

Assessment Appeals Procedure for Online Students

1. Introduction

- 1.1 The University of Liverpool and Kaplan Open Learning are committed to ensuring that we provide for our students a high quality student experience, supported by appropriate academic services, We recognise, however, that there might be occasions when students feel that they have cause to appeal against an academic decision made by a Module Review Board or Board of Examiners in relation to their studies.
- 1.2 This procedure document should be read in conjunction with the University of Liverpool [Code of Practice on Assessment Appendix F - Assessment Appeals Procedure for Undergraduate and Taught Postgraduate Programmes](#)

2. Students who have not yet completed their studies.

- 2.1. If you have not yet completed your programme of study, including resits or the resubmission of failed assessments, you may appeal against a module mark or an assessment mark in non-modular programmes, which has been determined by a Board of Examiners. This includes the award of a mark of zero following a finding that major plagiarism, collusion, or fabrication of data has occurred.
- 2.2. You can find out more about the grounds for appeal and the timeframes for considering an appeal in the University of Liverpool [Appendix F - Annex 2 Guidelines for students: Section One Appeals](#)
- 2.3 If you wish to submit a Section One appeal please complete this [pro-forma](#) and submit to appealsandcomplaints@study-online.liverpool.ac.uk

3. Students who have completed their programme of study.

- 3.1. If you have completed your programme of study and have been made an award by the Board of Examiners, or because you have no further progression opportunity you may appeal in the following circumstances against the Board of Examiners decision relating to:
1. Non-award of a degree, diploma or certificate, whether that award was the final award of the programme concerned or an intermediate award for the stage of the programme you have just completed.
 2. The classification or other mark of differentiation of a degree, diploma, or certificate which has been awarded.
 3. Award of a different award from that which you were attempting to achieve at the point of the programme.
- 3.2. You can find out more about the grounds for an appeal and the timeframe for considering an appeal in the University of Liverpool [Code of Practice on Assessment Appendix F - Assessment Appeals Procedure for Undergraduate and Taught Postgraduate Programmes](#)
- 3.3 If you wish to submit a Section Two appeal please complete this [pro-forma](#) and submit to appeals@liverpool.ac.uk.

Further Information

You can contact your Student Support Team at Kaplan Open Learning for advice and guidance about how to submit an appeal.

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