or other officer of the Students' Association delegated by the President), who has had no prior involvement in the case.

A further Faculty Officer may be co-opted as a fourth member of the Panel at the discretion of the Convenor, should there be a requirement for additional expertise. This will be determined on a case-by-case basis. The constitution of all Senate Appeal Panels will normally give due regard to ensuring an appropriate gender diversity.

- 1.38 A Clerk to the Hearing will be in attendance at Senate Appeal Hearings. The Panel may in some instances require a specialist member of staff (for example, a Student Disability Adviser or Equality Officer) to be in attendance to act in an advisory capacity for the Panel only.
- 1.39 Members of the Panel will not normally be drawn from within the same School or, as far as possible, the same Faculty as the appellant. Members of the Panel must have had no previous involvement in the case. Members of the Panel must also avoid involvement in any consideration or discussion of a case prior to the hearing of the appeal by the Panel. Any members who become involved in such a way must disqualify themselves from participating in the Hearing or deciding the outcome of the appeal. In such cases, alternative members shall be appointed by the Convenor (or by the Principal if the Convenor is thus involved).

B. *Pre-Hearing Submissions and Procedures*

- 1.40 All persons invited to attend a Senate Appeal Hearing shall be given notice of at least **10 working days** of the date of the Hearing. In the case of an appeal against a matter of assessment that contributes to the calculation of a final degree classification, a student's graduation will be postponed pending the outcome of any appeal submitted.
- 1.41 The documentation presented by the appellant at the Stage 2 assessment stage (i.e. a completed Stage 2 Appeal form and any supporting documentary evidence) will form the basis of the student's submission to the Senate Appeal Hearing. The submission of additional written documentation and supporting evidence is permitted prior to the Hearing (see 1.43 below).
- 1.42 Appellants have the right to present their case in person before the Panel and to be accompanied to the Hearing by a member of the University (please refer to 'Member of the University' under Definitions in Appendix 1.) The use by appellants of video-conferencing technology, such as Skype, Zoom or Teams or similar, to appear before the Panel remotely is not permitted, but appellants who

cannot attend the Hearing

in person are entitled to nominate a member of the University to appear for them. Appellants should be aware that, if they fail to attend a Senate Appeal Hearing, having indicated their intention to do so, the Convenor reserves the right to proceed with the Hearing in their absence and to direct that the Panel makes a decision in the case based on the information available at the Hearing. The subsequent decision of the Senate Appeal Hearing Panel is final and represents the last stage of the University procedures under this Policy. Students may not challenge the decision of the Senate Appeal Hearing Panel further within the University.

1.43 Appellants must submit to the [Court and Senate Office](#) not later than **7 working days** before the Hearing the following information:

- any additional written submissions and supporting documents to be considered by the Panel;
- confirmation as to which member of the University will attend and present the case with or on behalf of the appellant if applicable;
- names of a maximum of two people that they wish to give evidence on their behalf as witnesses. Appellants should note that they are responsible for contacting such individuals and arranging their attendance at the hearing.

1.44 The Court and Senate Office will inform the Head of School and, where relevant, the Faculty involved in the appeal. After sight of the Stage 2 appeal submission, the Convenor of the Panel, via the Court and Senate Office, may direct the School (and, as applicable, the Faculty) as to who should attend the Hearing on their behalf (this will normally be in addition to the attendance of the Head of School) and may request written statements detailing the rationale for the decision taken at Stage 1 and any other relevant supporting evidence, information or explanation that may be thought to be appropriate.

1.45 The Court and Senate Office will ensure that such other information as may be reasonably thought to be relevant to the case will be provided to the Panel. This will normally include a copy of the student's Academic Transcript to date. The confidential Assessors' reports citing the reasons for their referral of the case to a Senate Appeal Hearing will normally be provided to the Convenor of the Panel only.

1.46 Where appellants wish to submit medical reports to support their case, they will be responsible for obtaining such reports within this Policy's stated timeframes and paying any fee that may be charged. Where medical evidence is submitted, this must be from a qualified medical practitioner.

1.47 All submissions, including witness statements, will be provided to all the parties concerned normally no less than **5 working days** before the Hearing. Submissions presented after the due deadline will only be accepted at the discretion of the Convenor.

1.48 Appellants and parties submitting written evidence to the Hearing should be aware that the information they provide will normally be disclosed to all relevant parties.

1.49 Any member of the Panel or any party to the appeal who believes that information additional to that provided in circulated papers should be sought, or who would like guidance on any procedural matters, should contact the [Court and Senate Office](#).

C. *Conduct of Hearing*

1.50 At the Hearing, the student will have the right to be accompanied by another member of the University (see 'Member of the University' under Definitions in Appendix 1). Staff respondent(s) will have the right to be accompanied by another member of the University or an officer of a Trade Union recognised by the University. An accompanying person may request permission from the Convenor to speak at the Hearing on behalf of the accompanied student or staff member.

