



CODE OF PRACTICE ON ASSESSMENT:

APPENDIX F

GUIDELINES FOR STUDENTS: ASSESSMENT APPEALS

2025 2026

Please note that this document is for guidance purposes only and the University's formal policy, arrangements and procedures are contained in:

[Code of Practice on Assessment Appendix F – Assessment Appeals](#)

[Procedure for Undergraduate and Taught Postgraduate Programmes](#) which takes precedence over these Guidelines.

In the Code of Practice on Assessment and all Appendices the term “student” includes apprentices on degree apprenticeship programmes

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1. Introduction

This document should be read in conjunction with [Appendix F – Policy and Procedure for Assessment Appeals](#).

This document aims to outline processes involved in the assessment appeals procedures and to provide guidance for students about the appeals process.

2. Advice and Support

If students have a query about their marks or any decision they can contact their department, usually the Chair of the Board of Examiners, Student Experience Teams and Student Support Offices, who may be able to provide clarification relating to their marks or the reasons for the decision. [See Section 6](#).

Independent advice for students can be obtained from the Liverpool Guild of Students, who have useful information on the [advice webpages](#) but also have advisers that can support them with their appeal. Email: guildadvice@liv.ac.uk

For advice relating to the procedures, or if students experience any difficulties submitting their online appeal form or require reasonable adjustments to be made in order to access the process, students can contact the Student Conduct, Complaints and Compliance (SCCC) Team appeals@liverpool.ac.uk. Please note that the SCCC Team cannot provide advice regarding the individual circumstances of the appeal or the merits of an appeal.

For students studying programmes online in partnership with Kaplan Open Learning, procedural advice may be obtained from appealsandcomplaints@study-online.liverpool.ac.uk or the Kaplan Student Support Team. Due to a potential conflict of interest, the Kaplan Appeals Team cannot advise students on the content of their appeal. In the case of other off-campus students, advice may be obtained from the local Programme Leader or their nominee.

Students can also access advice and support services from the University Student Wellbeing and Advice Team or if applicable, the student's School Wellbeing Team. The University Teams offer advice and support on academic and non-academic matters, including wellbeing, mental health, counselling services, disability support, money advice, visas as well as advice on managing studies, academic skills development and careers. [Advice and Guidance - Student Intranet - University of Liverpool](#).

The University works in Partnership with [Health Assured](#) who can provide advice and support to all students 24/7. If students would like to access this support staff can make a referral for the student (with their consent) or students can contact them directly. For more information on Support available please call **Health Assured: 24/7 student assistance 0800 028 3766**.

Please note that these teams cannot provide advice regarding the individual circumstances of the appeal or the merits of an appeal.

3. What is an Assessment Appeal?

Students can appeal a decision made by the University in relation to their assessments. This includes:

- Provisional and finalised assessment/module marks
- Awards (or non-awards or exit awards)
- Classification of Awards
- Decisions made in relation to Personal Extenuating Circumstances Claims
- Clinical Assessment Panel decisions
- Academic Integrity Committee decisions (Category 2-4 Penalties only).

4. What is not an Assessment Appeal?

Disagreement with the academic judgment of the Board of Examiners in assessing an individual piece of work or reaching a decision on the mark or award is not itself grounds for appeal. **This means that students cannot appeal because they disagree with a mark or an award, or a decision on whether they can re-sit, whether they to resit with attendance or a finding of academic misconduct.**

Appeals will not be considered if a degree has been conferred. Neither can students submit an appeal on matters that have already been considered by the Board of Examiners and/or via the Additional Considerations Procedures, or on matters that should have been raised under the Student Complaints Procedure. **This means that students cannot appeal if they have graduated and received their award certificate, neither can a student appeal on the same issues they have provided in a previous EC claim or complaint, which have already been considered.**

There are separate procedures for:

- Progression Decisions – Termination of Studies due to progress ([CoPA Appendix E](#))
- PGR Research Students ([PGR CoPA Appendix 3 and 10](#))
- Late Personal Extenuating Circumstances Claims – [CoPA Appendix M](#)
- [Student Complaints](#)
- [Applicants and Admissions Procedures](#)

5. Stage One Grounds for Appeal

The grounds for appealing are dependent on the decision that is being appealed

Students can submit a Stage One appeal on the grounds listed in [Appendix F, Section 11](#) and on the appeals form:

Grounds for appeal – Personal Extenuating Circumstances Claims*:

- a) That a Personal Extenuating Circumstances claim was submitted but there was a material procedural error in the decision making process;
- b) That a Personal Extenuating Circumstances claim was submitted and rejected but the student is presenting new or additional material which, for exceptional reasons, they were unable to provide at the time of submitting the original claim;

*Students who have not previously submitted a Personal Extenuating circumstances (PEC) claim cannot appeal on the basis of personal circumstances. Instead, they must submit a late PEC claim via the Additional Considerations Policy and provide a valid reason for the delay. Students must refer to their School Support Office for guidance on this process.

