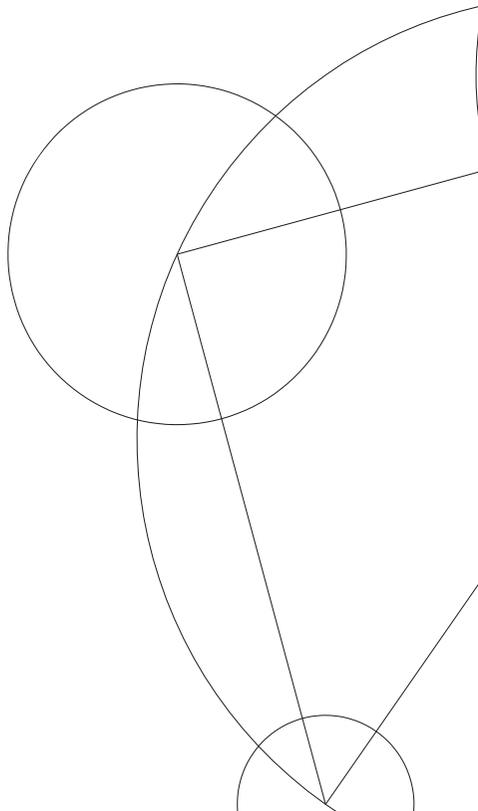




Examination appeals

The Faculty Secretariat
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Rules and regulations pertaining to examination appeals

1. Preface

The rules and regulations pertaining to the processing of examination appeals are found in sections 32-42 of the Danish Ministerial Order No. 666 of 24 June 2012 on University Examinations and Grading (the Examination Order).

In 2010, the Danish examination order was radically amended when compared to former rules and regulations on examination appeals. The rule that an examination appeal could not result in a lower grade was repealed and the decision-making power was transferred from the assessors to the university. The latter means that it is now the university that makes the decision in an examination appeal and not the assessors. At the Faculty of Social Sciences (the Faculty), it is officially the Faculty (the Study and Examinations Office) that makes the decision in an examination appeal.

Among other things, appeals may be submitted about the following:

- 1) legal issues
- 2) the basis for examination (questions, assignments etc.)
- 3) the examination process
- 4) the assessment.

The Faculty does not have the authority to decide to change a grade. The Faculty may solely decide to reject the appeal or to make an offer of a new assessment (re-assessment) or a new examination (re-exam). For re-assessments and re-exams, new examiners are appointed. A re-assessment or re-exam may result in a grade that is lower than the one that was initially awarded.

In June 2012, the Danish Examination Order was amended once more. The most significant change is that the Board of Appeals possibility of making their own re-assessment has been repealed. Pursuant to the rules currently in force, the Board of Appeals may, thus, only decide to make an offer for a new assessment (re-assessment) by new assessor or to make an offer for a new examination (re-exam) with new assessors or to reject the examination appeal. .

2. Administrative procedures in relation to examination appeals concerning the assessment

When the Study and Examinations Office processes an examination appeal that relates to the assessment or other matters that relates to the assessor, the processing is initiated by the Study and Examinations Office requesting an opinion from the assessors. The opinion of the assessor must include a reasoned statement (a joint reasoned statement from both assessors, if there are two assessors) as well as a recommendation as to whether the examination appeal should be rejected or whether an offer for a re-assessment or re-exam should be made.

Please notice that the assessor **cannot** decide to change a grade, but solely can:

- recommend that the Faculty decides to reject the examination appeal; or
- recommend that the Faculty decides to make an offer for a re-assessment (however, not in oral exams); or
- recommend that the Faculty decides to make an offer for a re-exam.

Thus, assessors cannot change their opinion. Once the assessor has awarded a grade, this can solely be changed in the case of a typing error. If a typing error is discovered, the assessor must inform the Study and Examinations Office about the typing error.

In the opinion, the assessor may write that, subsequently to having reviewed the exam answer and the student's examination appeal, the assessor now believes that the grade should have been another one. However, since the assessor cannot decide to change the grade and since the Faculty will forward the assessor's opinion to the student asking for the student's comment, it is very important that this information is included in the actual opinion, which must then be concluded by a paragraph in which it is stated: "On the basis of this, the assessor(s) recommend that the Faculty decides to make an offer for a re-assessment by new assessors."

This is important for several reasons. Firstly, it must be clear to the student that the opinion is not a decision, but solely a recommendation to the Faculty that the exam answer should be assessed by new assessors. Secondly, it shows the student that there is no certainty that the new assessors will reach the same conclusion as the initial assessor(s).

The Study and Examinations Office forwards a copy of the assessor's opinion to the student. The student is then given one week to comment on the assessor's opinion. If the Faculty does not receive any comments from the student, the Faculty will make its decision on the basis of the information in hand.

