

# Assessments Guidance for Students

## Academic Year 2024 - 25



It is essential that all students taking any form of assessment with the University in the Academic Year 2024/25 read this document. (Please note this document was previously known as the 'Instructions to Candidates').

Changes made to this document and the guidance contained therein are highlighted in yellow.

All work submitted must be a student's own efforts. Failure to observe any of the instructions within may constitute an offence under the [Regulations on Academic Misconduct](#) or could otherwise count against you.

Important information on terminology that may be used outside of this document:

- Degree Course – May also be referred to as 'degree programme' or simply 'programme', these terms refer to the qualification you will be awarded upon successful completion of your studies.
- Module – May also be referred to as 'course', this refers to the individual units you will study each year to complete your degree course.

The information in the document is correct at the time of publication in October 2024.

**UPDATE November 2024 – The dates for the Summer Vacation Assessment Period SV-AP have been changed since publication. The new dates are highlighted in Yellow in Parts 3 & 6 of this document**

## **Contents**

### **PART 1 – Registration for Modules & Assessments**

### **PART 2 – Guide to Assessments**

- A.** Types of Assessment
- B.** Candidate Numbers
- C.** Academic Misconduct
- D.** Assessment Adjustments

### **PART 3 – University Examination & Assessment Periods & Invigilated Exams**

- A.** University Examination & Assessment Periods and the Examination & Assessment Timetable
- B.** Exam Access Arrangements for Invigilated Exams
- C.** Conduct in Invigilated Exams & In-Class Tests

### **PART 4 – Open Book Exams & Online Examinations & Tests**

- A.** Exam Access Arrangements for Open Book Exams & Online Examinations & Tests
- B.** Conduct in Open Book Exams & Online Examinations & Tests

### **PART 5 – Illness & Unforeseen Circumstances Impacting Assessments**

- A.** Extensions
- B.** Absence from Assessments
- C.** Extenuating Circumstances

### **PART 6 – Results, Progression & Award**

- A.** Release of Results and Award Documentation
- B.** Progression & Award
- C.** Summer Vacation Assessments
- D.** Appeals

### **PART 7 – Support & Advice**

## PART 1 - Registration for Modules & Assessment

1. Students must normally register each year for modules to the full credit value and in the order specified in the [Academic Taught Regulations](#) and the regulations for their individual degree course of study, as stated in the relevant degree course specification(s).
  - Full Time Undergraduate - modules to the value of 120 credits
  - Part Time Undergraduate - modules to the value of 60 credits
  - Full Time Postgraduate Taught - modules to the value of 180 credits
  - Part Time Postgraduate Taught - variable
2. Students who have not progressed and are therefore repeating, resitting or completing a first sit in modules for a particular stage of their degree course should register for modules as agreed with their school to enable progression on the degree course of study, as outlined in the relevant Undergraduate Regulations and degree course specification(s).
3. Undergraduate students who have otherwise progressed may, subject to availability, with the agreement of their school and in line with relevant applicable Undergraduate Regulations, be permitted to register to resit modules failed in the previous academic year. You are strongly advised to read the university regulations to check whether you are able to resit a module or modules.
4. Undergraduate students may register for modules up to a value of 60 credits across the entire period of study in subjects outside his/her degree course of studies on an extracurricular basis, subject to approval by the student's home school and the host school/department. Such modules will **not** contribute to the degree course but will appear on the transcript of results.
5. You will be entered for the relevant assessment in all the modules on which you are registered. It is therefore vital that you check your module registrations as early as possible in the academic year, through Campus Connect, and report any errors to your school office. Please note that Moodle is not a reliable means of checking your module registrations as this may not contain a complete list of your modules.
6. For **students who began their degree courses in September (new or continuing)**, the final University deadlines to check and request changes to all module registrations, including all extracurricular, resit and repeat modules, are:

**Autumn Term and Full-Year Modules**  
**Spring and Summer Term Modules**

**Friday 18 October 2024**  
**Friday 31 January 2025**

7. If you are registered on the wrong module(s) and/or on insufficient or too many credits and you do not rectify the situation by the stated deadlines, you will be entered for the assessments as listed and any modules that are not completed will be awarded a failing mark which will appear in this way on your final transcript of results. Failure marks may impact on your ability to progress to a subsequent year of study.
8. If you inadvertently re-register for modules that you have already taken and passed, these modules will not count, and you will be registered on alternative suitable modules. Marks of zero will be recorded and these will appear on your final transcript of results.
9. Please be aware that once registrations are finalised there will be no further opportunity to amend registrations, and assessment and examination timetables will be produced based on this information. If module registrations, including resit and extracurricular registrations, are missing you will not be entered for the assessment.

10. Once your modules registrations are finalised you will be entered for the assessments as listed and the mark you achieve for each module will appear on your transcript.
  11. **Interruptions of Study:** You are permitted to interrupt your studies on medical, financial, or other personal grounds during the academic year and if you do so you will usually resume your studies at the same point in a future academic year. Interruptions beginning before the end of the Spring Term for September-starting students and the end of the Summer Term for January-starting students will incorporate the withdrawal from all modules not fully completed and assessed by the date of interruption. The marks for individual pieces of work completed prior to the interruption start date will be carried forward for inclusion in the year that the module is fully completed. The only exception to this, is where a student is permitted to return from interruption earlier than the equivalent day in the academic year in which they return to study and is therefore retaking the period of study and hence the work completed. Interruptions after the end of the Spring/Summer Term will only be granted in exceptional circumstances and will not incorporate a withdrawal of modules assessment and this will count as an attempt at the module. Students who cannot attend assessments due to short-term illness or personal circumstances should not interrupt but consider if they have grounds to submit extenuating circumstances, as outlined in Part 5.
  12. **Changes in Mode of Study:** If permitted in the degree course specification for your degree course of study, you may be allowed to change mode from full-time to part-time (or vice versa). Changes in Mode of Study for Undergraduate and Postgraduate Taught students must be completed by the end of the Autumn Term for part-time to full-time for September-starting students and the end of the Spring Term for January-starting students. Changes in Mode of Study for Undergraduate and Postgraduate Taught students must be completed by the end of the Spring Term for full-time to part-time for September-starting students and the end of the Summer Term for January-starting students. If a change in mode is agreed, this change will incorporate the addition of required modules or the withdrawal from modules and examinations not fully completed and assessed by the date of the change. Any modules fully completed and assessed by the date of the change will count as an attempt at the modules.
  13. **Changes in Degree course of Study:** With agreement from all schools involved you may be permitted to change your degree course of study during the academic year. However, if the change in degree course requires a change in module registrations, then this will usually only be permitted up to the final deadline for changes to module registrations. Changes requested after this date may therefore not be possible immediately and you may either continue on your current degree course or interrupt until the end of the academic year and then request the change in degree course over the summer, to return in the following academic year on the new degree course of study. Please note if you are required to retake the year of study and are carrying any credit forward or retaking any modules, this retake year will count as a second attempt.
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## PART 2 – Guide to Assessments

### A. Types of Assessment

1. Modules are assessed in a variety of different ways to test that students have met the learning outcomes of the module.
2. Where at all possible, assessments will be set within the University term dates for your degree course. There are a small number of assessments that cannot be held within these dates, and these will be held within 1 week of the start or end of term. Your school will inform you at the start of the academic year if any of your assessments are to be scheduled outside of term.
3. The table below summarises the key types of assessments that run for students on taught degree courses. Noting that this list is not exhaustive and other assessments may be undertaken as outlined in the course and module specifications.

