

## **FREQUENTLY ASKED QUESTIONS AFTER EXAM RESULTS ARE RELEASED:**

Case 1: I am disappointed with my mark, can you revise it, or can you remark my paper.  
Answer:

**NO.** It is normal for a number of students to be disappointed with their marks, and a lower mark than expected is an event that is always bound to happen in a student's life (just like a higher mark than expected). We consider your feelings with genuine sympathy and understanding (please do not forget that we have been students as well), but sorry, no, we do not remark your papers.

**Why?** Because your marks are the result of a purely academic judgment, ensured by a system which is as fair and accurate as possible, and which is common to the majority of UK Universities.

**Our marking system works as follows:**

**ALL marking is strictly anonymous.**

First marks are moderated internally and overseen by three external examiners, who are Professors from Departments of Economics of comparable UK institutions, appointed by the VC. External Examiners are there precisely to ensure fairness and accuracy of the whole examination process for all students.

Numerical accuracy is also checked by the markers and subsequently by the Economics Office staff at various stages of the marking process.

After marking is completed, scripts are returned to the Economics Office and kept safe for the Departmental Examination Board, which takes place in the summer, usually in the last week of June.

Due to anonymity we cannot, and will not, access nor discuss individual scripts with our students. At no stage of marking do academic staff ever know the identity of the student scripts.

Given this, you are very welcome to discuss your general academic progress with your personal tutor and/or your module leader. Getting upset over a mark that will not change is not going to be beneficial to you: it is much more advisable to put the past behind you, and concentrate on any future exams that you may have. We also need to kindly advise those of you who feel most upset that no amount of "pressure" (for example repeated visits, numerous and insistent emails, phone calls, etc) is going to change this situation: there will simply be more time spent giving the same answer: your mark is an academic evaluation and as such it is NOT subject to negotiation.

Last, but not least, please note: unlike what many students believe, our objective is NOT to fail you, but, on the contrary, it is to make sure that you pass to the very best of your effort, subject to purely academic requirements. We will always do our best to help you. Please talk to your tutor or to the examinations officer. If you are worried, we WILL listen.

Case 2: I want to "go through" my script with my tutor. Answer:

As above. Sorry, no. Remember anonymity: under the University Code of Practice on Examinations academic markers are NEVER allowed to associate a student name/identity with a script. But you can certainly ask a general question on what the correct answer(s) to a

particular exam paper question would have been. Aggregate feedback is also posted on the Departmental website after January exams.

Case 3: I cannot believe my mark, there must have been a mistake, can you double check the script. Answer:

Not only does the Department have a full system of moderation of all scripts, but, as mentioned in point 1, it also carries out various numerical accuracy checks before releasing the marks. We will note your concern. IF a mistake appears (which is extremely unlikely), you will be informed and provided with a rectified result by email within days. Otherwise, you should assume that your results are correct (and kindly refrain from insisting).

Case 4: How is it possible that I have such a bad mark when my friend who wrote the same things as me got a better mark, and I have worked so hard for this module? Answer:

This is a very common inquiry, but it gets exactly the same answer as Cases 1, 2 and 3 above. Marks are the result of an academic evaluation of your performance, which is carried out under as fair and equitable a system as possible, by qualified people who have research and teaching experience in the topics that they teach. Every script is different, and every script is anonymously marked. And, of course, we NEVER discuss fellow students with other fellow students! This is so for legal (Data Protection) reasons, but also, most importantly, for fairness reasons. So please be kindly advised that advocating the results of your friends (and emailing us about it) is NOT going to make any difference whatsoever to your mark.

