

SPSO decision report

Case: 201608630, University of Strathclyde
Sector: universities
Subject: policy/administration
Decision: not upheld, no recommendations

Summary

Mr C, who was studying a one-year postgraduate course, complained that the university failed to follow compensation criteria as set out in a programme handbook. Compensation is where a failed module can be converted to a pass in certain circumstances. Mr C said that a decision should have been taken at the first exam board of the academic year to compensate him for one module.

We found that the programme handbook did not specify whether compensation should be applied at the first or second exam attempts and that it did not specify whether compensation decisions should be taken at the first or second exam board. Decisions on whether and when to apply compensation were for the exam board to take. There was no evidence in the programme handbook to support Mr C's opinion, and Mr C's disagreement with the university's decisions and with their interpretation of matters was not, of itself, evidence of an administrative failing on the university's part. We did not uphold Mr C's complaint.