Assessment Type	Description
<b>University Invigilated Exams</b>	<ul style="list-style-type: none"><li>• In-person formal invigilated examination</li><li>• Duration up to 3 hours</li><li>• To be held Monday-Friday during Term Time in the University Examination Periods</li><li>• Extensions and Late Submissions are not applicable.</li><li>• Exams usually start at 9:30am or 2pm (UK Time zone)</li></ul>
<b>In-Class Tests</b>	<ul style="list-style-type: none"><li>• In-person invigilated tests</li><li>• Duration variable as appropriate to the assessment.</li><li>• To be held Monday-Friday during Term Time scheduled as part of timetabled teaching activities.</li><li>• Extensions and Late Submissions are not applicable.</li></ul>
<b>Open Book Exams</b>	<ul style="list-style-type: none"><li>• Open book exams to be distributed and returned electronically.</li><li>• 23-hour period for completion – usually launched at 11am with a deadline of 10am the following day (UK Time zone)</li><li>• Exam designed to be completed within 4 hours or less.</li><li>• To be held during Term Time or very exceptionally within 1 week of the start/end of Term</li><li>• Can be held during the University Examination Periods</li><li>• Extensions are not permitted.</li><li>• Late Submission is not permitted - if you have technical difficulties on the day of an online assessment which may prevent you from submitting in time you must contact your school as soon as possible for advice.</li></ul>

Assessment Type	Description
<b>Online Exams</b>	<ul style="list-style-type: none"> <li>• Exam to be distributed and returned electronically or completed online</li> <li>• Exam time is appropriate for completion of the exam, plus a period of additional time for uploading where required. The maximum exam duration, including upload allowances, is 6 hours.</li> <li>• Usually launched at 10am (UK Time zone)</li> <li>• To be held Monday-Friday during Term Time.</li> <li>• To be scheduled around teaching activities.</li> <li>• Can be held during the University Examination Periods</li> <li>• Extensions are not permitted.</li> <li>• Late Submission is not permitted - if you have technical difficulties on the day of an online assessment which may prevent you from submitting in time, you must contact your school as soon as possible for advice.</li> </ul>
<b>Online Tests</b>	<ul style="list-style-type: none"> <li>• Tests and quizzes completed online.</li> <li>• Window for completion with an in-built timer for the duration of the exam which starts when the student begins the test.</li> <li>• Duration as appropriate to the assessment.</li> <li>• Includes MCQ Tests and Quizzes</li> <li>• Excludes small regular quizzes completed as Weekly Submissions or Homework</li> <li>• To be held Monday to Friday during Term Time</li> <li>• Can be held during the University Examination Periods</li> <li>• Extensions are not permitted.</li> <li>• Late Submission is not permitted - if you have technical difficulties on the day of an online assessment which may prevent you from submitting in time, you must contact your school as soon as possible for advice.</li> </ul>
<b>Practical, Oral &amp; Performance Exams and Individual &amp; Group Presentations</b>	<ul style="list-style-type: none"> <li>• Practical examinations as appropriate to the discipline</li> <li>• To be held during term time</li> <li>• Extensions and Late Submissions are not usually permitted.</li> </ul>
<b>Coursework</b>	<ul style="list-style-type: none"> <li>• Any form of written assessment including essays, reports, dissertations, and short assignments including video essays</li> <li>• Deadlines to be set during term time or very exceptionally within 1 week of the start/end of term.</li> <li>• Extensions can be permitted in line with the University Extension Policy – please see Part 4 for details.</li> <li>• Late submission penalties apply as outlined in the <u><a href="#">Undergraduate and Postgraduate Taught Regulations</a></u>.</li> </ul>

## B. Candidate Numbers

1. To enable assessed work to be marked anonymously, all students are allocated a Candidate Number to be used to identify themselves on all examinations and coursework, including dissertations.
2. Candidate Numbers will be allocated to students once they have enrolled at the beginning of the academic year and can be viewed through [Campus Connect](#).
3. Unless otherwise instructed you must not include your name or Student Number on any work submitted for assessment.
4. It is vital that you do not use your Candidate Number in conjunction with anything that identifies you, such as your name or Student Number. All members of staff who are authorised to see Candidate Numbers, and who will not be involved in the marking process, will already be able to look it up, so students should never need to give it to a member of staff.
5. Students are allowed to bring a small piece of paper with only your Candidate Number on it with them to invigilated examinations, so that they do not need to memorise this number.

## C. Academic Misconduct

1. The University takes allegations of academic misconduct, including exam offences, very seriously. The University [Regulations on Academic Misconduct](#) explains what an assessment offence is, how they are investigated and penalties which may be imposed.
2. Academic misconduct includes, but is not limited to:
  - a) Plagiarism (see point 4 below)
  - b) Commissioning (requesting or engaging another person or artificial intelligence tool (whether paid or unpaid) to write or rewrite work in order to obtain an unfair advantage for oneself.)
  - c) Presenting content generated by artificial intelligence tools as your own unless specifically authorised in writing as part of the assessment brief and appropriately acknowledged.
  - d) Duplication of work, (submitting work which you have already submitted for assessment for the same or another course)
  - e) Falsification
  - f) Impersonation
  - g) Deception
  - h) Collusion, (acting together with another person to obtain an advantage for yourself and/or the other person)
  - i) Failure to comply with the rules governing examinations and assessments, including those set out in in Parts 3 and 4 of this document.
3. It is important that all students take steps to ensure that they do not commit academic misconduct, unintentionally or otherwise. Any form of communication during an examination, whether in person or online, may be an examination offence.
4. You are strongly encouraged to undertake the 'Avoiding Plagiarism' course on [Moodle](#) and to familiarise yourself with the principles of academic integrity and good scholarly practice. Please speak with your Personal Tutors or other members of staff in your school if you have any queries about what constitutes academic misconduct.
5. 'Plagiarism' is the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the

discipline and commensurate with the level of professional conduct expected from the student. The source which is plagiarised may take any form (including words, graphs and images, musical texts, data, source code, ideas, or judgements) and may exist in any published or unpublished medium, including the internet. Plagiarism may occur in any piece of work presented by a student, including examination scripts, although standards for citation of sources may vary dependent on the method of assessment.