Case 5: My bad performance was due to illness, family problems, etc. which I was too shy to talk about before my exams, but now I would like this to be considered. Am I too late? Answer:

For ANY type of mitigation that you want to submit to the Exam Board, you must please let us have a medical or other third party certificate documenting your mitigating circumstances for the Exam Board to consider when it meets this summer after your June exams. This is required for fair and equitable administration to all students, and will be treated in the strictest confidence. All correspondence should be addressed and sent to Mrs Nikki Pallet and/or Mr Chet Bhundia, our Economics Departmental Exams Administrators, at the University address (Department of Economics, University of Leicester, University Road, Leicester LE1 7RH). The Exam Board needs a written third party substantiation of all claims. If this is not provided, then the Board cannot fairly consider your mitigation.

Mitigation must always be submitted as soon as possible BEFORE any Exam session (January, June or September). Decisions on BOTH January and June mitigating circumstances are always taken at the June Examination Board. Decisions about September mitigating circumstances are taken at the September resit Board (for Undergraduates) and at the final December Board for postgraduates.

Given the above, once the June results are out, we can no longer accept any retrospective mitigation. We will only be able to accept new and proven mitigation that covers any September resits. This is an especially important point to note, since we usually receive a LOT of inquiries about late mitigation after students get their results. The Department always writes to ALL students before the June Board in order to remind them to submit their mitigation on time. If students do not do this for any reason, then their late mitigation can only be considered in September (IF they have resits) or otherwise at the summer Exam Board of the following academic year. But it cannot be used to retrospectively change their June decision.

Case 6: I am a finalist and I am worried and/or trying to predict my Degree classification after my January Exams. Answer:

Please click on the following link:

<https://wwwgate.le.ac.uk:8000/ec/teach/documents/Degree.pdf>

Please enter your CFS (Leicester e-mail) username and password when prompted.

This will open a pdf presentation file that explains in detail how degree outcomes are determined.

If you have only just sat your January Exams, please remember that any speculation about your Degree class is pointless until you have completed your June exams!

Please also remember that no member of staff can be asked to make a prediction about this, for clear reasons of fairness. The above file explains to you HOW a Degree is calculated. The final outcome will only depend on your hard work.

If you already have your June results, then the above file will confirm to you how your Degree class was determined, and also how borderline cases are treated.

Case 7: I want to “appeal” my mark(s). Answer:

Appeals against single exam marks are not possible. The University of Leicester appeals procedures are only against termination and against degree classification (see case 8 below).

Case 8: I want to appeal against termination and/or against my Degree classification. Answer:

The University of Leicester has appeals procedures against termination and against degree classification.

Appeals against termination can only be made AFTER the September (Resit) Examination Boards. Appeals against Degree classification can only be made AFTER the June Examination Board. Both types of appeals follow the same procedure, which is as follows:

- (1) You should write to the University’s Academic Registrar (at the University address, which is University of Leicester, University Road, Leicester LE1 7RH) and NOT to the Department, since decisions about appeals are made at University level. You must do so as soon as possible after you receive your results, as it will not be possible for you to appeal after Graduation, or, if you are appealing against termination, after the new academic year has started.
- (2) You should include a cover letter explaining all the reasons for your appeal, and, most importantly, you should include written third party proof of any NEW medical or other mitigating circumstances of which the Economics Exam Board was NOT aware at the time of its recommendation. This is because appeals against either Degree class or against termination are made on PROCEDURAL (and NOT on academic) grounds. In other words, an appeal Board will not revise your marks, but it will consider any new EVIDENCE which you had not communicated to the Exam Board, and how this may (or may not) have affected your final decision. Pretty much like Exam Boards, appeal Boards need to be based on EVIDENCE.

Please consider things very carefully here: if you are basically disappointed with your result, but there is no other reason, an appeal is not going to help you. If you have serious and proved procedural circumstances which you have not previously revealed to the Exam Board, an appeal may - or may not - help you.

Please also be kindly aware that appeals must be made to the University, NOT to the Department. Please do NOT write to us to appeal. \*Once the Department has made a recommendation through its Examination Board, and such recommendation has been approved by the University, then the Department cannot - and will not - be able to revise a decision made on a student (or to advise them about how to challenge it, or to appeal on their behalf)\*. It is only the University who can decide through the appeal process, and any appeal submission is the sole responsibility of the student. The Department cannot appeal for you.

