



UNIVERSITY OF  
**LIVERPOOL**

# **CODE OF PRACTICE ON ASSESSMENT**

## **APPENDIX F**

### **Assessment Appeals Procedure for Undergraduate and Taught Postgraduate Programmes**

**2024-25**

All cohorts of students

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

VERSION 2: WITH EFFECT FROM 21 FEBRUARY 2025

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## **1. Introduction**

- 1.1. The University of Liverpool is committed to ensuring that it provides for its students a high-quality educational experience, supported by appropriate academic services. However, it recognises, that there might be occasions when students will feel that they have cause to appeal against an academic decision made by a Board of Examiners or other decision-making body, in relation to their assessment, modules and awards.
- 1.2. This document sets out the University's regulations relating to Assessment Appeals, and how such appeals are managed.

## **2. What is an Assessment Appeal?**

- 2.1. An Assessment Appeal is a challenge to, or a request for reconsideration, of a decision made by the University on student assessments and awards.

This includes assessment marks, module marks, the non-award of a degree, diploma or certificate, the classification mark of the award, or, the making of an alternative exit award.

There is a separate appeal process for students who are appealing a Faculty Progress Committee decision to terminate studies due to withdrawal or unsatisfactory progress.  
[Appendix E, Guide on the Progress of Students on Taught Programmes of Study.](#)

- 2.2. Students can appeal Provisional Semester One results and the formal decisions made by the Board of Examiners, Extenuating Circumstances Committees\*, Clinical Assessment Panels and Academic Integrity Committees\*.

\*The Extenuating Circumstances Committees and Academic Integrity Committees make recommendations that are approved by the Board of Examiners and therefore students should normally submit an Assessment Appeal following the release of Provisional Semester One Results and decisions of the Board of Examiners. The exception to this is where an Extenuating Circumstances Committee reject the Extenuating Circumstances claim and as such, students should normally submit an Assessment Appeal when they receive the outcome of their Extenuating Circumstances Claim.

- 2.3. There are specific grounds for submitting an Assessment Appeal and appeals will only be accepted if they meet the specified criteria. There are specific grounds for each stage of an Appeal. [Stage One Grounds for Appeal](#) and [Stage Two Grounds for Appeal](#).
- 2.4. Disagreement with the academic judgment of the Board of Examiners or other decision-making bodies in assessing an individual piece of work, or, in reaching a decision on the final level of award, based on the marks, grades and other information relating to a student's performance, cannot in itself constitute grounds for an Assessment Appeal.
- 2.5. The University operates a formal two stage Assessment Appeals process.
- Stage One Assessment Appeals are considered by the relevant home school or department. The Stage One appeal deadlines and processes are noted below in [Section 10](#) and grounds for appealing at Stage One are noted in [Section 11](#).
  - Stage Two Assessment Appeals are considered as a review of the Stage One findings and process and are considered by the Student Conduct, Complaints and Compliance Team. The Stage Two appeal grounds, deadlines and process are noted below in [Section 14](#).

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- 2.6. The Assessment Appeals procedure is an evidence-based procedure and students are required to **clearly specify their issues of appeal** and **provide all relevant evidence** at the time of submission of their appeal. [Guidance Notes for Students and Staff.](#)
- 2.7. The University will deem an Assessment Appeal as ineligible if the appeal does not meet the criteria, insufficient evidence is provided, or the appeal is received after the deadline.

### **3. What is Not an Assessment Appeal?**

- 3.1. The University will not consider an Assessment Appeal or issues of appeal:
- That concerns a degree that has been conferred;
  - That disputes the academic judgement of the Board of Examiners, including those which simply constitute an expression of dissatisfaction with the decision that has been taken;
  - That have already been considered or re-considered by the Board of Examiners and/or Extenuating Circumstances Committee;
  - That constitute a matter which could have been resolved under the Student Complaints Policy and Procedure at the appropriate time.
- 3.2. There is a separate procedure for students who are appealing a decision made by a Progression Board. [Appendix E, Guide on the Progress of Students on Taught Programmes of Study.](#)
- 3.3. There is a separate appeals procedure for students on a Postgraduate Research Degree programme. [PGR Code of Practice Appendix 10: PGR Research Degree Appeals Procedure.](#)
- 3.4. There is a separate procedure for students who have not completed their programme of study and wish to submit a late or Retrospective Extenuating Circumstances Claim [Appendix M: Policy on Extenuating Circumstances.](#)
- 3.5. There is a separate procedure for students who wish to submit a Student Complaint. [Student Complaints Policy and Procedure.](#)
- 3.6. There is a separate procedure for applicants who wish to appeal a decision made about their application to study at the University of Liverpool. [Admissions Appeals and Complaints Policy.](#)