6. Plagiarism detection software will be used where appropriate. Identifying academic misconduct is a matter of expert academic judgement, based on a comparison across the student's work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore, it is possible to determine that an offence has occurred from an assessment of the student's work alone, without reference to further evidence. Plagiarism can be unintentional, resulting from a lack of awareness or understanding of the requirements of academic referencing and it is therefore important that students familiarise themselves with the requirements of each assessment. For school specific guidance on avoiding plagiarism, please check your school [Student Handbook](#).
7. For guidance on how the academic misconduct process operates and what to expect if an allegation is made in respect of your work please visit our [Academic Misconduct webpage](#).

#### **D. Assessment Adjustments**

1. Any student who requires any type of adjustment to assessments must first register with the Disability & Neurodiversity Team. Information about the registration process and adjustments available can be found in the [Regulations on Access Arrangements for Assessment](#). The Disability & Neurodiversity team are available to support all disabled students who have registered their disability.
2. A number of different adjustments can be made for invigilated and online exams and tests, and these are known as 'Exam Access Arrangements'; please see Part 3(B) and Parts 4(A) of this Guidance for further information.
3. Arrangements are also available for other types of assessment, including marking guideline adjustments for students with a specific learning difficulty (dyslexia & dyspraxia) and additional time to respond to oral questions, for example, when delivering a presentation.
4. The Disability & Neurodiversity Team should be contacted regarding any adjustments. They can assess the requirement and determine whether requested adjustments can be put in place. Email [disability@rhul.ac.uk](mailto:disability@rhul.ac.uk).

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### **PART 3 – University Examination & Assessment Periods & Invigilated Exams**

#### **A. University Examination & Assessment Periods and the Examination & Assessment Timetable**

1. The main University Examination and Assessment periods in 2024/25 will take place as follows:
  - Spring Term (SP-AP): Monday 13 to Friday 17 January 2025
  - Summer Term (SU-AP): Monday 5 May to Friday 6 June 2025

The majority of invigilated, online and open book exams will be held in this period.



2. Timetables for the university examination and assessment periods will be published to students on Thursday 28 November 2024 for SP-AP assessments, and Thursday 27 March 2025 for SU-AP assessments. Students will be e-mailed on the day the timetable is released with further information on how this is accessed. Modules assessed by assessment types other than written exams and those examined outside the university examination and assessment period, will not be listed on the timetable. Information about these will be available from your school.
3. Examination and assessment periods for exams will also be run for students retaking assessments in the Summer Vacation Assessment Period (SV-AP) during the summer. SV-AP assessments are held in the month of August and the first weeks of September, as follows:
  - UG Coursework submissions – Monday 11 August to Friday 5 September 2025
  - PGT Coursework submissions – Monday 11 August to Friday 5 September 2025
  - UG and PGT timetabled in-person and online exams – Tuesday 26 August to Friday 5 September 2025
  - PGT timetabled online exams – Monday 8 to Friday 13 September 2025

Students should ensure they are available for this assessment period should they be required to resit/resubmit assessment. Students completing assessments in this period will be e-mailed with further details of these examination periods.

4. Once examination timetables have been published, please check carefully that all the examinations that you are expecting are included and that none of your examinations have been scheduled to run simultaneously. If you do find an error, you must report the problem to Student Administration (E-mail: [studentservices@rhul.ac.uk](mailto:studentservices@rhul.ac.uk)) as a matter of urgency.
5. For further information on the examinations timetable and the university's Timetabling Policy please see the Examination Timetabling Policy on the [Assessment & Results](#) webpages. As noted in the document, the university appreciates the importance of your examinations and will do what it reasonably can to ensure that the examination schedule is as fair as possible. However, having multiple exams in a short space of time is not regarded as being detrimental to performance in examinations and it is equally important that students have a realistic expectation of what demands their individual examination timetable may make and plan for this in advance in their studies and revision time.

## **B. Exam Access Arrangements for Invigilated Exams**

1. If you have registered your disability with the Disability & Neurodiversity Team, you may be eligible for exam access arrangements (EAAs) such as extra time.
2. Full details regarding exam access arrangements can be found on the [Assessment & Results](#) webpage.
3. Students who have a disability as defined in the Equality Act 2010 (a mental or physical impairment which has a substantial and long-term effect on your ability to carry out normal day-to-day activities) and are registered with the Disability & Neurodiversity Team will only need to apply once to be considered for and allocated exam access arrangements (sometimes referred to as Access Arrangements for Assessment or EAAs) appropriate for their disability or condition. These exam access arrangements will then be carried over from one year to the other for the duration of their study at the university unless there is a change in their impairment. In this case, they will be responsible for informing the Disability & Neurodiversity Team as promptly as possible.

4. Students with Specific Learning Difficulties (SpLD) who have registered with the Disability & Neurodiversity Team will automatically be allocated Exam Access Arrangements (reasonable adjustments) in accordance with the recommendations contained in the Educational Psychologist or Specialist Teachers report that they need to provide on registration. These Exam Access Arrangements will be put in place for the duration of their study at the University unless there is a change in their circumstances. In this case, they will be responsible for informing the Disability & Neurodiversity Team as promptly as possible.
5. Students who are not registered with the Disability & Neurodiversity Team but have a short or medium-term condition may apply for Exam Access Arrangements for a single assessment period. Applications should be submitted as soon as possible so that arrangements can be put in place in good time and where at all possible by:
  - For SP-AP (January)      **Friday 22 November 2024**
  - For SU-AP (May/June)    **Friday 31 January 2025**

We cannot guarantee Exam Access Arrangements when applications are made after these dates.

6. If during a University examination period you are diagnosed with a condition for which Exam Access Arrangements might be helpful, you should contact the Disability & Neurodiversity Team to seek advice and support about whether appropriate arrangements can be put in place and if so, how to apply for these (E-mail: [disability@rhul.ac.uk](mailto:disability@rhul.ac.uk)).
7. Please note that some exam access arrangements are only available to students who have a disability and/or a SpLD and are registered with the Disability & Neurodiversity Team. Where students with a disability/SpLD have been given reasonable adjustments during the year, for example, mentoring support, the University is deemed to have taken steps to take account of the student's disability. The exam board will therefore not take a student's condition into account when making decision on module outcomes, progression and/ or classification. Where students are affected by a short-term unforeseen and unpreventable circumstance such as a bout of appendicitis they should submit Extenuating Circumstances, as outlined in Part 5. Similarly, where students experience an unforeseen and unpreventable change to their disability or long-term medical condition, which again is not mitigated by the reasonable adjustments that have been put in place, they should submit Extenuating Circumstances, as outlined in Part 5.