1.51 The following outlines the normal procedure for the Hearing. The Convenor, however, has discretion reasonably to vary these arrangements to suit the needs of individual cases.

- The Panel will meet in private prior to hearing evidence and submissions to agree the issues to be addressed and the details of how the Hearing will be conducted.
- Throughout the main part of the Hearing all parties will normally be present (excluding the appellant's witnesses) to promote a full and open discussion of all points that are raised with the Panel.
- No audio, video or electronic recording of any kind of the Hearing will be permitted by any party, although the Clerk to the Hearing will take written notes for the purposes of aiding the Panel and for drafting the final outcome letter.
- At the start of the Hearing the Convenor will explain the powers of the Panel and summarise the process to date, the procedures for the Hearing, the evidence received and indicate that all the submissions have been shared with all the members present. Where a submitted item has not been shared due to issues of confidentiality, this will be intimated at this stage.
- The Convenor will explain that wherever possible the Panel will wish to hear directly from the student (the appellant).
- The Convenor will invite the student or their representative to make a statement in response to the opening remarks in relation to the procedures that will be followed or to seek clarification on matters of procedure.
- The student or their representative will be invited to add anything to the written submissions.
- The respondent(s) will be invited to make a statement in response and to add anything to the written submissions.
- At each stage the Convenor has discretion to allow reciprocal questioning, through the Chair, by the various parties.
- The Convenor will invite any other person(s) called upon to attend the Hearing to make their statement, and will then invite the Panel to ask questions.
- Once the Convenor is satisfied that the Panel has completed its questioning and the student has had a full opportunity to convey any relevant information to the Panel, the Convenor will invite closing statements from the respondent(s) and finally the appellant. The Convenor will ask everyone but the Panel, the Clerk and any attending expert advisers to withdraw.

- The Panel will discuss the case in private and make its decision. If for any reason the Panel requires further clarification on any aspect of the case from any participant, the Panel will adjourn at this point and reconvene as soon as the information/clarification is available. Where an adjournment takes place that may affect the timetable for communicating the final decision, all parties will immediately be informed by the Clerk to the Hearing.
- The Clerk to the Hearing will inform the student and all other parties concerned in writing of the outcome of the appeal normally within 10 working days of the Panel reaching a final decision.

D. Powers of the Panel

1.52 On being satisfied that the appellant has been given a proper opportunity to present the appeal, the Panel may take any of the following decisions:

- to reject the appeal and confirm the original academic decision, which shall be final; or
- instruct that a board of examiners or other relevant person(s) reconsiders the original decision in the light of new evidence disclosed in the course of the appeal and thereafter to make a recommendation accordingly to the Vice-Principal Education (Proctor) for ratification; or
- uphold the appeal, in whole or in part, with or without conditions. In the event, however, of the Panel concluding that a degree classification awarded by the examiners is not appropriate it shall simultaneously make a recommendation accordingly (the Panel itself shall not have the power to alter a final degree classification) and invite the board of examiners and/or other relevant persons to submit written comments to the Vice-Principal Education (Proctor) for a final decision.

1.53 In respect of appeals relating to the examination of postgraduate theses, the following decisions may also be taken:

- to give the appellant permission to revise the thesis and re-submit for examination within a specified time-limit;
- to declare the examination null and void and to direct that a fresh examination should be conducted, in which case:
 - new examiners shall be appointed, in number not fewer than one on the original examination board and including not fewer than two new external examiners;
 - the examiners shall be given no information about the previous examination except the single fact that they are conducting a re-examination on appeal;
 - the examiners shall submit independent reports on the thesis or other examination work submitted, before any oral examination, and a joint report thereafter;
 - the recommendation of the original board of examiners and of the new board of examiners shall be sent to the Vice-Principal Education (Proctor); where the recommendations of the two boards do not agree, any agreed recommendation of the new board will normally be expected to prevail, subject to the formal ratification by the Vice-Principal Education (Proctor).

E. Post Hearing Action

- 1.54 The Panel shall have the power to refer to any relevant School, Unit, University Officers or Committees, with supporting evidence, any matter arising from the appeal for further consideration and/or appropriate action.
- 1.55 A brief report of the proceedings of the Panel will be compiled and the Executive Officer to the University Court and Senate will make periodic summaries of such reports to Senate at Academic Council.
- 1.56 The Court and Senate Office will maintain a record of the decisions of the Senate Appeal Panel for a period in line with the University's Retention Policy.