### **4. Who can Submit an Assessment Appeal?**

- 4.1. The Assessment Appeals Procedures are available to current students on Foundation, Undergraduate or Postgraduate Taught programmes of the University of Liverpool, who have received a decision from the Board of Examiners, in relation to their assessment marks, module marks and/or an award (including provisional Semester One marks), or received a decision from the Extenuating Circumstances Committee.
- This includes students on validated programmes delivered by collaborative partner institutions, including online students, where the partnership agreement specifies that the University of Liverpool manages and responds to assessment appeals.
- 4.2. The University does not accept anonymous Assessment Appeals.
- 4.3. Third party Assessment Appeals are not accepted, unless the third party is acting as the student's representative and the student has authorised such representation in writing.

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- 4.4. Group appeals; where a number of related appeals are made by a group of students, one student should be clearly nominated as the main point of contact for those handling the appeal. The University may investigate all appeals as a group appeal, however findings and decisions will be provided to each individual student.
- 4.5. Where applicable, the University may refer an Assessment Appeal to a different procedure, such as the Student Complaints Procedure or the Faculty Progress Appeal Procedures.
- 4.6. Where a student submits a Student Complaint and an Assessment Appeal at the same time, with similar substantive issues, consideration of the Assessment Appeal will normally be paused pending the outcome of the complaint, as the outcome and potential resolution of the complaint may have a bearing on the appeal. Should a Student Complaint or Faculty Progress Appeal be upheld or upheld in part, appropriate redress will be made under those procedures.
- 4.7. The Assessment Appeals Procedure will not normally consider any issues that have previously been considered and addressed under another procedure, such as the Student Complaints Procedure. The University will determine if the issues raised in the Assessment Appeal have been previously considered and addressed and determine if any further consideration of the Assessment Appeal is required.

**5. Time Frames**

- 5.1. There are time frames for submitting an Assessment Appeal at each stage of the process.
- 5.2. The University reserves the right to not consider appeals if they are submitted outside of the specified time limits. Discretion to accept late appeals will only be given where there are exceptional reasons for late submission, supported by independent evidence. It is the responsibility of the student to provide with their appeal submission their reasons for lateness and to provide evidence to support these reasons. Those considering the appeal may seek advice where appropriate from other departments and services.
- 5.3. The deadline for submitting the [Stage One Assessment Appeal form](#) is **within 10 UK working days** of the formal release of the relevant results or decision.
- 5.4. The University aims to complete the Assessment Appeal procedures (all stages) **within 90 calendar days** of the receipt of the Stage One Form. This timeframe requires students to meet any deadlines set by the University for submitting information or evidence. Occasionally there may be circumstances when the timeframe may need to be extended for good reason. On such occasions the University will provide regular updates on the progress of the appeal. Exceptionally, the University may also adjust its timescales to accommodate appeals where, for good reason, decisions may need to be taken more swiftly.
- 5.5. The University may not be able to conclude consideration of an Assessment Appeal prior to the graduation ceremonies taking place. As such, submitting an Assessment Appeal is likely to result in a student being required to delay their graduation to the next set of ceremonies as noted below in Section 8.5.
- 5.6. The University may not be able to conclude consideration of an Assessment Appeal prior to re-sit assessment periods or before the start of the next academic session. As such, a decision on whether a student can progress or re-join the next academic session may be delayed.

**6. Advice and Support**

- 6.1. The original decision of the Board of Examiners or other decision-making body stands unless an appeal is upheld. There is no guarantee that the submission of an Assessment Appeal will result in a successful outcome and therefore students should seek advice prior

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to submitting an Assessment Appeal and comply with any re-assessment requirements or other academic advice.