## C. Conduct in Invigilated Exams & In-Class Tests

### *Before the Exam*

1. Invigilated examinations will be held on the Egham Campus of the University.
2. University invigilated examinations begin at **09:30** or at **14:00**. Start times for In-Class Tests may vary. **However, you should ensure that you arrive at the examination venue at least 20 minutes before the scheduled start of the examination** to allow sufficient time to deposit your belongings and find your seat.
3. If you arrive late for an examination, you must report directly to the invigilator in the examination venue. If you arrive more than half an hour late you may be permitted to complete the examination; however, your work will only be marked at the discretion of the School Progression and Assessment Board. You will not be allowed extra time at the end of an examination to compensate for late arrival.

4. A map of the examination venues can found on the [Assessment & Results](#) webpages. You are advised to check where the examination venues are **before the day of the examination** and allow plenty of time to travel to campus for the examination.
5. If you are unable to attend an examination, you must inform the University before the scheduled start of the examination. Please see Part 5 below for further details.

### ***The Start of the Exam***

6. You are required to bring your University Card with you to each examination. The photo on your University Card must be clear – if the photo has been damaged you must bring **additional** official photo ID (passport, UK drivers' license or EU identity card) as well as your University Card.
7. If sufficient proof of your identity is not provided, you will be asked to complete an identity check before commencing your examination and may lose some of your examination time. Repeated failure to provide suitable ID is seen as an Assessment Offence – see Part 2 Section C point 2h above.
8. If you wear a headscarf or other garment for religious reasons, you are not expected to remove this during the examination. However, if the garment worn will prevent an invigilator from visually confirming your identity during the examination for example, if a face veil is worn, then please inform the invigilator at the beginning of the examination, so that arrangements can be made for the ID check to be completed in a suitable environment at the end of the examination by an appropriate member of staff.
9. As soon as you arrive at the examination venue look on the seating plan posted outside the venue to find your seat number. Do not attempt to enter the venue until told to do so by the invigilator.
10. Ensure you have **nothing written on any part of your body** before entering the examination venue.
11. Once you have entered the examination venue you must not attempt to communicate with another candidate in any way.
12. Before going to your seat, you must leave any unauthorised items at the edge of the room. If you have any **small valuables**, such as a wallet or mobile phone (switched off), you must ask the invigilator for a plastic bag to put the item(s) in. The item(s) must then remain in the bag, underneath the front corner of your desk for the duration of the exam. If the item is moved to the desk or removed from the bag during the examination, this will be treated as an assessment offence.
13. Non-valuable items or those containing any academic content, such as revision notes or textbooks, should not be held in a plastic bag under your desk and must be left outside the exam venue or at the edge of the examination venue. If an item containing academic content is found under your desk, this will be treated as an assessment offence.
14. **Please note any items left at the edge of the examination venue or held under your desk in a bag are left at your own risk. It is therefore recommended that you do not bring any valuables with you to an examination.**
15. **You must make sure all mobile phone and electronic devices have been switched off** before they are left at the edge of the room or underneath your desk in a plastic bag. If a device causes a disruption during an examination, this may be treated an assessment offence.

16. The following are examples of items that are unauthorised and must not be left on your person or taken to your seat/desk, unless held in a bag underneath your desk/chair:
- (a) personal items, such as bags, purses, wallets, credit card holders and keys.
  - (b) outdoor clothing, including coats, hats, and scarfs - unless worn for religious reasons (please see 8 above).
  - (c) pencil cases, except those which are entirely transparent and clear.
  - (d) mobile telephones, smart watches, laptops, tablets or netbooks, USB devices or other computer or electronic equipment.
  - (e) headphones, earphones, and any other form of in-ear device including ear plugs - unless required due to hearing impairment, for example, hearing aids.
  - (f) food - you may have a small quantity of sweets or chewing gum, but these must be placed in a small, clear plastic bag on your desk and should not be in their wrappers.
  - (g) drink, except for soft drinks contained in a clear plastic bottle with all labels removed.
  - (h) written material of any kind - the only exception is a small piece of paper with your candidate number.
  - (i) paper of any type including scrap paper.
  - (j) electronic or paper dictionaries in any language, unless expressly permitted by the School Progression and Assessment Board (see below).
  - (k) calculators, unless authorised and expressly permitted by the School Progression and Assessment Board (see below).

If you are found with any of the above items or any other unauthorised items on your person whilst at your desk or at any point during the examination, or you refuse to hand over any other item when directed to do so by an invigilator, it will be treated as an assessment offence and investigated in accordance with the Regulations on Academic Misconduct.

17. Should you be found with anything written on your body, attempt to communicate with another candidate or be found with a mobile phone on your person or at your desk (unless this is held in a bag underneath your desk/chair), smartwatch or any other electronic device with you during the examination, it will be treated as an assessment offence and investigated in accordance with the Regulations on Academic Misconduct.
18. You should take to your seat your University Card and any other items that you will require during the examination, and which are permitted by the School Progression and Assessment Board. Standard items allowed in all examinations include pens, pencils (an HB pencil is essential for Multiple Choice Question papers), an eraser (without a label), a ruler and other writing or drawing implements. These items should be carried loose or in a transparent bag or transparent pencil case.
19. Specialist items of stationery, such as calculators and dictionaries, are only allowed in an examination where they have been expressly permitted by the School Progression and Assessment Board and are listed on the front of the examination paper.
20. Calculators may be permitted in certain examinations. **In such cases, it is your responsibility to bring the correct authorised calculator to the exam.** The types and model of calculator allowed in an examination are set by the school that sets the examination paper. New students will be provided with a suitable calculator at the beginning of their studies. However, if you are a returning student, or you wish to use an alternative calculator to the one provided to you, you should check with your school office which calculators you are allowed to use in each examination. If you are taking examinations in more than one school, you will need to check with both schools via your school(s) office which calculators are allowed as there may be cases where a calculator is permitted by one school but not by another.

