

## Quick guide to Student Appeals

### Quick links

Birkbeck Students' Union has a dedicated advice service and can provide guidance and support for students thinking of submitting an appeal. You can reach a Student Adviser by email at [su-advice@bbk.ac.uk](mailto:su-advice@bbk.ac.uk) or by telephone on 020 7631 6655.

Please see the [Appeals Policy \(taught\)](#) or the [Appeals Policy \(research\)](#) for more detailed information.

### What is an appeal?

An appeal asks the College to reconsider a decision made by a sub-board of examiners or academic department: this might relate to assessment outcomes, award classifications, mitigating circumstances claims, or progression from one year of study to the next.

You can appeal if you have clear evidence that a decision has not been made correctly, or if there are mitigating circumstances the examiners should have known about before making their decision. Complaints should be raised separately through the complaints process.

You cannot appeal against the academic judgment of the markers or examiners. This is any judgment where the opinion of an academic expert is essential: including judgments about marks, research methodology, feedback provided, acceptance of Accredited Prior Learning, or course content and outcomes. Appeals against academic judgement will be rejected.

### Who can appeal?

Any currently registered Birkbeck student can appeal. You should not delay enrolment, payment of fees, or other study requirements while your appeal is considered. Delays might still have attendance, access, or funding implications regardless of the final appeal outcome.

### When can I appeal?

Formal appeals must be made within four weeks of the official notification of results via My Birkbeck or a letter from your Department. Appeals submitted late may be rejected; lengthy attempts at early resolution are not deemed a valid reason for missing this deadline.

**Before marks are officially published, assessments are second marked or moderated internally, and a sample is reviewed by an independent and qualified external examiner. Please do not appeal a mark before it has been published on your My Birkbeck profile, as we will not be able to process the appeal. This includes instances where your mark has been published on Moodle or sent to you via email.**

### How can I appeal?

The College operates a three-stage appeals process.

**Stage 1:** You should always try to seek early resolution first, by discussing your concerns with your tutor, supervisor or other relevant member of staff. This is quicker than the formal appeal process, and allows you to request further feedback or clarity and to identify the best action to take next. A list of early resolution contacts can be found on the [Regulations and Policies](#) page.

**Stage 2:** If you cannot reach an informal resolution, you can submit a formal appeal by sending a completed appeals form to [studentappeals@bbk.ac.uk](mailto:studentappeals@bbk.ac.uk) along with any relevant evidence. It must be clear from your appeal which module result(s) you are appealing.

**Make your appeal clear and concise; unnecessary detail will not have any bearing on the success of your appeal and you might be asked to resubmit over-lengthy appeals.**

**Stage 3:** If you believe that the appeal outcome is unreasonable, against College policy, or that a mistake has been made, you can request that the appeal is reviewed by the Academic Registrar or nominee. You should do this within two weeks of getting the appeal outcome.

### **Grounds for appealing and providing evidence**

Your appeal will only be considered if it is based on one or more of the following grounds:

- a) You have undisclosed mitigating circumstances.
- b) There has been an administrative error.
- c) The assessment or assessment decision was not conducted in accordance with the relevant regulations and/or policies.

You must submit evidence to support your appeal. If you appeal on grounds a), this might be an official document or letter showing the dates during which the circumstances applied. If you appeal on grounds b) this might be an email providing you with misleading information, as a result of which you failed your assessment. If you appeal on grounds c), you must refer directly to the relevant policy and explain how you believe it was contravened.

If you have special examination arrangements in place, a mitigating circumstances claim for the same assessment is not usually accepted, unless you can show that the arrangements were inadequate or your circumstances affected you over and above the special arrangements in place. Please see the [Mitigating Circumstances Policy](#) for more information.

### **What happens when I appeal?**

If your Stage 2 appeal is in time and appears valid, your case handler will refer their report to the Chair of the Sub-Board of Examiners or the Research Student Sub-Committee. The Chair decides the appeal outcome, which will be communicated to you by the case handler. If the appeal is late or insufficiently supported by evidence, it will be rejected.

### **Appeals for research students**

Research Appeals are dealt with under a dedicated appeals policy, using a dedicated [appeal form for research students](#). Research appeals must be submitted within four weeks of notification of any formal decision taken by your examiners.

At Stage 1 of the appeals process, you should discuss your case informally with the PGR Director in your department.

At Stage 2 of the process, the following are acceptable grounds for research appeals:

- a) You have undisclosed mitigating circumstances.
- b) The examination was not conducted in accordance with the regulations.
- c) The assessment or assessment decision was not conducted in accordance with the relevant policies.

2021/22



## **The Office of the Independent Adjudicator**

If you've completed the College's internal appeals process and remain unsatisfied, you can refer your appeal to the [Office of the Independent Adjudicator \(OIA\)](#). In order to contact the OIA the College needs to provide you with a Completion of Procedures letter.