- 6.2. Students can seek advice from the Chair of the Board of Examiners, Student Experience Teams, and Student Support Offices. The School or Department can advise students about who to contact to discuss any issues with their assessments or results.
- 6.3. For students studying programmes online in partnership with Kaplan Open Learning, procedural advice may be obtained from [appealsandcomplaints@study-online.liverpool.ac.uk](mailto: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.
- 6.4. Independent advice and guidance on the Assessment Appeals Procedure is available from the Liverpool Guild of Students who can be contacted by e-mail at [guildadvice@liv.ac.uk](mailto:guildadvice@liv.ac.uk). The Guild also have advice pages which can be accessed here [Advice \(liverpoolguild.org\)](https://www.liverpoolguild.org/Advice)
- 6.5. Guidance on the Assessment Appeals procedures is also available to students. [Guidance Notes for Students and Staff](#)
- 6.6. The Student Conduct, Complaints and Compliance Team can provide procedural advice to students and staff by emailing [appeals@liverpool.ac.uk](mailto:appeals@liverpool.ac.uk). Due to a potential conflict of interest the Student Conduct, Complaints and Compliance Team cannot advise students on the content of their appeal.
- 6.7. Students who need specific assistance or require reasonable adjustments to be made in order to access the Assessment Appeals Procedure should contact the Student Conduct, Complaints and Compliance Team by e-mailing [appeals@liverpool.ac.uk](mailto:appeals@liverpool.ac.uk)

## **7. Confidentiality, Retention and Compliance**

- 7.1. The University will deal with Assessment Appeals confidentially. However, it may be necessary to disclose information to others in the University (e.g. regarding extenuating circumstances) in order to deal with the appeal, or implement a decision on the appeal or where it is required by law or in the public interest.
- 7.2. All documentation relating to appeals submitted under this procedure shall be retained for a period of six years and shall be held in accordance with the [University's Data Protection Policy](#)
- 7.3. This procedure is endorsed by Senate and Council and reflects good practice and external requirements of the University, including the 'Good practice framework for handling complaints and academic appeals' produced by the Office of the Independent Adjudicator for Higher Education (OIA).
- 7.4. Decisions made in relation to appeals will be monitored for consistency and accuracy. The Head of Student Conduct, Complaints and Compliance will have oversight of decisions made in relation to appeals at award level. Faculty Student Experience Teams will have access to appeals and decisions for Faculty records and monitoring requirements.
- 7.5. The University will monitor and review this procedure at least every two years in light of operating experience and to ensure compliance with external requirements. Information about appeals may be used to produce anonymous reports to improve services for students and inform development of programmes and services at the University.

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**8. Rights and Responsibilities**

- 8.1. Students will be treated fairly and consistently within this procedure.
- 8.2. Students will not suffer any disadvantage or recrimination as the result of making an appeal in good faith.
- 8.3. Students are expected not to make a vexatious appeal, or an appeal to be made frivolously or with malice. Where an appeal is adjudged to be vexatious, made frivolously, or with malice, disciplinary action may be taken against the student under the Student Conduct Policy
- 8.4. Possible remedies and redress available under this procedure are academic and examples of these are noted below. [Stage One Outcomes](#) and [Stage Two Outcomes](#). Students are expected to be reasonable and realistic in any request for remedy or redress.
- 8.5. Students cannot have a degree conferred which is the subject of an appeal until either the appeal has been concluded or the appeal has been withdrawn. Where a student submits an appeal, the Student Conduct, Complaints and Compliance Team will notify the Graduation Team, and the student will not be permitted to attend graduation or graduate. Acceptance of the degree through conferment at a degree ceremony will be taken as definitive evidence of a withdrawal of an appeal.
- 8.6. No certification of award will be issued where a degree is the subject of an appeal.
- 8.7. Students can withdraw an appeal at any point in the process by sending an e-mail marked "Withdrawal of Appeal" to [appeals@liverpool.ac.uk](mailto:appeals@liverpool.ac.uk). Once the appeal has been withdrawn, it cannot be reinstated. The University, where possible, will endeavour to allow students to attend the next graduation ceremony, however this will be dependent on the date of the notification of the withdrawal of the appeal and whether there is sufficient time to make the required arrangements.
- 8.8. All correspondence from the University in relation to an appeal shall normally be sent to the student's University email address unless the student cannot access their University account and provides an alternative email address. Where an internal or external email address is provided, it is a student's responsibility to maintain the security of their email account, and to monitor the email account for information from the University regarding the appeal.
- 8.9. Students are responsible for retaining copies of any documents, papers, correspondence and other records in relation to their appeal. The University will not provide copies or replacements of documents.
- 8.10. The University will not charge students for the consideration or the hearing of an appeal. Neither will the University, as a general rule, pay any expenses related to the appeals process.
- 8.11. Where an appeal is being made in respect of a programme of study that involves more than one School, the School which owns the programme of study is responsible for considering appeals, considering evidence from any other School or Department.