All calculators used in examinations must be approved for use by being labelled with the relevant school label. **Any calculators that do not have the correct label will not be allowed in the examination venue and will be confiscated. You may therefore have to write the examination without the use of a calculator.**

21. Once you have been permitted to enter the examination venue, find your seat, sit down, and place your University Card facing upwards at the corner of your desk. Do not turn over the question paper or begin writing until told to do so by the invigilator. If you have trouble finding your seat or suspect that another candidate has mistakenly taken your seat, you must raise your hand and seek the advice of the invigilator. Do not simply take another empty seat.
22. Announcements will be made by the invigilator(s) at the beginning, end and, on occasion, during the examination. You should be alert to any announcements because the invigilators will be communicating important information. If you have difficulty in hearing the invigilator at any point you should raise your hand and ask them to repeat the announcement.

### ***During & After the Exam***

23. You must write all your answers and rough work **legibly in ink** (ballpoint, rollerball, or similar type of pen) in the answer booklet(s) provided, or directly on the question paper if told to do so on the question paper.
24. **Please note, examiners will make every reasonable effort to read examination scripts. Portions of script which are illegible will be marked in line with University Policy and may receive no marks.** If you feel you have poor handwriting, you should seek support from the Disability & Neurodiversity Team prior to the examination period.
25. **The use of scrap paper is not permitted.** The answer booklet should be used for all rough work, and this should be crossed through on completion of the question. Extra answer booklets are available on request from the invigilator, who must first be satisfied that you have completed the answer booklet(s) already provided.
26. If you have used more than one answer booklet, you should ensure these are securely fastened together with a treasury tag which will be provided by the invigilator.
27. If at any time you wish to attract the attention of the invigilator, for example to go to the toilet, you should raise your hand: **Do not leave your desk without the invigilator's permission.**
28. **You will not be permitted to leave the examination venue during the first half hour or the last half hour of the examination.** You may leave at other times only with the permission of the invigilator. Once you leave the Examination venue unsupervised, you will not be re-admitted. If you stay until the end of the examination, you must remain in your seat until told you may leave by the invigilator.
29. When you leave the Examination venue, take with you only those items that you brought in at the beginning. All question papers, answer booklets (used or unused) and other materials provided for use in the examination remain the property of the University and must be left behind.
30. When you leave, do so quietly, bearing in mind that other examinations may still be in progress in the room or at other sites nearby.
31. You should inform the invigilator if you are feeling unwell during an examination and are unable to proceed with the assessment. **However, please note that once you have left the examination**

**venue you will not be permitted to resume the exam.** It is not necessary to divulge the exact nature of your illness to the invigilator, simply that you wish to leave the exam. Please note the invigilator will not pass this information on; **you will need to submit Extenuating Circumstances;** please see Part 5(C) for further information.

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## **PART 4 – Open Book Exams & Online Examinations & Tests**

1. Open Book Exams are exams which are to be distributed and returned electronically. Open Book Exams have a window of 23 hours to be completed. Assessments will usually be launched at 11:00am with the deadline at 10:00am the following day (All times are GMT or BST as appropriate to the UK).
2. Online Exams and Tests are assessments which are completed or distributed and submitted online. The duration of the Exam/Test is set as appropriate for completion of the assessment plus a period of additional time for uploading where this is required. Online Exams will usually be launched at 10am and submitted later in the same day. Online Exams and Tests may have a window for completion (which may be a specific day or a number of days) and the assessment will have an in-built timer for the duration of the exam which starts when the test is begun.
3. As outlined in Part 3(A) Open Book and Online Exams during the main University Examination & Assessment period will usually appear on the Examination & Assessment Timetable. All Open Book Exams and Online Exams and Tests outside of this time will not appear on the Timetable and will be communicated to you by your school.
4. Students may have Open Book Exams or Online Exams and Tests in successive days and multiple assessments within a week. However, having multiple assessments in a short space of time is not regarded as being detrimental to performance and it is equally important that students have a realistic expectation of what demands their assessment timetable may make and plan for this in advance in their studies and revision time.

### **A. Exam Access Arrangements in Open Book Exams & Online Examinations & Tests**

1. Students eligible for Exam Access Arrangements will have the following arrangements made for them, where appropriate:

#### **Online Exams (3, 4 and 6 hours) & Online Tests**

- a. Extra time is permitted and will be added as required for eligible students.
- b. Assistance with reading and/or writing – Students should use assistive technologies wherever possible. Human readers/amanuensis (scribes)/prompts will be provided if the student is identified as needing this by the DDS. This will either be made available in a designated space on campus or via MS Teams.

#### **Open Book Exams (23hours+)**

- c. Students will not be granted any extra time, as the assessment window is deemed long enough to accommodate any required extra time.
- d. Assistance with reading and/or writing – Students should use assistive technologies wherever possible. Human readers/amanuensis (scribes)/prompts will be available if the student is identified as needing this by D&N. This will either be made available in a designated space on campus or via MS Teams. It is important to note that this support will

not be provided for all of the 23+ hours in the assessment window. Trained/approved readers, amanuenses and prompts can be provided between 08:00 and 18:00 only and the timing of their support will be agreed in advance. In general, the amount of support available will equal the suggested assessment time plus any extra time the student is eligible for. It can be split as required or provided in one session.

## **B. Conduct in Open Book Exams & Online Examinations & Tests**

### ***Before the Assessment***

1. Each Online assessment and Open Book Exam will have different arrangements, so please make sure you read the instructions sent to you by your school in advance on how the assessment will be completed, including how the assessment is to be accessed and submitted. Where you are being asked to complete an assessment online within a system, your school may run a practice session for students so you can familiarise yourself with the system.
2. Make sure you understand the window for each assessment including when the assessment will be launched, when you must submit by, how long the assessment should take to complete and whether a time limit will be applied once you start the assessment.
3. We recommend that you set aside time to complete the assessment in a space where you can work without distractions or interruptions to complete the paper. It is a good idea to plan where you will work in advance, warn people around you, and switch off your mobile/other communications. If you are in a different time zone to the UK, please calculate a suitable time of day in advance so you can ensure that you submit the work by the end of the assessment window.
4. If you have concerns in relation to accessing either IT equipment or good quality internet connections and you think this could impact your ability to complete the assessment, please flag this to your school as soon as you have been informed about the assessment. The University has support available to students in these circumstances to enable them to complete assessments.

