

## Frequently asked Questions

### Procedure Concerning Accuracy of Published Marks

This leaflet provides answers to frequently asked questions regarding the Accuracy of Published Marks Procedure. The full procedure is available from the Academic Registry or accessible online at: <http://www.swan.ac.uk/registry/academicguide/assessmentandprogress/accuracy-of-published-marks/>.

Requests for checking the accuracy of published marks cannot be made until *after* you have been notified of the Examining Board's decision (i.e. after you have been formally notified of your results for the end of year).

The Students' Union Advice Centre is available to assist and advise students, in confidence, regarding the procedure and operates as a free service for students. You can contact the Advice Centre by telephone on: (01792) 295821 or via email at: [advice@swansea-union.co.uk](mailto:advice@swansea-union.co.uk). Further information can be found on their website: [http://swanseaunion.co.uk/content/152045/welcome\\_to\\_the\\_advice\\_centre/](http://swanseaunion.co.uk/content/152045/welcome_to_the_advice_centre/).

#### ***What is the purpose of the Accuracy of Published Marks Procedure?***

The purpose of the procedure is to check the accuracy of recorded marks – i.e. that the marks have been accurately calculated on an examination/assignment script, then accurately entered into the computer system and that this has generated correct marks and overall average marks.

The procedure does not involve your work being remarked nor will it provide further information as to the reasons for particular marks having been awarded. If you wish to receive further clarification as to why you have been awarded a particular mark for an assessment, you are advised to contact your College to discuss this. The University will not permit work to be remarked/reconsidered in the absence of any upheld grounds for appeal.

#### ***How do I request to have the accuracy of a mark checked?***

You must submit a request in writing to your College as soon as possible after the relevant Examining Board and no later than 10 days of notification of the Examining Board decision.

The request form **AR1TP-1-BI Request to Confirm the Accuracy of Published Marks** is available from the Academic Registry or can be downloaded from the **Forms and Documents** section of the Academic Registry Blackboard site.

#### ***How will my request be processed?***

Once your request has been received, the College will email you to confirm safe receipt of your request and the College will then check relevant exam scripts/assignments to ascertain whether your results are free of arithmetical or other errors of fact and have been accurately recorded. You should expect to receive the outcome (by letter and email) **within 3 weeks**. If, for whatever reason, the College is unable to meet this deadline you will be notified.