**9. Chairs Consultation – Early Resolution and Chairs Action**

- 9.1. Wherever possible, the University endeavours to resolve any student issues informally and without students having to access formal procedures.
- 9.2. Prior to submitting an Assessment Appeal, the student has the option in the first instance of contacting the Chair of the Board of Examiners (or nominee). The purpose of this is so that

the Chair can clarify any possible misunderstanding about the marking and calculation of awards, advise on applicable procedures, and if appropriate, aim to resolve any clear issues informally and within the deadline for an appeal submission.

- 9.3. If there is clear evidence of a procedural irregularity or error with the original decision, then steps may be taken to resolve this issue via Chair's Action and in consultation with the Secretary to the Board of Examiners, the Student Conduct, Complaints and Compliance Team and/or the External Examiner. Such action can include one or more of the following:

- amendment of marks where there is a clear error;
- further assessment opportunities;
- referral to a relevant Board or Committee, including Board of Examiners, Extenuating Circumstances Committee or Academic Integrity Committee.

This list is not exhaustive and will depend on the circumstances of the case, the evidence presented and the consultation of the Chair, with the Secretary to the Board of Examiners, with the External Examiner and/or the Student Conduct, Complaints and Compliance Team.

- 9.4. Where informal resolution is not appropriate, for example, because there is insufficient evidence and/or there is no clear issue with the original decision, the Chair of the Board of Examiners will refer the student to the Assessment Appeals Procedures and students will be required to submit a formal Assessment Appeal.

## **10. Submitting a Stage One Assessment Appeal**

- 10.1. Stage One Assessment Appeals Form should be submitted **within 10 UK working days** of the formal notification of the decision on assessment and awards, that is the basis of the appeal. The University reserves the right to reject appeals if they are submitted after the deadline. Late appeals will only be accepted if there are exceptional and evidenced reasons for why the appeal is late.
- 10.2. The Stage One Assessment Appeals Form is available at: [Assessment appeals Assessment appeals- Student Administration - University of Liverpool](#)
- 10.3. If students experience difficulties accessing the form or require a different format they should contact [appeals@liverpool.ac.uk](mailto:appeals@liverpool.ac.uk).
- 10.4. All sections of the form must be completed and students will need to explain in full their ground(s) for appeal. Failure to complete the form clearly, concisely and in full, and/or provide the requested information or relevant evidence may result in delays in considering the appeal or the appeal being rejected.
- 10.5. Students must submit a copy or screenshot of their results or the relevant decision letter/email/results notification that they are appealing as well as any relevant evidence. Guidance on relevant evidence is available and can be found here. [Guidance Notes for Students and Staff](#)

## **11. Grounds for Stage One Assessment Appeals**

- 11.1. **The Grounds for Stage One Assessment Appeal are:**

- a) That some material irregularity has occurred\*;

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



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- b) There was a material procedural error in determining a decision under the Academic Integrity Policy. (Category C, D and E offences only);
- c) There was bias or reasonable perception of bias in the assessment process;
- d) That an Extenuating Circumstances claim was submitted but there was a material procedural error in the decision taken by an Extenuating Circumstances Committee or Board of Examiners when considering the circumstances;
- e) That an Extenuating Circumstances claim was submitted but the student is presenting new or additional material evidence, which, for exceptional reasons, they were unable to provide at the time of submitting the extenuating circumstances claim;
- f) That performance in the assessment was adversely affected by illness or other significant factors for which, for exceptional reasons, the student was unable to submit an Extenuating Circumstance claim by the required deadline \*\*.