### ***During and After the Assessment***

5. Please ensure that you read any instructions when you access or enter the assessment. Many assessments will have an instructions page which will cover important information, which could include:
  - (a) The time limit for the assessment and submission deadline.
  - (b) The word limit for the assessment.
  - (c) The format for submitting the assessment, including if an answer sheet should be used.
  - (d) The requirements for referencing the assessment.
  - (e) Any supporting materials available in completing the assessment.
6. Please ensure you use your Candidate Number and do not include your name or Student ID Number anywhere on your work unless specifically asked to, to ensure your work is marked anonymously.
7. It is your responsibility to ensure that the work you are submitting is correctly named and that the file you upload is the correct and final version. Any errors, including but not limited to the following, will count as non-submission.
  - (a) submission of the wrong file
  - (b) submission of the wrong or an incomplete piece of work
  - (c) submission to the wrong Moodle submission box

8. Extensions and Late Submissions are not permitted for Open Book Exams or Online Exams and Tests, and failure to submit by the deadline will count as a non-submission. If you have any technical issues in accessing or submitting the assessment or problems in producing the assessment in the format requested, you should contact your school for advice as soon as possible; do not leave this until after the deadline. Remember the upload time is built into the exam to allow any IT issues to be resolved. Leaving your upload until shortly before the submission deadline is at your own risk.
9. Any issues affecting University systems which arise during an assessment, and which could affect submission, will be recorded by your school administration team. No late penalty will be applied in these circumstances.
10. If you are unwell or are unable to complete the assessment due to circumstances outside your control, you will need to submit Extenuating Circumstance with appropriate evidence; please see Part 5(C) for further information.

### ***Technical difficulties***

11. It is your responsibility to ensure that you are completing an online assessment in a suitable environment and have a stable internet connection and you have a backup if required. The University campus is open, and you can opt to work there if necessary. If you have any technical issues in accessing or submitting the assessment or problems in producing the assessment in the format requested, you should contact your school for advice as soon as possible; do not leave this until after the deadline. Remember the upload time is built into the exam to allow any IT issues to be resolved. Leaving your upload until shortly before the submission deadline is at your own risk, and an extenuating circumstances application relating to a temporary loss of internet will not be accepted, unless it occurs on campus.
12. It is your responsibility to ensure that when using your own device your operating system can submit in the appropriate file format. Please ensure when using Apple-based systems that you are able to work and submit in Microsoft applications.

## **D. Academic Misconduct in Open Book and Online Assessments**

We check all online assessments for evidence of academic misconduct, as for all assessments, and any suspected offences will be investigated as outlined in Part 2(C). When completing online assessments please remember:

- (a) The work submitted must be your own work and only your work. You may not ask for help with the assessments from any source.
- (b) Avoid plagiarism: Don't copy and paste someone else's words into your notes or drafts, including your own words from any previous assignments.
- (c) Avoid collusion: You must not communicate about the assessment or help anyone else while it is on-going.
- (d) Communication of examination paper content with other candidates is forbidden before, during and after the examination.

Written assessments will be run through plagiarism detection software (Turnitin). The software will also compare your work against all other students' submitted work. Any unattributed collaboration among students will be treated as collusion, which is a serious assessment offence.



## PART 5 – Illness & Unforeseen Circumstances Impacting Assessments

### A. Extensions

1. Throughout your studies, you are expected to submit all assessments by the deadlines given to you. However, we know that on occasion you may have unforeseen and unpreventable circumstances that make it impossible to meet these deadlines. In these instances, it may be possible to apply for an extension to your submission deadline. The Extensions Policy and Guidance is available on our [Extensions](#) webpages.
2. Please note, if you are a PGT student who started their studies in January 2024, you must follow the advice regarding making your Extension application, [here](#). This is because your studies continue to be covered by the 2023/24 Academic Regulations.
3. Please note that only coursework assessments are eligible for extensions and extensions are therefore not possible for other types of assessment. Some written assessments are also exempt from extension; please consult your student handbook for information on which written assessments are exempt.
4. Extension requests should be submitted in advance of the submission deadline via the Extensions and ECs system, accessed through [Campus Connect](#). In the unlikely event that a student is unable to access the Extensions and ECs system, students should contact the Extensions Team (E-mail: [extensions@rhul.ac.uk](mailto:extensions@rhul.ac.uk)) for further guidance.
5. Applications for an extension are limited to a maximum of 4 per academic year 2 x two working days and 2 x five working days.
6. If you are struggling to meet all your deadlines across your degree course, please speak to your personal tutor or your school administration team for advice on the support available to you.

### B. Absence from Assessments

1. If you are unwell on the day of a test, examination, or other assessment, you must decide as to whether you feel well enough to complete the assessment. If you decide you are not well enough to attend, or are prevented from attending due to other circumstances, you should follow the guidance below on reporting your absence and the information in Part 5 (C) in relation to submitting extenuating circumstances.
2. If you are unable to attend a University invigilated examination in a University Examination period you should, where possible, contact the University via [Ask Royal Holloway](#) before the scheduled start of the examination with your Name, Student ID and confirmation of the examination you are unable to attend and why. Notification will be forwarded to your school so they are aware of your non-attendance but please note **this notification will not constitute formal submission of extenuating circumstances**. If you wish to submit Extenuating Circumstances, you must do so as outlined in Part 5(C).
3. If you are unable to attend an In-Class Test, or other in-person or online assessment run by your school you should, where possible, e-mail your school before the scheduled start of the assessment with your Name, Student ID, and confirmation of the examination you are unable to attend and why. **This notification will not constitute formal submission of extenuating circumstances**. If you wish to submit Extenuating Circumstances, you must do so as outlined in Part 5(C).

4. If you miss an assessment or fail to submit a piece of assessed coursework without acceptable cause, or your application is not accepted through the submission of extenuating circumstances, you will be given an outcome of zero for that assessment, which may lead to a failing grade for the module as a whole.
5. The University reserves the right to prevent a student from sitting an examination or assessment if by doing so it poses an undue risk to the student or other members of the University. This would be applied, for example, in the case of infectious illnesses to stop the spread of the illness to other students or members of staff.