If the student forwards any comments to the assessor's opinion, then, as a rule, the Faculty will forward the student's comments to the assessor. The Faculty may, however, decide to dispense with this rule, if it is beyond all doubt that it would be irrelevant to submit the comments to the assessor for an opinion. This may for example be the case if the student solely repeats facts that the student put forward in the original examination appeal. If the student's comments are forwarded to the assessor, but the student's comments do not give rise to any further comments from the assessor, the Faculty will make its decision on the basis of the information in hand.

(The fact that there are no further comments from the assessor is ensured by the fact that it is stated in the letter to the assessor that if the Study and Examinations Office does not receive any remarks from the assessor within two weeks, the Study and Examinations Office will assume that the student's comments did not give rise to any further comments from the assessor).

If the assessor forwards new comments, the Faculty will make its decision on the basis of all of the information that it has collected from the student and the assessor.

If the Faculty decides to make an offer for a re-assessment or a re-exam, the student must accept the offer for a re-assessment or re-exam within two weeks. Otherwise, the offer will lapse.

For re-assessments and re-exams, new examiners are appointed and an external examiner is appointed by the chairperson of the external examiners. In connection with re-assessments, the assessors must be provided with the case files; i.e. the assignment, the exam answer, the examination appeal, the original assessor's opinion, the student's comments, if any, and the Faculty's decision.

In connection with re-exams and re-assessments, the new assessors must enclose a written justification for the assessment.

The new assessors' assessment may result in a lower grade. If the student accepts an offer for re-assessment or re-exam, the student CANNOT appeal the result of the new assessment. However, the student may appeal legal issues in relation to the new assessment. (Please see below for information on appeals of legal issues).

If the Study and Examinations Office receives an examination appeal concerning matters that does not relate to the assessor(s), e.g. appeals concerning the PC equipment at a PC exam or complaints about the invigilators, the Study and Examinations Office will process the examination appeal without the involvement of the assessors.

3. Administrative procedures if a student appeals the Faculty's decision

If the Study and Examinations Office decides to reject the examination appeal, the student may appeal this decision to the Board of Appeals. Any such appeal must be submitted in writing within two weeks of the Faculty's decision being announced to the student.

The Board of Appeals, which consists of four members, is then set up: the chairperson of the external examiners appoints two external examiners of which one is appointed as the chairperson, and the Head of Studies appoints a teacher and a student from the subject area.

The Board of Appeals can decide:

1. to make an offer for a new assessment (re-assessment) by new assessors; however, not in oral exams;
2. to make an offer for a new examination (re-exam) with new assessors; or
3. to reject the examination appeal.

The Board of Appeals' decision is announced to the Study and Examinations Office as soon as possible and, at the latest, within two months of the appeal being submitted. The month of July is not included when calculating the two-month deadline. The Study and Examinations Office informs the student of the Board of Appeals' decision as soon as possible. If the Board of Appeals is unable to process the examination appeal within the deadline that has been laid down, the Board of Appeals must inform the Study and Examina-

tions Office about the delay as soon as possible. The Study and Examinations Office will then inform the student of the delay as soon as possible, providing details on the reason for the delay and information about when the appeal is expected to be processed.

If the Board of Appeals decides to make an offer for a(n) (re-)assessment by new assessors or a new examination (re-exam) with new assessors, this must be put forward as an offer to the student. If the student does not accept the offer, the offer will lapse and the appealed grade will be the final grade.

The Board of Appeals decision about rejecting the appeal or making an offer for (re-)assessment or a re-exam must be written and reasoned.

In connection with a re-assessment or a re-exam, the new assessors must enclose a written justification for the assessment.

If the student is offered a re-assessment or a re-exam, the student must accept the offer within two weeks of the offer being announced to the student.

The Board of Appeals' decision is final. This means that the student cannot appeal the decision with regard to academic issues. The student may, however, appeal issues with regard to the Board of Appeals' processing of the examination appeal to the Dean.

If the student accepts an offer for a re-assessment or a re-exam, the student CANNOT appeal the new assessor's grade. However, legal issues may be appealed to the Dean.

4. Appeals concerning legal issues

Appeals concerning legal issues are appeals that do not concern academic matters or assessments; i.e. appeals relating to whether the rules and regulations in force at any time have been observed. It may, for example, be an appeal that no statement of aims for the course has been prepared. This type of appeal will be considered by the Dean (the Study and Examinations Office). In some cases, the Study and Examinations Office will request an opinion from the assessors. At other times, the Study and Examinations Office will consider this type of appeal without consulting the assessors.

5. Appeals concerning supervision

Appeals concerning supervision is examined by the Head of Studies and is decided upon at the department. The Faculty will, thus, forward any such appeal to the Head of Studies.

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