\*\*This ground for appeal is only for students who have completed their programme of study (who do not have the option of re-sitting or repeating their assessments) and cannot apply for a retrospective Extenuating Circumstances claim.

- 11.2. Students submitting appeals in relation to ground e) **must** include reasons and evidence for why they were unable to provide the evidence with their original Extenuating Circumstances Claim. [Guidance Notes for Students and Staff](#)
- 11.3. Students submitting appeals in relation to ground f) **must** also include reasons and evidence for why they were unable to submit an Extenuating Circumstances Claim by the Extenuating Circumstances submission deadline. [Guidance Notes for Students and Staff](#)
- 11.4. In exceptional cases, where it is not possible for good reason to provide the accompanying evidence at the same time as the submission of the appeal form, students are expected to indicate what documentation or evidence is to follow and when they expect to be able to provide it. If the member of the Student Conduct, Complaints and Compliance Team handling the appeal accepts that there is good reason then a reasonable deadline will be imposed by which this further information must be provided by the student. This deadline shall **not be more than 30 UK working days** after the submission of the Appeal Form. The timeline for consideration of the appeal will be halted whilst the provision of further information is awaited. Once the deadline has passed then the Student Conduct, Complaints and Compliance Team will consider the eligibility of the appeal based on the information provided.
- 11.5. Electronic forms will be submitted directly to the Student Conduct, Complaints and Compliance Team and the appeal submission will normally be acknowledged **within 2 UK working days**.

## **12. Eligibility Assessment Stage One**

- 12.1. On receipt of the form, the Student Conduct, Complaints and Compliance Team will determine the eligibility of the appeal i.e. whether the appeal contains reference to, or evidence to support, the grounds for appeal and whether the appeal is submitted within the deadlines.

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12.2. If it is determined that an appeal is ineligible then the Student Conduct, Complaints and Compliance Team will notify the student of this decision, the reasons for this decision and a Completion of Procedures letter will be issued.

12.3. If the appeal is deemed eligible then the Appeal will be referred for a formal Stage One Departmental response.

### **13. Formal Stage One Departmental Response**

13.1. Stage One Assessment Appeals are normally considered by the Secretary to the Board of Examiners (or nominee).

13.2. A response to the appeal will normally be sent **within 20 UK working days** of the receipt of the appeal.

13.3. The Stage One respondent may collate and consider further information or seek advice in relation to the issues of appeal. Further information may include minutes of meetings, email communications, transcripts of results and other documents as appropriate. The Stage One respondent may seek advice from other departments and staff including the Chair of the Board of Examiners and/or the Student Conduct, Complaints and Compliance Team.  
[Guidance Notes for Students and Staff](#)

13.4. Following their review of the Assessment Appeal and any relevant information, the Stage One respondent will determine whether the appeal is **Upheld, Upheld in Part or Not Upheld** and the response will include the rationale for the decision made and any further action or resolution that may be required.

13.5. The Stage One respondent will share their response and all documents considered in making this response to the Student Conduct, Complaints and Compliance Team via the central repository.

13.6. If the appeal is **Not Upheld** at Stage One then the Stage One respondent will send their written response to the student and will advise the student of the process and grounds for submitting a Stage Two Assessment Appeal.

13.7. If the appeal is **Upheld or Upheld in Part** at Stage One, then the Stage One respondent will send the Stage One written response to the student. This should include any recommendations for further action as noted below in section 13.8.

If an Appeal is Upheld in Part, students have the opportunity to submit a Stage Two Appeal in relation to the issues of appeal that have not been Upheld. [Stage Two Appeal Process.](#)

If an Appeal is Upheld, the Student Conduct, Complaints and Compliance Team will issue a completion of procedures letter to the student. [Completion of Procedures Letter and OIA.](#)

13.8. If an Assessment Appeal is Upheld or Upheld in Part, further action is required to consider the appeal and the findings. Further action can include:

- a) A referral to the Extenuating Circumstances Committee, (or where appropriate to the Chair) to consider a new extenuating circumstances claim, or to consider a prior claim with new evidence and/or to consider a prior claim without the identified procedural irregularity;

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- b) A referral to the Academic Integrity Committee, to consider the Academic Misconduct allegations without the identified procedural irregularity;
- c) A referral to the Board of Examiners or where appropriate to the Chair (for Chair's Action) to reconsider the original decision and determine appropriate action.

