

SPSO decision report

Case: 201602660, University of Strathclyde
Sector: further and higher education
Subject: academic appeal/exam results/degree classification
Outcome: some upheld, recommendations

Summary

Mr C complained that the university unreasonably failed to make him aware of an examiners' rule and that the university's consideration of his academic appeals was unreasonable.

The university acknowledged that the examiners' rule was not included in the course handbook for that academic year. Because of this failure on the university's part, which they corrected for the following year, Mr C was unable to make an informed choice about whether or not to submit a claim for mitigating circumstances. We therefore upheld this aspect of Mr C's complaint.

In relation to Mr C's appeals, we found no evidence that the university failed to follow the relevant process and we therefore did not uphold this aspect of Mr C's complaint.

Recommendations

We recommended that the university:

- provide us with evidence that they have taken steps to ensure students are notified of the examiners' rule in future.