

SPSO decision report

Case: 201508106, City of Glasgow College
Sector: further and higher education
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Ms C complained to the college about the assessment of her work and asked to be moved class. The college investigated the assessment of her work, including having it re-assessed by different assessors, and determined that the initial assessment had been reasonable. The college entered into discussion with Ms C about moving class and her being re-assessed on some aspects of her work. Ms C was dissatisfied with the actions the college had taken and complained to us.

We decided that we could not consider her complaint about the assessment of her work, as it related to academic judgement. By law we cannot investigate matters of academic judgement and, therefore, we could not comment on that issue.

We did not uphold Ms C's complaint about agreements she said that she had made with the college about re-assessments. We could not see any evidence that any agreements, such as those Ms C referred to, had been made.