EXTERNAL OMBUDSMAN REVIEW

- 1.57 Any student who remains dissatisfied after the conclusion of the University's internal procedures may seek an external review by the [Scottish Public Services Ombudsman](#). The Ombudsman can investigate how the University dealt with an academic appeal, but the Ombudsman will not consider matters of academic judgement. Further information on the means of submitting a case to the Ombudsman always accompanies the outcome letter sent to the student giving the University's final decision on their academic appeal.

Linked documents

- [Stage 1 Appeal form](#)
- [Stage 2 Appeal form](#)

Updated for AY 2022-2023

2. DEFINITIONS

Throughout this document, the following definitions apply:

Academic Matter – any matter primarily concerned with the teaching, learning and assessment of students, including all matters referred to in the University's published academic Senate regulations.

Board of Adjudication – a School or University Board convened in accordance with the University policy on Good academic practice.

Cross-Faculty Board – a Board convened in accordance with the University policies on requests for review of a decision on entry to honours or a termination of studies decision.

Dean – AVP (Dean of Learning and Teaching) and Provost; AVP(Dean of Arts and Divinity), AVP (Dean of Science), Dean of Medicine; or delegated deputy.

Eligibility – these procedures are only open to currently matriculated students of the University. Those who have completed their programme or graduated (in person, *in absentia* or by requesting a non-graduating award such as a Certificate or Diploma of Higher Education) are not eligible to subsequently appeal an academic decision via these procedures (except where a former student has had a degree withdrawn via academic misconduct procedures, published separately).

Governance Zone – The repository of the university's centralised documents including strategies, policies, procedures and guidance. [Governance Zone](#).

Matriculation – the process of registering as a student with the University and is compulsory for all students every academic year. The requirements for completing matriculation are outlined on the [Matriculation](#) webpage.

Member of the University – a person who is either presently matriculated as a student or is an employee of the University Court of the University of St Andrews, or who is elected as a sabbatical officer of or an employee of the Students' Association of the University of St Andrews.

Non-academic Matter – any matter primarily concerned with the provision of services to students and/or with interactions between members of the University other than those covered above under 'Academic Matter'.

Progression – the entitlement of a student to continue to study a particular programme or component of that programme, to re-enrol on a programme after a period of absence, to be allowed an extension of time to complete a programme, or to be enrolled on a new or different programme from the one to which they were originally admitted.

Review – a formal request that a particular academic decision be reconsidered at School or Faculty level on the stated grounds.

Senate Appeal Hearing Panels – bodies appointed by the Senate to give formal consideration to cases referred to it by the Court and Senate Office, whose

membership is determined from time to time by the Senate. All Panels are constituted with due regard to the need to balance gender and academic expertise.

The Panel represents the final stage of review in the form of a formal independent hearing.

Student – a person who is presently matriculated for a programme of study at the University of St Andrews or who is an elected sabbatical officer of the Students' Association. A person who has successfully completed their stated programme of study but has not yet graduated in person or *in absentia* will be considered as a student under the terms of this Policy (see also Eligibility above).

Termination of Studies on academic grounds – a decision taken by the Faculty or the Senate that a student should not be permitted to continue on their programme of study.

The University – the University of St Andrews.

Working Days – for the purposes of this Policy, Monday to Friday are counted as working days except when the University is closed for a Public Holiday. Saturday and Sundays are not counted as working days.

3. CONTACT DETAILS and SOURCES OF ADVICE

Student Advocate (Education):

Address: Mr Iain Cupples
Students' Association
St Mary's Place
St Andrews
Fife KY16 9UZ

Telephone: 01334 462700
Email: helphub@st-andrews.ac.uk

The Advice and Support Centre:

Address: The Advice and Support Centre
79 North Street
St Andrews
Fife KY16 9AL

Telephone: 01334 462020
Email: theasc@st-andrews.ac.uk

Education Office:

Address: College Gate
North Street
St Andrews
Fife KY16 9AJ

Telephone: 01334 462159
Fax: 01334 467432
Email: education@st-andrews.ac.uk

Court and Senate Office:

Address: Court and Senate
Office College Gate
North Street
St Andrews
Fife KY16 9AJ

Telephone: 01334 462005 / 2526
Fax: 01334 467432
Email: senate@st-andrews.ac.uk

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0.1	Draft-Updating	For approval	Margaret Sinclair, Senate Office	04/10/19
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1.1	Updates	Approved	Margaret Sinclair	05/11/19
1.2	Annual Update	For approval	Margaret Sinclair	06/10/20
1.3	Amendment to reflect role of AVP Dean Learning and Teaching(Feb to end AY)	For approval	Margaret Sinclair	08/02/2021
1.4	Amendment to add process for Discounted time appeals	For approval	Margaret Sinclair	23/03/21
1.5	Update of expiry date	For approval	Margaret Sinclair	1/09/21
1.6	Annual review-Minor updates to clarify existing process; updating of email information, terms and designations.	Approved	Margaret Sinclair	07/10/22

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