Grounds for appeal – Academic Integrity Decisions:

- c) There was a material procedural error in determining a decision in the conduct of the investigation into the alleged offence under the Academic Integrity Policy**;

** Students can only appeal decisions made under the Academic Integrity Policy on this ground and in relation to Category 2, 3 or 4 offences.

Ground for appeal – Assessments, Marks and Awards

- d) That some material irregularity has occurred***;

*** This could include an error in the recording or calculation of marks/results, procedural irregularity in the assessment process, or other forms of material irregularity.

- e) There was bias or reasonable perception of bias in the assessment process;

6. Chair's Consultation

Students are **not required** to consult with the Chair of the Board of Examiners (or nominee), but they are **advised to do so**. The aim of any consultation with the Chair (or nominee), is to provide an opportunity to clarify any misunderstanding about the marks and calculation of awards, advise on applicable procedures and aim to resolve any clear issues informally. Chairs are not required to advise on the merits of the student's appeal (that is whether an appeal will be upheld or not) or be expected to make a decision on whether or not they support a student's appeal.

It is important to note that students will be required to submit their appeal within 10 UK working days of the release of the relevant results and not after their consultation with the Chair. Delays in submitting an appeal due to consulting with the Chair would not normally be a valid reason for late submission.

If during this consultation the Chair (or nominee), identifies that there is clear evidence of a procedural irregularity or error with the original decision, then Chair's Action can be taken. Such action can include:

- The amendment of a mark
- Further assessment opportunity
- Refer to Board of Examiners or PEC Procedures or AI Committee

This list is not exhaustive and will depend on the circumstances of the case.

Where informal resolution or Chair's action is not appropriate, for example because of insufficient evidence or there is no clear issue with the original decision, then the Chair (or nominee) will advise students of this and refer them to the Assessment Appeals Procedures.

7. Submitting a Stage 1 Assessment Appeal

Prior to completing the form students should ensure that they have read the procedures and guidance and seek advice if required. Before completing the appeal form, students should write a clear and concise statement as to why they are appealing, citing the grounds for appeal and collate their evidence ready to upload. [Section 9](#) provides advice and guidance on suitable evidence. **Advice is available from the [Liverpool Guild of Students](#), who can help students prepare their appeal by reviewing their statement and evidence.**

Students are required to submit an online Stage 1 appeal form for 25 26, which is available at

<https://forms.office.com/e/yiN4CPQCw2>

Students studying with our online partner Liverpool Online Kaplan, will be required to sign into their MWS account before completing the form. This form will be sent directly to the Student Conduct, Complaints and Compliance (SCCC) Team.

Forms and evidence should be submitted within the deadline (**10 UK working days of the release of the relevant results or notification of a rejected PEC Claim**). Late appeals will only be accepted if students provide exceptional reasons supported by evidence, as to why it couldn't have been submitted on time, so it is important to submit the appeal form within the deadline. There is the opportunity to submit an appeal form whilst waiting for evidence, so delays in obtaining evidence will not normally be considered as exceptional reason for late submission of the appeal form. [Section 8](#) provides information about late appeals.

If students experience difficulties in accessing or completing the online form then they should contact appeals@liverpool.ac.uk, and they may be given the option to complete the form in a different format. If students experience difficulties in providing all their evidence at the time of submitting their appeal form, then they must complete the form and complete the relevant section to indicate that further evidence is to be provided. On receipt of the form, the student will be contacted by SCCC Team and where appropriate to do so, will be provided with a deadline for submitting such evidence.

