07.2

VERIFICATION PROCEDURE

[EXAMINATION BOARD DECISIONS]
CARDDIFF METROPOLITAN UNIVERSITY

VERIFICATION PROCEDURE [EXAMINATION BOARD DECISIONS]

This procedure applies to decisions of Examination Boards for:

- candidates on a range of programmes at Cardiff Metropolitan University including Bachelor’s degrees, foundation degrees, diplomas and certificates, Higher National Diplomas and Higher National Certificates lying within the University’s Edexcel University Licence, and, where applicable, any University of Wales awards;

- postgraduates following either of the stages (examination and dissertation) of a taught Master’s degree (including MBA), Postgraduate Diploma or Postgraduate Certificate scheme of study, or PGCE;

- candidates who have completed the examination component of a Professional Doctoral degree.

Candidates for postgraduate research degrees, including the degree of MPhil, PhD and PhD (by Published Works) should refer to the Appeals Procedure (Postgraduate Research Degree).

Other programmes excluded from this Verification Procedure, and for which appeals must be referred to the particular awarding body include those associated with WJEC, ACCA, CIB, CIM, C&G, and NEBSM. For advice on how to make such an appeal to these bodies, reference should be made in the first instance to the Cardiff Metropolitan University’s, Academic Registry.

**Note:** This Verification Procedure does not apply where a straightforward mark error comes to light. In these cases, the Programme Director or Module Leader should complete form 7.3a Application for Amendment of Erroneous Marks and send it to the Chair of the Examination Board.
CARDFIFF METROPOLITAN UNIVERSITY

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Students on programmes to which this procedure applies shall be informed of the following Verification Procedure at the commencement of the programme.

Programme Directors may also invoke this Verification Procedure in respect of an individual student, on the same basis as a student.

1 A student or Programme Director is entitled to ask for verification of one or more of the following in respect of a decision of an Examination Board:

1.1 that the results published by Cardiff Metropolitan University are free of arithmetical or other errors of fact;

1.2 that the examiners were aware of exceptional personal circumstances reported by the student in accordance with the Mitigating Circumstances Procedure, and accepted by the School Mitigating Circumstances Committee (or by its Chair) prior to the meeting of the Examination Board(s) concerned and which might in the student’s opinion have had an adverse effect on his/her academic performance;

In addition, under 1.1 above, candidates who are borderline for a higher class of degree or other award, may seek verification of the decision of the Examination Board not to award the higher class of degree or other award (this includes a candidate for a modular Master’s degree in respect of the non-award of merit or of distinction.

2 A candidate (or Programme Director) who wishes to have such verification shall make written application using the Application for Verification form, available on the web in the Academic Handbook, normally within fourteen days of the notification of results by the School. Applications for verification submitted outside this timescale with good reason may be accepted at the discretion of the Academic Registry. Requests for verification must include full details (including relevant dates, module numbers and names).

3 Upon receipt of such written application, the Assistant Registrar (Student Administration Services), or his/her nominee, shall take the necessary steps to verify the facts to which the application refers. At the same time the Assistant Registrar (Student Administration Services), or his/her nominee, shall acknowledge receipt of the Application for Verification within 5 working days, informing the candidate of the action being taken. The facts shall be verified normally within eight working weeks of the date of the application. A longer period of time may be used but only where it is the best interests of the candidate to do so.

4 The Assistant Registrar (Student Administration Services) or nominee shall, when he/she has completed his/her enquiry, take the action below.
4.1 If the verification process indicates that:

- there has been an arithmetical or other factual error in the results;

- exceptional personal circumstances reported by the student prior to the meeting of the Examination Board(s) concerned on a Mitigating Circumstances Form were not, in fact, considered;

- a candidate, in the course of requesting verification, has provided additional evidence of exceptional personal circumstances which were previously notified prior to the meeting of the Examination Board;

The Assistant Registrar (Student Administration Services) or nominee shall instruct the Chair of the Examination Board to take Chair’s Action or to arrange for the Examination Board to re-consider the candidate’s results. The Assistant Registrar (Student Administration Services) or nominee shall inform the Chair of the Examination Board in writing of the full circumstances of the case, and, at the same time, the candidate shall be informed by the Assistant Registrar (Student Administration Services) or nominee of the action being taken.

4.2 If the verification process indicates that:

- there has been no error in the results;

- any exceptional personal circumstances reported by the candidate have already been considered;

The Assistant Registrar (Student Administration Services) or nominee shall, by means of a Completion of Procedures letter, inform the candidate of the conclusion that there is no basis to refer the case back to the Examination Board.

4.3 If in the course of the verification process it becomes apparent that:

- there were exceptional personal circumstances which could have affected the candidate’s performance adversely, of which the Examination Board was unaware because the candidate did not report them at the appropriate time;

- the candidate has provided evidence of defects or irregularities in the conduct of the examinations or in written instructions or advice relating thereto of which the Examination Board had been unaware;

The Assistant Registrar (Student Administration Services) or nominee shall direct the candidate to the Cardiff Metropolitan University Appeal Procedure.
5. Where a case has been referred back to the Chair of the Examination Board under 4.1 above, the Examination Board or its Chair, after duly considering the evidence, will agree to amend or confirm the Board’s original decision. The decision of the Examination Board or its Chair, with reasons for that decision, will be relayed in writing by the Chair to the Assistant Registrar (Student Administration Services) or his/her nominee normally within 6 working weeks.

The Assistant Registrar (Student Administration Services) or his/her nominee may, in exceptional cases only, refer the case back again to the Chair of the Examination Board for a review of the decision if the evidence has not been properly taken into consideration.

By means of a Completion of Procedures letter, the Assistant Registrar (Student Administration Services) or his/her nominee shall inform the student in writing of the decision of the Examination Board, which shall be final, and the reasons for the decision.

6. Pursuant to the Higher Education Act 2004, the Office of the Independent Adjudicator for Higher Education (the OIA) has been designated by the National Assembly for Wales from 1 January 2005 as the operator of an independent scheme in Wales for the review of student complaints.

Once the Verification Procedure above has been exhausted a candidate may submit a complaint to the OIA if dissatisfied with the outcome. Any such complaint must be submitted by sending a completed scheme application form together with all relevant information to the OIA within twelve months of the date on the “Completion of Procedures Letter” from Cardiff Metropolitan University on completion of its internal procedures. A scheme application form can be obtained from the University’s Academic Registry (REF: RGT), downloaded from the OIA website www.oiahe.org.uk or by telephoning or writing to the OIA. The contact details for the OIA are as follows:-

OIA for HE, Third Floor, Kings Reach, 38-50 Kings Road, Reading, RG1 3AA
TEL:- 0118 9599813
Email: enquiries@oiahe.org.uk