

Amendments to (i) UPR AS12 (Assessments and Examinations (U/G and Taught P/G) and Conferments (University-delivered provision)) and (ii) UPR AS13 (the equivalent of UPR AS12 for collaborative programmes) for 2020/21

This paper summarises the approved amendments to UPR AS12 and UPR AS13 for the 2020/21 academic year.

1. Archiving of examination papers

The University's previous system of publishing past exam papers was very labour-intensive, with LCS needing to manually scan every hard-copy. Also, published exam papers could contain errors discovered during an exam which were not corrected before publication as they were sent directly from the Exams Office to LCS for scanning.

Responsibility for publishing exam papers has therefore been delegated to Schools, to ensure question papers are corrected prior to publication and also to eliminate any papers they don't wish to be published. The following amendment to UPR AS12, section 7.9 has been approved:

7 REGULATIONS AND PROCEDURES RELATING TO EXAMINATIONS SUPERVISED BY THE ASSISTANT REGISTRAR

7.9 Archiving of examination papers

With the exception of unused examination papers, within four (4) weeks of an examination, the ~~Exams and Awards Office~~ *each School* will publish ~~the~~ *their own* examination paper on the University's Library Search. Instructions to withhold publication of examination papers must be made by the relevant Dean of School. *Any papers containing errors discovered during the examination must be corrected before publication. The version sat by examination candidates will be archived in the University's Document Management System.*

2. Introduction of the Student Administration Service

The University's the Student Administration Service (SAS) was launched on Friday 1 May 2020, bringing together all student administrators from Schools, from parts of Academic Registry and the Student Centre. This has been reflected in UPR AS12, through:

- (i) Reallocation of the roles and responsibilities of the 'School Administration Manager' to the 'Student Administration Service Manager'
 - UPR AS12, sections 3vi, 4.3, 7.1.3, 7.2.5, 7.3.1ii, 7.3.2, 7.4.4, 7.4.5, 7.5.2, 7.8.2iv, 9.4.3i, 9.4.3v, 9.5.2i, 9.5.4ivb, 9.5.4vd, 10.1.2, 10.1.3, 10.1.4, 10.1.5, 11.2.1ii, 11.3.2, 11.3.2note, and 12.1.4i;
 - UPR AS12, Appendix I, sections 1.2vi, 1.5ii, 5.6.8, and 5.7.6;
 - UPR AS12, Appendix IV, sections 2.5vi, 3.4ii, and 3.4iii.
- (ii) Centralisation of the 'Serious Adverse Circumstances' (SACs) and administration of the student appeals processes:
 - See text below.

UPR AS12, Appendix I (Assessments and Examinations – Regulations for Candidates)

5.4 Permitted grounds for a request for the review of an assessment decision

5.4.2 Serious Adverse Circumstances

Where it is believed that there are Serious Adverse Circumstances which should be drawn to the attention of the Short Course/Module Board(s) of Examiners, it is the responsibility of the candidate to notify the Chairman of the appropriate Short Course/Module Board(s) of Examiners, in writing, through the Clerk to the appropriate *Programme Board; submitted through the process established by the Student Administration Service via sac@herts.ac.uk* *This should be* as early as possible and not later than ten (10) working days before the meeting of the Short Course/Module Board of Examiners and to provide any relevant supporting evidence (section 1.2, v, refers). However, where the relevant assessment is within 12 working days of the meeting of the Short Course/Module Board of Examiners, any Serious Adverse Circumstances to be taken into consideration by the Short Course/Module Board must be notified no later than two (2) working days after the assessment.

5.5 Informal procedures

5.5.3 Overall result of an individual module

The candidate or member of staff should raise the query with the designated module leader within five (5) working days of publication of the result. If the candidate is unsure which member of staff to contact, he or she should seek advice from *the Student Administration Service via appeals-support@herts.ac.uk School Administration Manager*. The candidate will receive an answer as quickly as possible, although some queries may take longer than others to address depending on their nature.

5.6 Formal procedure for the review of a decision by a Board of Examiners

5.6.1 All requests for a formal review of a decision of a Board of Examiners under the provisions of the regulations in this section (5.6) must be made, in writing, solely by means of the current version of the pro forma *published from time-to-time by Academic Registry the Dean of Students*.

5.6.2 Irrespective of whether they have raised a query informally

5.6.7 Upon receipt of a written request for a review, the Dean of School (or nominee) will consult colleagues to determine whether there are sufficient grounds to justify a review. Having completed his or her consultations and having reviewed all the evidence, the Dean of School (or nominee) will within 15 working days of the receipt of the request or as soon as possible thereafter:

- i dismiss the request; or
- ii refer the matter to the Short Course/Module or Programme Board of Examiners; and
- iii inform the candidate of his or her decision by means of a **Letter of Decision** in the following format:

Letter of Decision

The Dean of School (or nominee) will communicate his or her decision to the candidate in writing. Such letters (**Letters of Decision**) will:

- a inform the candidate of the decision;
- b give the reasons why the decision was taken;
- c where the matter has been referred to the Short Course/Module or Programme Board of Examiners, advise the student that the proceedings of the Short Course/Module or Programme Board of Examiners are confidential, that its decisions are a matter of academic judgement, cannot be influenced and are final;
- d explain any further rights of appeal that the student might have.

Included with the letter will be a copy of the report or record of any Hearing which has taken place.

Where appropriate, the **Letter of Decision** will be accompanied by a **Completion of Procedures Letter** which may be used in relation to any future dealings with the Office of the Independent Adjudicator.

The Letter of Decision and all enclosures will be made available to the Student Procedures Co-ordinator, Governance Services.

~~*The Dean of School is required to provide a copy of the **Letter of Decision** and all enclosures to the Student Procedures Co-ordinator, Governance Services.*~~

Letters of Decision will be sent by recorded mail and to the email address the student has provided to the University for all correspondence.

- 5.6.8 The Dean of School will provide a copy of the **Letter or Decision** to the ~~*School Administration Manager, the Academic Registrar*~~ *Student Administration Service Manager*, as necessary, to the Chairman of the Short Course/Module or Programme Board of Examiners.