When the form is completed, students will receive a notice to confirm that the email has been submitted. **Students are advised to save a copy of their completed appeal form. If students do not receive this notice, then this means their appeal has not been submitted and this will not be accepted as a reason for a late submission. Students are advised to save a copy of their completed appeal form.**

8. Late Appeals

If students experience difficulties in meeting the Stage 1 appeal deadline (**10 UK working days of the release of the results**), they can submit a **LATE Stage 1** appeal, however they are required to complete the relevant section on the appeals form and provide a reason, supported by evidence, explaining why they were unable to meet the deadline. There is the opportunity to submit the appeal form whilst waiting for evidence, so delays in obtaining evidence will not normally be considered as exceptional reason for late submission of the appeals form. If the University considers that the appeal is late without exceptional reasons supported by evidence, it will be rejected and not considered. **Appeals will not be considered following the conferment of an award.**

There is no guarantee that late appeals will be accepted but consideration will be given in the first instance to their reasons and evidence as to why they have submitted a late appeal.

The University would expect to see independent evidence that **covers the time period** from the appeal submission deadline until the date they submitted their appeal and **exceptional reasons** for why the student could not meet this deadline. For example, acceptable evidence can include medical evidence that confirms the student has been significantly ill or seriously impacted by circumstances from the date they received their results or decision to when they submitted their appeal. **The University will reject appeals if they are submitted late without exceptional reasons not supported by evidence.**

9. Evidence

Students are required to provide a clear explanation supported by evidence for their reasons for submitting an appeal and the reasons should relate to the stated grounds for appeal. This should be supported by relevant evidence that not only supports the appeal, but it is contemporaneous (of that period of time) and covers the time period concerned. **Failure to provide relevant evidence may result in an appeal being rejected or unsuccessful.**

Any evidence provided by the student should be organised in a way that shows what the evidence relates to and why this has been provided. Students should avoid sending irrelevant evidence or duplication of documents. Documents should be clearly labelled and accessible. Failure to do so may result in delays and issues in considering the appeal. Students should not send original, physical documents as the University cannot guarantee the return of these documents. Information provided by the student will be shared with those involved in responding to the appeal.

If it is considered that a student has submitted evidence that is suspected to be fraudulent then consideration of the appeal maybe deferred pending a referral and investigation under the Student Conduct Procedures.

Students can contact the [Liverpool Guild of Students](#), who can help them prepare their appeal by reviewing their statement and evidence.

The University will consider a range of evidence, and what to include is dependent on the grounds of appeal and individual circumstances. The following examples are not exhaustive but are provided to indicate the types of evidence the University will be expecting to see in relation to each ground of appeal.

10. Eligibility Assessment (Stage 1 Appeal Form)

Once a student has completed the online Stage 1 appeal form, the form will be sent to the Student Conduct Complaints and Compliance (SCCC) Team. An automated receipt will be generated to the student following successful submission of the form. **Students are advised to save a copy of their completed appeal form. If students do not receive an automated receipt, then this means their appeal has not been submitted and this will not be accepted as a reason for a late submission.**

Students will not be permitted to graduate until their appeal is considered. On receipt of an appeal, the Graduation Team will be informed of this, and the student will be removed from the list of the students who will be graduating.

On receipt of the form, the SCCC Team will consider the eligibility of the appeal. An eligible appeal will:

- Be submitted within the appeal submission deadline, or the student has provided and, the SCCC Team have accepted, that there are exceptional reasons (supported by evidence) as to why the appeal was submitted after the deadline.
- Make reference to the relevant grounds for appeal.
- Be submitted with relevant evidence.

Appeals that are considered as **not eligible** will not be accepted and students will be advised of this and provided with a completion of procedures letter. Appeals that are **eligible** will be considered under [Stage 1](#) of the procedure.

Determining that the appeal is eligible for consideration is not a determination that the appeal is Upheld.

Where applicable, the SCCC Team will contact students to obtain further information or refer them to another procedure, (where it is considered that the Assessment Appeals Procedure is not applicable at this stage).

Where a student has submitted a complaint and an assessment appeal, with similar substantive issues, then the assessment appeal will normally be put on hold pending the outcome of the student complaint. As student complaints are not submitted directly to the SCCC Team, students are required to advise the SCCC Team if they have also submitted a student complaint at the time they submit their appeal.

Where a student submits a Faculty Progress Appeal and an Assessment Appeal at the same time, consideration of the Progress Appeal will normally be paused pending the outcome of the Assessment Appeal.

11. Stage 1 Respondent Review

The Stage 1 appeals are considered normally by the Secretary to the Board of Examiners, who will review the appeal submission and supporting documents as well as collating other documents that will support their decision as to whether the appeal is upheld or not. A response to the appeal will normally be provided to students **within 20 UK working days**. If the deadline for responding to the appeal cannot be met the student will be informed.

