

Step-by-step guide for students to the grade challenges and academic appeals process

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| <p>within 7 working days of receiving a grade</p> | <p>Querying a grade</p> <ol style="list-style-type: none"> If you want to request an explanation of how your grade for a piece of work has been calculated then you need to contact the instructor of the course and ask to discuss it. This explanation is not part of the grade challenge and appeals procedures. If you do this by e-mail, it is helpful if you explain briefly what you want to talk about so the instructor can prioritize a response to you. You need to do this within 7 working days of receiving the result or information. You and the instructor should aim to resolve the issue or be ready for you to move to Step 1 within 7 working days of you raising your query, but this may need to be extended by agreeing meeting times that suit you both. |
| <p>Step 1</p> <p>within 7 working days of Step 1 (a)</p> | <p>Negotiating an Informal Resolution</p> <ol style="list-style-type: none"> If you are unhappy with the outcome of the informal discussion then you may make a grade challenge under the policy by contacting the instructor of the course and asking for further clarification on the issue (see section 4.3 of the Policy) If you and the instructor are able to reach an informal agreement, then there should be an e-mail exchange to record what you have agreed, particularly where a grade will be changed (see 4.4). Once you have agreed an outcome you cannot ask for the issue to be looked at again If no resolution can be found, you may make a formal grade challenge (see 4.6). |
| <p>Step 2</p> <p>within 7 calendar days</p> | <p>Formal Procedure Stage I: The Grade Challenge</p> <ol style="list-style-type: none"> You will need to present a written statement outlining your grounds for the grade challenge to the Associate Dean of the relevant School or campus for consideration. If you have corresponded with the instructor about it you should include copies of the information to support your case (see 5.1). The Associate Dean will decide on the merits of the grade challenge, based on the information you have provided, and will attempt to arrive at a resolution with you and the instructor. The outcome of the decision will be provided to all parties in writing (see 5.7). |
| <p>Step 3</p> <p>within 21 calendar days (additional 7 days for written decision)</p> | <p>Formal Procedure Stage II: The Appeal</p> <ol style="list-style-type: none"> If the grade challenge is not resolved to your satisfaction at Stage I, you complete the Academic Appeal form and submit it to the Secretary of the Academic Appeals Committee (AAC) (see 6.1). You should attach any correspondence you have had with the instructor and Associate Dean, and any other evidence to support your case. The Chair of the AAC will review the information you have provided and decide whether there is a <i>prima facie</i> case for appeal, and whether or not it should be heard by the full Committee (see 6.3) A hearing may be held to inform the AAC's decision (see 6.6) A written report on the AAC's decision made at the hearing will be prepared and circulated to the relevant parties (see 6.8 and 6.9). |

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| <p>Step 4</p> <p>within 7 calendar days of receipt of the Stage II decision</p> | <p>Formal Procedure Stage III: Further Appeal to the Office of the Provost</p> <p>a. If the appeal is not resolved to your satisfaction at Stage II, a request for a Further Appeal may be submitted in a letter to the Office of the Provost requesting a review of the initial grade challenge and the appeal (see 7.1).</p> <p>b. A copy of the original grade challenge statement, the completed Academic Appeal form and the evidence supplied to date must accompany this letter (see 7.3 (a)) to support your case. If it is something you didn't present in your case to the AC, you will also need to explain why it should be considered now.</p> <p>c. Further investigation or a hearing may be held to inform the Provost's decision (see 7.2).</p> <p>d. The Office of the Provost will make a final determination and you will be informed of the outcome (see 7.3 (c)).</p> |
| <p>Step 5</p> | <p>The University's institutional procedures for grade challenge and appeal have now been completed. The University issues a formal Completion of Procedures letter to you (see 7.4).</p> |
| <p>Step 6</p> | <p>If you are undertaking The Open University validated award you may submit an appeal to The Open University if you are dissatisfied with the conclusion reached through Richmond University's procedures. All appropriate grade challenge and appeal procedures at Richmond University must be exhausted before an appeal may be made to The Open University (see 8.3).</p> |
| <p>Step 7</p> | <p>If you are dissatisfied with Richmond University's or The Open University's decision, you may take your appeal to the Office of the Independent Adjudicator for Higher Education (see 8.3 and 8.4).</p> |