Such actions available to Board of Examiners or the Chair via Chair's Action, can include correcting marks and awards, allowing further re-assessment opportunities and determining whether they are capped or uncapped, as well as any other action that is within the remit of the Board.

This list is not exhaustive and will depend on the circumstances of the case and the evidence presented. If further action is taken by Chair's Action this should be considered in consultation with the Secretary to the Board of Examiners, the External Examiner and/or the Student Conduct, Complaints and Compliance Team.

- 13.9. The further action taken, will be communicated to the student **normally within 10 UK working days** following the Stage One Outcome by the Secretary of the Board of Examiners and a copy of this will be sent to the Student Conduct, Complaints and Compliance Team.
- 13.10. Where the outcome of a Stage One Assessment Appeal results in reconsideration by the Board of Examiners (including Chair's Action), Extenuating Circumstances Committee, or Academic Integrity Committee, students can appeal this decision via a new Stage One Assessment Appeal. Any new appeals must meet one of the grounds for appeal stated in Section 11.1 above. This new appeal cannot consider issues that have already been considered as part of the original Stage One Assessment Appeal. Disagreement with the academic judgment of the Board of Examiners or other decision-making bodies cannot in itself constitute grounds for an Assessment Appeal.

#### **14. Stage Two Assessment Appeal**

- 14.1. Students have a right to request a review of the Stage One decision and findings via Stage Two of the procedures. Stage Two Appeals should be submitted within **10 UK working days** of the date of the written Stage One response.
- 14.2. The grounds for submitting a Stage Two Assessment Appeal are:
  - a) The Stage One decision was unreasonable
  - b) The Stage One Appeals Procedures were not followed correctly
  - c) The student is presenting new material evidence that for exceptional reasons they were unable to present at Stage One of the Process\*.

\*Students submitting a Stage Two Appeal in relation to ground c) are required to provide an explanation and evidence for why they were unable to provide the new evidence with their Stage One Appeal. The Stage Two Reviewer will consider in the first instance, whether exceptional reasons are established and evidenced for why they were unable to provide this evidence with their original Stage One appeal. If exceptional reasons are established, the Stage Two reviewer will then consider whether the new evidence is material to the issues of appeal.

- 14.3. Students should complete the online Stage Two Assessment Appeal Form and submit a full written statement detailing their grounds and reasons for submitting a Stage Two Appeal. At the time of submitting their Stage Two Assessment Appeal Form, students should include any relevant documents or evidence that supports their statement.

The Stage Two Assessment Appeal Form is available here [Assessment appeals](#)  
[Assessment appeals- Student Administration - University of Liverpool](#)

- 14.4. In exceptional cases, where it is not possible for good reason, to provide the accompanying evidence at the same time as the submission of the Stage Two Appeal, students are expected to indicate what documentation or evidence is to follow and when they expect to be able to provide it. If the member of the Student Conduct, Complaints and Compliance Team handling the appeal accepts that there is good reason, then a reasonable deadline will be imposed by which this further information must be provided by the student. This deadline shall **not be more than 30 UK working days after the submission of the Stage Two Appeal**. The timeline for consideration of the appeal will be halted whilst the provision of further information is awaited. Once the deadline has passed then the Student Conduct, Complaints and Compliance Team will consider the eligibility of the appeal based on the information provided.
- 14.5. Students do not need to re-submit any documents that have already been submitted at Stage One of the process, but they can refer to these in their Stage Two statement.
- 14.6. Stage Two is not a re-opening of the appeal and new evidence that should have been submitted at Stage One will not normally be accepted without exceptional reasons. These exceptional reasons must be supported by evidence.
- 14.7. The Stage Two appeal submission will normally be acknowledged **within 2 UK working days**.
- 15. Stage Two Assessment Appeal Eligibility Assessment**
- 15.1. On receipt of the Stage Two Appeal, a member of the Student, Conduct, Complaints and Compliance Team, will determine the eligibility of the appeal i.e. whether the appeal contains reference to, or evidence to support, the grounds for appeal and whether the appeal is submitted within the deadlines.
- 15.2. If it is determined that an appeal is ineligible, the student will be notified of this decision, the reasons for this decision and a Completion of Procedures letter will be issued.
- 15.3. If the appeal is deemed eligible then the Appeal will be referred for a Stage Two Response.
- 16. Stage Two Response**
- 16.1. Stage Two Assessment Appeal responses are conducted by a member of the Student Conduct, Complaints and Compliance Team (or nominee).
- 16.2. A response to the appeal will normally be sent **within 20 UK working days** of the receipt of the appeal.
- 16.3. The Stage Two reviewer will consider:
- The Stage One Assessment appeal form and evidence submitted by the student;
  - The documents considered by the Stage One respondent and the Stage One response;