Case 9: I submitted proved medicals and/or mitigation but I was not given a higher Degree class (or: I was terminated) and I am disappointed. Answer:

The existence of proved mitigation does NOT automatically imply that the Exam Board will raise a candidate's Degree class. As University rules specify, candidates with mitigation must be \*just below the borderline\* for the Exam Board to \*consider\* them for the \*possible\* award of a higher Degree class. What is a borderline candidate for each Degree class is clearly defined and explained in the University scheme of assessment, accessible through the link in case 6 above. Please read it very carefully: you will be able to understand exactly why the Board came to your particular decision.

This is a very important and delicate point, as unfortunately too often candidates who are not close to the University definition of borderline, but who have submitted proved medicals or other mitigation to the Board, somehow expect to be automatically awarded a higher Degree class, and are very disappointed when this does not happen! But while often understandable (we do realise exams put our students under considerable pressure), this is plainly against the rules: mitigation (for example medical conditions, family problems, job offers conditional on a particular Degree class) CANNOT automatically imply a higher Degree class. We are sure you can appreciate this. You must come very close to borderline to be \*considered\* for the \*possible\* award of a higher Degree class. And even then, the Board may decide that the Degree class should not change. So mitigation in its own right, however serious, cannot be an automatic key to a better outcome, or one you feel you deserve. IF you are NOT borderline, it is extremely difficult to envisage that mitigation might change your Degree class, and even if you are borderline with mitigation, a higher Degree class is certainly not guaranteed.

Please consider that ANY year 2 and year 3 mitigation is ALWAYS recorded, in detail, and with maximum respect and compassion, irrespective of whether a student is borderline or not. We ask you to submit it, so we look at it, very carefully, in the knowledge that Boards \*are\* sympathetic and always do their best for the welfare of the students. BUT academic performance is and remains fundamental in their decisions, as well as fairness to all other students, and compliance with University rules.

So please be assured that you have NOT been awarded a lower than hoped for/expected Degree class because we have not considered your mitigation. We have. But unfortunately you did not come close enough to borderline for mitigation to have sufficient weight in its own right; or your mitigation was not deemed likely to have sufficiently affected your exam performance by the Board.

Exactly the same considerations are valid for termination: if you have proved medical or other mitigating circumstances and have failed a number of credits which would normally imply termination, then the Board may – or may not – decide to grant you a resit/sit without residence

decision instead (see points 11-13 below). The presence of proved mitigation is NOT an automatic guarantee. Once again, academic performance is and remains fundamental and indispensable in the Board's decisions, as well as fairness to all other students, compliance with University rules and the best interests of the students themselves.

So, given all the above, it is only if you have NEW and substantial evidence not previously known to the Board that is it worthwhile spending time thinking about your outcome. As explained above, while it is too late to submit such evidence to the Department, you may wish to consider an appeal to the University, under your sole responsibility: in this case please read carefully point 8 above.

Case 10: I am a Masters student and I have good marks, but I have not been given the chance for a merit or a distinction and I am disappointed. Answer:

The Msc scheme of assessment does not allow merit or distinction if there is even only one mark below 50% in a taught module. The MSc scheme of assessment is explained in the Postgraduate Handbook, which you have received in hardcopy when you first joined the Department, and which is also available online in the Learning and Teaching page of the Departmental website. [Please click here to access it](#), entering your CFS username and password when prompted. Please consult it carefully.

Case 11: I am a year 1 or year 2 Undergraduate Student and my decision after my September resits is "Termination" OR "Resit/Sit Without Residence", and I am disappointed and confused. Answer:

All students who are either terminated or sent into resit/sit without residency in September are emailed a letter containing a very detailed explanation of their individual decision, based on University Regulations about such cases. Students who have been terminated have a right to appeal the decision on procedural grounds. How to do this is explained in point 8 above. Students who have been granted resit/sit without residency do not have a right to appeal.

