

SPSO decision report

Case: 201205160, University of Strathclyde
Sector: further and higher education
Subject: academic appeal/exam results/degree classification
Outcome: not upheld, no recommendations

Summary

Mr C did not achieve all the passes that he needed in his Master of Business Administration course. The university decided to withdraw him from the course, and awarded him a postgraduate diploma instead. Mr C was unhappy with this and appealed. However, the university rejected his appeal. Mr C then complained that, in doing so, the university did not take into consideration medical evidence and other circumstances.

Our investigation found that the university had accepted Mr C's appeal, even although it was outwith the normal timescale, when he told them that he had not received his exam results until a month after they were issued. He had not, however, provided evidence that met the requirements of the university's policy for academic appeals and the mitigating circumstances guideline. We found that the university had appropriately followed their policy and procedures, and had clearly explained why the information he provided had not met the grounds for appeal.