### C. Extenuating Circumstances

1. We know that you may have unforeseen and unpreventable circumstances that impact your ability to complete an assessment, or which have a significant impact on your performance in the assessment. The Extenuating Circumstances process exists to enable you to report these circumstances so the University can consider if any mitigating actions can be taken. The *Student Guide to Extenuating Circumstances* which outlines the process and the relevant Extenuating Circumstances Form are available on our [Extenuating Circumstances](#) webpages.
2. The guidance defines extenuating circumstances as circumstances which are **outside a student's control**, and which may temporarily prevent a student from undertaking an assessment or which have a **marked/ significant detrimental/adverse impact** on their ability to undertake assessment by coursework or examination to the standard normally expected. This means that such circumstances rarely occur, and they are outside your control as they are:
  - a) **Unforeseeable** - you would not have prior knowledge of the event (e.g., you cannot foresee that you will be involved in a car accident);
  - b) **Unpreventable** – you could not reasonably do anything in your power to prevent such an event (e.g., you cannot reasonably prevent a burst appendix.)
3. The circumstances would be expected to have had a serious impact on your performance in assessed work. For example, they may cause you to fail an exam which, based on other marks already obtained for the modules or on marks obtained for coursework and examinations in other modules, you would otherwise have been able to pass. Alternatively, your circumstances may prevent you from taking an examination or completing other assessment (e.g., group or oral presentation).
4. You may also experience challenging long-term personal circumstances that impact on your ability to study, e.g., long-term illness of a close family member where you have some caring responsibilities. In such cases you should consider discussing with your school and with university professional services whether it would be more beneficial to change to part-time study or interrupt your studies until these circumstances have eased and/ or what support can be put in place to help you. Such circumstances may not necessarily be considered to be extenuating circumstances as they are not temporary and are not unforeseeable, that is, you know about them well ahead of the assessment.
5. If you experience circumstances that you believe meet the criteria set out in the *Student Guide to Extenuating Circumstances* in that they are **outside your control, unforeseeable and unpreventable**, it is your responsibility to submit an Extenuating Circumstances Application Form to the Extenuating Circumstances Committee.
6. The *Student Guide to Extenuating Circumstances* includes detailed information on who must be informed, what are considered acceptable extenuating circumstances, what information must be

provided, the process for the consideration of extenuating circumstances and what options are available to the boards of examiners. Students wishing to submit extenuating circumstances are expected to read the guidance carefully. It is a student's responsibility to clearly identify on the form which assessments and modules they believe to have been impacted. The Extenuating Circumstances Committee will not consider your Extenuating Circumstances application for modules or assessments that they have not received an application for.

7. It is your responsibility to submit an online Extenuating Circumstances Application application with details of the assessments affected and the impact of the illness on your performance. To apply for Extenuating Circumstances (ECs), you will need to log into Campus Connect then select the 'Extensions and ECs' card. In the unlikely event that a student is unable to access the Extensions and ECs system, students should contact the Extenuating Circumstances Team (E-mail: [ECs@rhul.ac.uk](mailto:ECs@rhul.ac.uk)) for further guidance.
8. As outlined in the *Student Guide to Extenuating Circumstances* you must submit your Extenuating Circumstances application within 10 working days of the assessment date or the original submission deadline (or where you have an approved extension, your extended submission deadline. Please note that you cannot appeal after your results are released on the grounds that you did not submit extenuating circumstances as you were unsure whether they would affect your performance or if you feel that your circumstances are very private or confidential.
9. Please note, if you are a PGT student who started their studies in January 2024, a Management student studying with Kaplan (Singapore) on Terms 352402, 352405 and 352408, or a CBT/IAPT student finishing in November 2024, you must follow the advice regarding making your Extenuating Circumstances application [here](#). This is because your studies continue to be covered by the 2023/24 Academic Regulations.

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## PART 6 – Results, Progression & Award

### A. Release of Results and Award Documentation

1. Final modules marks, progression decisions and award classifications must be approved by the School Progression and Awards Board before they are released to students.
2. All formal results will be released to students through [Campus Connect](#).
3. **Undergraduate Results:** The dates for the release of results will be published on the [Results](#) webpages.
4. **Postgraduate Taught Results:** The dates for the release of results will be published on the [Results](#) webpages.
5. **Diploma Supplements & Transcripts:** A Transcript of Results will be sent to all students who have successfully completed their studies within 1 month of the full results being approved. The documents will be sent to your forwarding address as recorded on [Campus Connect](#) at the point that the results are released.  
Recorded on the Transcript will be the overall final mark achieved for all attempts at modules for which you have been entered for assessment. For Undergraduate students, first attempts at modules for which you were offered a resit/ repeat/ first sit/ first sit for retake will show on your

Transcript as well as the overall mark for the next attempt at the modules. For Postgraduate Taught students, first attempts at modules for which you were offered a resit/uncapped resit/ repeat/ deferral of assessment will show on your Transcript as well as the overall mark for the next attempt at the modules. Marks are also recorded for any modules undertaken on an extracurricular basis or that were audited. If you require additional Transcripts of results or Proof of Study letters, these can be requested through the Student Services Centre.

6. **Interim Transcript of Results:** For current students, an interim transcript of results can be accessed via Campus Connect. This shows the overall marks for all modules for which you have been entered for assessment and where the final module mark has been approved. For current academic year registrations, this will show as 'In Progress' on the interim transcript. For Undergraduate students, this will also include marks for your original attempt at modules where you have been granted a First Sit or First Sit for Retake/ Resit. For Postgraduate Taught students this will include deferrals of assessment.
7. **Award Certificates - Undergraduate Certificates for University of London Awards:** The arrangements for the dispatch of undergraduate certificates for bachelor's and Integrated Masters degrees of the University of London are to be confirmed. However, students should receive their certificates within a maximum of six months of receiving their individual notification of results from the University.
8. **Award Certificates - Postgraduate Certificates for University of London Awards:** The arrangements for the dispatch of postgraduate certificates for master's degrees of the University of London are to be confirmed. However, students should receive their certificates within a maximum of six months of receiving their individual notification of results from the University.
9. **Certificates for Royal Holloway Bedford New College Awards:** Certificates for Bachelors and Masters degrees, certificates and diplomas of Royal Holloway and Bedford New College is produced and dispatched by the University. If you have not received your certificate within three months of receiving your results, please contact Student Administration (E-mail: [studentservices@rhul.ac.uk](mailto:studentservices@rhul.ac.uk)). Degree certificates will not be produced for any student who has an academic debt with the University or the University of London.

## **B. Progression & Award**

1. The criteria for students to progress from one stage of a degree course to the next and for the award of the degree course are specified in the Academic Taught Regulations and the regulations for their individual degree course of study as stated in the relevant degree course specification(s). Please note that the regulations are reviewed annually, and students are subject to the regulations that are in force when they enrol each academic year. In some cases, changes may only apply to students who first registered in a particular year of study. This will be made explicit in the regulations where relevant. You should therefore read the regulations carefully to ensure that you are fully aware of progression and award requirements that apply to you.
2. Students who fail to progress to the next year of study, or fail to graduate, will be informed of the decision of the school Progression and Award Board through Campus Connect at the same time that module marks are released. Information will be provided at this time in relation to the opportunities for resitting, repeating, or taking first sits in modules that have been failed, or notification will be provided that your registration with the University has been discontinued due to academic failure.
3. Students are usually only permitted 2 attempts at a module(s) or year of study so failure at the second attempt may result in discontinuation of your studies with the University.