Case 12: I am a year 1 or year 2 Undergraduate Student and my decision after my September resits is "Resit/Sit Without Residence", but I have only failed one (or two) September modules – why can't I be allowed to proceed? Answer:

If in September you fail even only one of the so called "core modules" of your Degree programme, then, by University Regulation, you cannot proceed to your next year of studies. Even if it is only module, even if your year average is above 40%, even if you have done well everywhere else, even if you have proved medicals or mitigation (yes, even if you have proved medicals or mitigation) ...if you fail even only ONE core module (let alone two), then you just HAVE TO retake it the next year without residence, period. You CANNOT proceed and resit it alongside your next year modules. You just CANNOT. This is a case where having medicals or mitigation that cover your core module(s) fail will unfortunately NOT help you in any way. All that medicals or mitigation will achieve in this case is (in some circumstances) make your decision a SIT (rather than a RESIT) without residence. That is, they will uncap the mark(s). But ANY medicals or mitigation will NOT lift the requirement for you to retake the module(s) without residence, no matter how unfortunately serious they may be. You just CANNOT proceed. There are unfortunately not enough words to stress this sufficiently, as it is a point that students understandably find difficult to accept. Nonetheless accept it they must, as there is quite simply no other option, and no University appeal process either.

If you have a friend who has been allowed to proceed and resit, this is only because he/she has failed a non core module. Non core modules can be carried over (so long as the year average is 40%), but core modules cannot. Once again, we do appreciate this is a tough situation, but some

modules are academic prerequisites for progression. The list of core modules for your particular Degree programme is listed in your Student Handbook, a hardcopy of which has been given to you at registration. The student handbooks are also available online in the student resources page of the Departmental website. Please consult them. The University view is that if you cannot pass a core module after two attempts (January/June and September) then you will not be able to cope in your next year of study, as you would be carrying too high a burden. You would not even be able to graduate to your REAL best possibilities, since the extra burden would compromise everything else. This is in your best interests, and it cannot be challenged.

Similarly, if you have not failed a core module but only one (or two) non core modules, but your average is below 40%, then you cannot proceed and must once again resit/sit all your fails without residence. Even if they are non core ones, even if you have medicals or mitigation, even if you have done well elsewhere. The same rules as above apply.

There are no exceptions to the above predicament, and (most importantly) Departments cannot negotiate exceptions for individual students: the University will ALWAYS reject them. So please do not email us pleading to consider your case as special, because it is quite simply impossible, and therefore useless for both yourself and us. You will receive a letter explaining to you in detail what to do if you are granted resit/sit without residency. You will find that we will give you a lot of support, and that this is no “death sentence”, but rather your only chance to remain on the line for successfully completing your Degree with the best possible outcome.

Case 13: I am a year 1 or year 2 Undergraduate Student and my decision after my September resits is “Termination”, and I am very disappointed – why can’t I be allowed to proceed?  
Answer:

If in September you fail 40 credits or more (that is, 3 modules or more), then, by University Regulation, you cannot proceed to your next year of studies and you must, unfortunately, be terminated. You will receive a letter explaining the details of this decision. The Department cannot change a termination decision because termination is covered by University Regulation. The only possibility for you to try to reverse a termination outcome is represented by proved medical or other mitigating circumstances that cover your September fails. If this is your case, and if you have given this documentation to the Department before your September results, then it will have been considered by the Resit Board, which would normally have granted resit without residency if the mitigation is accepted. But if you have not given this documentation to the Department before your September results, then it is NO USE to give it to the Department NOW, after your results are out and after you have been officially terminated, because the Department CANNOT DO ANYTHING ABOUT IT (since the Department CANNOT reverse a termination decision). So, if you have late medical or other mitigating evidence, your only option is to use this evidence to support an appeal to the University (NOT to the Department) against your termination. How to appeal to the University is explained in point 8 above.