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- The Stage Two Assessment Appeal statement and evidence submitted by the student.
- 16.4. The Stage Two reviewer may request and consider further information in relation to the issues of appeal, this may include minutes of meetings, email communications, transcripts of results etc.
- 16.5. Following their review of the Stage Two Assessment Appeal and any relevant information, the Stage Two reviewer will determine whether the Stage Two appeal is **Upheld, Upheld in Part or Not Upheld** and the response will include the rationale for the decision made and any further action or resolution that may be required.
- 16.6. If the appeal is **Not Upheld** at Stage Two then the written response and a completion of procedures letter will be sent to the student by the Student Conduct, Complaints and Compliance Team.
- 16.7. If the appeal is **Upheld or Upheld in Part** at Stage Two, then the written response and the details of any further action or resolution will be notified to the student by the Student Conduct, Complaints and Compliance Team.
- 16.8. If an Assessment Appeal is **Upheld or Upheld in Part**, further action is required to consider the appeal and the findings. Further Action can include:
- a) A referral to the Extenuating Circumstances Committee, or where appropriate to the Chair, to consider new extenuating circumstances, or to consider a prior claim with new evidence and/or to consider a prior claim without the identified procedural irregularity;
  - b) A referral to the Academic Integrity Committee to consider the Academic Misconduct allegations without the identified procedural irregularity and/or to consider the new evidence presented;
  - c) A referral to the Board of Examiners (or where appropriate, to the Chair for Chair's Action) to reconsider the original decision and determine appropriate action.

Such actions available to Board of Examiners or Chair can include correcting marks and awards, allowing further re-assessment opportunities and determining whether they are capped or uncapped as well as any other action that is within the remit of the Board.

This list is not exhaustive and will depend on the circumstances of the case and the evidence presented. If further action is taken by Chair's Action this should be considered in consultation with the Secretary to the Board of Examiners, and the External Examiner and/or Student Conduct, Complaints and Compliance Team.

- 16.9. The Stage Two outcome and any resolution represents the final decision of the University in relation to the Assessment Appeals Procedure and a Completion of Procedures letter will be issued to the student.
- 16.10. Where the outcome of a Stage Two Assessment Appeal results in reconsideration by the Board of Examiners (including Chair's Action), Extenuating Circumstances Committee, or Academic Integrity Committee, students can appeal this decision via a new Stage One Assessment Appeal. Any new appeals must meet one of the grounds for appeal stated in Section 11.1 above. This new appeal cannot consider issues that have already been considered as part of the original Stage One and Stage Two Assessment Appeal.

Disagreement with the academic judgment of the Board of Examiners or other decision-making bodies cannot in itself constitute grounds for an Assessment Appeal.

**17. External Review**

- 17.1. The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints and appeals. The University of Liverpool is a member of this scheme. If a student is unhappy with the outcome they may be able to ask the OIA to review their complaint or appeal. Students can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right if something has gone wrong at <https://www.oiahe.org.uk/>
- 17.2. A student normally needs to have completed the Assessment Appeals procedure before they can complain to the OIA. The University will send a student a letter called a "Completion of Procedures Letter" when they have reached the end of University processes and there are no further steps the student can take internally. Students can find more information about Completion of Procedures Letters and when they should expect to receive one at: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>.
- 17.3. The Office for Students (OfS) operates a free speech complaints scheme. Under that scheme, the OfS can review complaints about free speech from members, students, staff, applicants for academic posts and (actual or invited) visiting speakers. Information about the complaints that the OfS can review is available on its website. [Complaints - Office for Students](#)