The type of documents that the Stage 1 respondent will consider is dependent on the grounds for the appeal and evidence submitted by the student. Examples of documents that a Stage 1 respondent may need to consider include (this list is not exhaustive):

- Board of Examiners Minutes.
- PEC Submissions and Outcomes

- Communications sent to the student regarding results, resits, PEC procedures and deadlines.
 - Marking and Moderation Processes, including assessment criteria or rubric and feedback.
 - Programme/Module or Assessment Handbooks or communications.
 - Documents relating to Academic Integrity investigations and considerations, including Turnitin reports, correspondence to the student and Academic Integrity Committee documents.
- Stage 1 respondents will complete the Stage 1 Summary Report, noting the evidence they have considered, a brief timeline of relevant events, their decision and reason for the decision.

12. Stage 1 Outcome – Upheld

If the appeal is **Upheld or Upheld in Part**, then the student will be informed of this decision and the reasons for this decision, as well as any further action to be taken.

If further action is required, this may include a referral to the Board of Examiners, Professional Services Staff who manage Personal Extenuating Circumstances Claims or Academic Integrity Committee. To ensure a speedy resolution, this can include where applicable, a referral to the relevant Chair.

Actions available to the Chair or Board/Committee can include correcting of marks or awards, further re-assessment opportunities, reconsideration of capped or uncapped marks, as well as any other action that is within their remit.

Once consideration is given and further action taken, then students will be informed of the outcome of this, normally **within 10 UK working days of the appeal outcome**. If there is a delay in meeting this deadline then students will be informed of this.

Students will be provided with a completion of procedures letter, as students who wish to appeal any decision of a new Board of Examiners or Committee (including Chair's Action) will be required to submit a new Stage 1 appeal.

13. Stage 1 Outcome – Not Upheld

If the appeal is **Not Upheld**, then the student will be informed of this decision and the reason for this decision. Students will have the right to submit a [Stage 2 Appeal](#).

14. Submitting a Stage 2 Assessment Appeal

Grounds for Stage 2 Appeal:

Where a Stage 1 appeal is Not Upheld or Upheld in Part, the student has the right to submit a Stage 2 appeal on the grounds that:

- a) The Stage 1 decision was unreasonable.*
- b) The Stage 1 procedures were not followed.
- c) The student is presenting new material evidence that for exceptional reasons they were unable to present at Stage 1.**

* Disagreement with the decision made at Stage 1 is not accepted as grounds for Stage 2, students are required to clearly explain why the Stage 1 decision was unreasonable, for example that there were material factual errors in the decision, or the decision was not on the evidence or in accordance with University procedures.

** Students are required to provide exceptional reasons supported by evidence for why they were unable to submit the new evidence with their original Stage 1 appeal. The new evidence must be material, that is they are relevant to the appeal and may have an impact on the original Stage 1 decision.

Students are required to submit an online Stage 2 Assessment Appeal Form, which is available on the University Webpages at [Assessment appeals Assessment appeals- Student Administration - University of Liverpool](#)

Students studying with our online partner Liverpool Online Kaplan, will be required to sign into their MWS account before completing the form. This form will be sent directly to the Student Conduct, Complaints and Compliance (SCCC) Team.

Students are required to ensure that they submit this form within the deadline (**10 UK working days of the date of the written Stage 1 response**) and they are required to submit all relevant evidence at the same time.

If students experience difficulty in meeting the deadline they can submit a **LATE Stage 2** appeal, however they are required to complete the relevant section on the appeals form and provide a reason, supported by evidence, explaining why they were unable to meet the deadline. **Appeals will not be considered following the conferment of an award.** There is no guarantee that late appeals will be accepted but consideration will be given in the first instance to the student's reasons and evidence as to why they have submitted a late Stage 2 appeal.

If students experience difficulty in providing all the evidence, that they wish to be considered at the time of submitting their form, then they must complete the form and complete the relevant section to indicate that further evidence is to be provided. On receipt of the form, the student will be contacted by the SCCC Team and if appropriate to do so, will be provided with a deadline for submitting such evidence.

Students do not need to re-submit any documents they have already submitted at Stage 1 of the process, but they can refer to these in their Stage 2 statement. **Stage 2 is not a re-opening of the appeal and will not consider new issues of appeal not previously considered at Stage 1 of the process.** Students must provide a clear explanation for the reasons for submitting a Stage 2 appeal and if any new evidence is provided a clear explanation as to why they were unable to submit this with their original appeal.