4. **Undergraduate Summer Resits:** Undergraduate students who fail to progress to the subsequent year may, in accordance with set criteria, be offered a resit during the Summer Vacation Assessment Period SV-AP (please see the [Undergraduate Regulations](#)). Please see Part 5(C) for further information.
5. **Undergraduate First Sits:** Undergraduate students who are granted a 'First Sit' or 'First Sit for Repeat/ Resit' due to extenuating circumstances will normally be expected to complete or resubmit the assessment during the Summer Vacation Assessment Period SV-AP. Please see Part 5(C) for further information.
6. **Postgraduate Summer Resits:** Postgraduate students on September-starting degree courses who have failed taught module(s) prior to the submission of their dissertation or final project may be offered a resit during the Summer Vacation Assessment Period SV-AP. Please see Part 5(C) for further information.

### C. Summer Vacation Assessments

1. Once results have been published in summer 2025, students will be notified as to whether they are being offered the opportunity to complete assessments during the Summer Vacation Assessment Period SV-AP through their outcome in [Campus Connect](#). This may include students being offered Resits, First Sits (UG only) and Deferrals of Assessment.
2. Please note that there are criteria for students to be offered a retake during the Summer Vacation Assessment Period and students not meeting these criteria will not have this opportunity. For the details of the criteria in 2024/25 please see the [Academic Taught Regulations](#).
3. All students offered the opportunity to complete assessments during the Summer Vacation Assessment Period (SV-AP) should discuss their options with their school and confirm which modules they should be completing during the assessment period.
4. Students deciding to take up the option of completing assessments during the Summer Vacation Assessment Period (SV-AP) must register by responding in [Campus Connect](#) and completing the online form by the deadline indicated. If a student fails to register by the deadline indicated, they will lose the opportunity to take assessments at this time and must retake in the next academic year.
5. Please be aware that once registrations are finalised, there will be no further opportunity to amend registrations or withdraw from assessments. Therefore, any registrations made will count as an attempt at the module and if module registrations are missing, you will not be entered for the assessment.
6. Due to their nature, some modules will not be available over the Summer Vacation Assessment Period (SV-AP), for example, practical or collaborative assessments. Your school will be able to advise on any assessments which may be affected by this.
7. The assessment for a module during the Summer Vacation Assessment Period (SV-AP) may be by coursework or examination, or a combination of both, and may not necessarily follow the format of the original assessment. Your school will be able to advise you on the format of the assessment.

8. The final mark for resit attempts will be capped at a minimum pass – 40% for Undergraduates and 50% for Postgraduates. The exception to this is for undergraduates taking a 'First Sit' and postgraduate students who have been granted an 'Uncapped Resit'.
9. Capped resits will count as the second and final attempt at the module. Therefore, failure to successfully pass the resit(s) required for progression or award may mean that you will not be able to continue your studies at the University or be awarded the degree you have been studying for.

**10. Examinations in the Summer Vacation Assessment Period SV-AP is timetabled as follows:**

- UG Coursework submissions – Monday 11 August to Friday 5 September 2025
- PGT Coursework submissions – Monday 11 August to Friday 12 September 2025
- UG and PGT timetabled in-person and online exams – Tuesday 26 August to Friday 5 September 2025
- PGT timetabled online exams – Monday 8 to Friday 12 September 2025

It is important that you make a note of these dates and have provisional availability in case you need to resit assessments in order to progress. Unavailability will result in you needing to take any necessary resits in the next academic year and therefore delaying your progression and/or graduation.

11. The detailed examination timetable for the Summer Vacation Assessment Period SV-AP cannot be published until 20 August 2025. Information on accessing this will be e-mailed to students who are taking reassessments at this time.
12. You must submit your Extenuating Circumstances application once your assessment or submission deadline has passed and up to 10 working days after.
13. **Undergraduate Results**

The date for the release of results for Summer Vacation Assessments in 2024/25 will be published on the [Assessment & Results](#) webpages.

- a. Students who pass their assessments and as a result are able to progress to the next year of study, will be able to enrol for the 2025/26 Academic Year shortly after the release of results.
- b. Students who do not pass should contact their school to discuss the options available to them. Students are usually only permitted 2 attempts at a module. If you do not pass sufficient courses at the second attempt, you may not be able to continue your studies at the University. In such cases, you will be formally notified of this in writing after the publication of the Summer Vacation Assessment Period results.

**14. Postgraduate Taught Results**

Summer Vacation Assessment results for postgraduate students will be published with students' final results and progression decisions for the Academic Year in the autumn term.

**D. Appeals**

1. If you have any queries regarding the decision of the School Progression and Assessment Board, or you believe that an error has been made in recording your marks, you should contact your school

administration team and/or your personal tutor in the first instance for advice. If your query cannot be resolved by your school, you may wish to consider an academic appeal.

2. The appeals process is available to challenge the decision of the School Progression and Assessment Board in relation to your progression, (including any resits/repeats required) or your degree award. Please consult the [Appeals Webpage](#) for full details of the permitted grounds for appeal, evidence required, the appeals process and the deadline. For further information and advice, you should contact the Student Services Centre, and/or the Students' Union.
  3. If you wish to appeal, you must submit a completed [Appeals Form](#) and supporting documentation within **15 working days** of the results being formally released through the [Campus Connect](#).
  4. The University aims to deal with academic appeals within two months of receipt. Where possible, appeals which involve a registration deadline are prioritised. However, appeal investigations take some time and are unlikely to be completed before the registration deadline for resits during the summer resit period. It is therefore very important that you follow any instructions given to you by your school administration team, such as registering for resits. Please do not rely on the appeal being upheld or any change being made to the School Progression and Assessment Board's original decision before taking action.
  5. Please note that the following are not considered valid grounds for appeal:
    - You were not aware of the extenuating circumstances procedure.
    - You did not realise there was a deadline for submission of extenuating circumstances.
    - You did not submit extenuating circumstances because you were worried about confidentiality or for cultural reasons.
    - You did not realise that your circumstances had affected your performance until you received your results.
    - You believe that your work deserved a higher mark.
- 

## **PART 7 – Support & Advice**

1. Advice and support is available from a variety of sources in the University for further information please see our [Help & Support webpages](#)
2. Specific advice on revision and managing stress is also available through your Personal Tutor in your school and Student Advisory & Wellbeing (E-mail: [wellbeing@rhul.ac.uk](mailto:wellbeing@rhul.ac.uk)).
3. The [Advice and Support Centre in the Students' Union](#) (E-mail: [advice@su.rhul.ac.uk](mailto:advice@su.rhul.ac.uk)) provide you with a free and independent service for all students.