When the form is completed, students will receive a notice to confirm that the email has been submitted. **If students do not receive this notice, then this means their appeal has not been submitted and this will not be accepted as a reason for a late submission. Students are advised to save a copy of their completed appeal form. If students do not receive a receipt, then this means their appeal has not been submitted and this will not be accepted as a reason for a late submission.**

15. Stage Two Eligibility Assessment

Once a student has completed the online Stage 2 appeal form, the form will be sent to the Student Conduct Complaints and Compliance (SCCC) Team.

Students will not be permitted to graduate until their appeal is considered. On receipt of an appeal, the Graduation Team will be informed of this, and the student will be removed from the list of students who will be graduating.

On receipt of the form, the SCCC Team will consider the eligibility of the appeal. An eligible appeal will:

- Be submitted within the appeal submission deadline, or the student has provided and the SCCC Team have accepted that there are exceptional reasons (supported by evidence) as to why the appeal was submitted after the deadline.
- Make reference to the relevant grounds for appeal.
- Be submitted with relevant evidence.

Appeals that are considered as not eligible will not be accepted and students will be advised of this and provided with a completion of procedures letter.

Appeals that are eligible will be considered under [Stage 2](#) of the procedure.

Determining that the appeal is eligible for consideration is not a determination that the appeal is Upheld.

Where applicable the SCCC Team will contact students to obtain further information or refer them to another procedure, (where it is considered that the Assessment Appeals Procedure is not applicable at this stage). Where a student has submitted a complaint and an assessment appeal with similar substantive issues then the assessment appeal will normally be put on hold pending the outcome of the student complaint. As student complaints are not submitted directly to the SCCC Team, students are required to advise the SCCC Team if they have also submitted a student complaint at the time they submit their appeal.

16. Stage 2 – Respondent Review

The Stage 2 respondent will consider the appeal and documents submitted by the student at Stage 1, the documents considered by the Stage 1 respondent and the student's Stage 2 appeal and evidence. The Stage 2 reviewer may request and consider further information in relation to the appeal.

Stage 2 appeals are considered normally by a Student Conduct, Complaints and Compliance Officer, who will review the appeal submission and supporting documents as well as collating other documents that will support their decision as to whether the appeal is upheld or not. A response to the appeal will normally be provided to students **within 20 UK working days**. If the deadline for responding to the appeal cannot be met the student will be informed.

The Stage 2 respondent will determine, based on the information considered, whether the Stage 2 appeal is Upheld, Upheld in Part or Not Upheld. Students will be informed of the decision and the reasons for this decision.

17. Stage 2 – Appeal Upheld

If the Stage 2 appeal is **Upheld or Upheld in Part**, then the student will be informed of this decision and the reasons for this decision as well as any further action to be taken.

If further action is required, this may include a referral to the Board of Examiners, to Professional Services Staff who manage Personal Extenuating Circumstances Claims or Academic Integrity Committee. To ensure a speedy resolution, this can include where applicable, a referral to the relevant Chair.

Actions available to the Chair or Board/Committee can include correcting of marks or awards, further re-assessment opportunities, reconsideration of capped or uncapped marks, as well as any other action that is within their remit.

Once consideration is given and further action taken then students will be informed of the outcome of this normally **within 10 UK working days of the appeal outcome**. If there is a delay in meeting this deadline then students will be informed of this.

Students will be provided with a completion of procedures letter, as students who wish to appeal any decision of a new Board of Examiners or Committee (including Chair's Action) will be required to submit a new Stage 1 appeal.

18. Stage 2 – Appeal Not Upheld

If the Stage 2 appeal is **Not Upheld**, then the SCCC Team will write to the student and will inform the student about the appeal outcome, provide a copy of the Stage 2 report, and issue a completion of procedures letter.

19. OIA

When internal procedures are completed in considering a student's appeal, the student will be provided with a completion of procedures letter and have the option to ask the Office of the Independent Adjudicator (OIA) to review their complaint.

Students have **up to one year** after the date of the completion of procedures letter to contact the OIA. The OIA have their own rules and eligibility assessment on what they can and cannot consider. The OIA, when reviewing an appeal normally do this by requesting documents relevant to the case and will consider whether the University has followed its own procedures, whether those procedures are reasonable and whether the final decision of the University was reasonable.

Further information is available on the [OIA Webpages](#).

Where a student requests the OIA to review their appeal, the University will be notified of this, and the University will receive a copy of the student's complaint to the OIA and will be required to provide documents relating to the appeal.