

STUDENT ADVICE SERVICE'S

# GUIDANCE FOR FILLING IN THE EXAMINATION REVIEW FORM

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# WHO IS THIS GUIDANCE FOR?

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This guidance is for students who submit an Examination Review and need assistance in filling in the Examination Review Form.

The form can be accessed on the University's website on [this link](#).

The form is located on the right side of the page, under 'Related Webpages', the second option from the top. You should click on 'Examination Review Form'. If you have difficulties completing the form, you can contact the Office for Student Conduct Complaints and Appeals (OSCCA) at [examreview@admin.cam.ac.uk](mailto:examreview@admin.cam.ac.uk) or the [Student Advice Service](#) who could help you resolve the issues or provide you with an alternative format to complete the form.

# THINGS YOU MAY WANT TO KNOW BEFORE FILLING IN THE FORM

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## THE GROUNDS PERMITTED IN THE PROCEDURE

This information can also be found in the [Examination Review Procedure](#) and the Student Advice Service's [Information Guide on the Examination Review Procedure](#).

## COMPLAINTS THAT CANNOT BE CONSIDERED UNDER THIS PROCEDURE

- **Academic judgement.** This includes disagreements you may have with comments made by the Examiners on your assessments.
- **Complaints relating to any other aspect of your student experience.** Examples could be missed learning opportunities, issues with your course, your course Supervisor, or other University members of staff. Such complaints could be raised through the [Student Complaint Procedure](#). If you are unsure about which procedure you need to use, our [Flowchart for Processes on Examination-Related Issues](#) could help you navigate the University's processes to identify the correct procedure. If you are still not sure, you can contact us to speak with an Advisor.

## READ THE PROCEDURE AND GET ADVICE

Before completing the form, you are advised to read the Examination Review Procedure and the Policy for handling personal information.

You might also wish to read the Student Advice Service's [Information Guide on the Examination Review Procedure](#) and the [Guidance on Medical Evidence](#) if your request is for medical reasons.

Consider seeking support from your College Tutor, if you have one, or the Student Advice Service. They could help you navigate and understand the process, present your case, gather supporting evidence and provide feedback on your application.

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## THE DEADLINE FOR REQUESTING AN EXAMINATION REVIEW AND INFORMATION IF YOUR APPLICATION IS SUBMITTED LATE

Applications should be submitted within 28 days of receiving your formal examination results. If for good reason your application is submitted late, you can explain the reason/s for that and provide evidence. Reasons that might be accepted include illness or other special circumstances that would have prevented you from submitting the application within the deadline.

Seeking advice and gathering evidence are not usually accepted as valid reasons for late submissions.

If you have a Student Support Document (SSD) that recommends extensions to deadlines, for example, 25%, this would usually be applied to your deadline. You should submit your SSD and indicate this in your email to OSCCA and on the application. You could, if you wish, contact OSCCA before submitting the application to ensure they are aware of your extension to the deadline, although this is not usually necessary.

## THINGS TO REMEMBER WHEN SUBMITTING YOUR REQUEST:

- Complete all sections of the form and include evidence
- You would usually receive a response by email within 7 days to confirm the next steps
- Submitting a request under this Procedure will not change your eligibility to graduate
- If you have any questions, you can contact [ExamReview@admin.cam.ac.uk](mailto:ExamReview@admin.cam.ac.uk) or the [Student Advice Service](#)

# FILLING IN THE THE FORM

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## SECTION 1: COMPLETE YOUR PERSONAL DETAILS

The information required is:

- Your title
- Your surname and name
- Your College
- Email / CRSid
- Your University Student Number (USN). This can usually be found on a letter you received from the University or College. This might also be available on your CamSIS account. If you are unsure of where to find it, you could contact your department and/or the College who could help you to obtain it.
- Degree / Course of study
- Start date of course
- Year of study
- Department / Faculty

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## **SECTION 2: DO YOU REQUIRE REASONABLE ADJUSTMENTS TO BE MADE TO THIS PROCESS OR CORRESPONDENCE TO BE SENT TO AN AUTHORISED REPRESENTATIVE BECAUSE OF YOUR DISABILITY (IF YES, PLEASE PROVIDE DETAILS OF THE ADJUSTMENTS OR AUTHORISED REPRESENTATIVE AND EVIDENCE OF YOUR DISABILITY)?**

This would apply if, for example, you suffer from anxiety and news about your submission would impact your health. A representative could be your College Tutor or other members of staff you trust, a friend, parent or partner, or an Advisor from the Student Advice Service. Evidence of your disability could be your SSD, a medical letter or an assessment confirming your diagnosis.

## **SECTIONS 3: IF YOU RECEIVED FORMAL NOTIFICATION OF YOUR EXAMINATION RESULTS OVER 28 DAYS AGO, PLEASE CONFIRM YOUR REASON FOR LATENESS (YOU NEED TO INCLUDE EVIDENCE OF YOUR REASON FOR LATENESS).**

Reasons for lateness could, for example, include illness or other personal circumstances that prevented you from submitting the application within the deadline.

Evidence could be a medical letter confirming you were unwell and that this affected your ability to engage with the process; a death certificate of a loved one; a doctor's letter or a hospital note confirming a loved one was unwell which would have impacted your ability to engage with the process; evidence of your caring responsibility for a family member, etc.

The evidence provided and your explanation should be relevant, contemporary and specific to the time in question.

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## **SECTION 4: PLEASE TICK THE GROUND(S) ON WHICH YOUR REQUEST FOR RECONSIDERATION OF YOUR EXAMINATION RESULTS IS BASED.**

Depending on your reasons for the request, you could tick one or more of the grounds listed in the table. Our [Information Guide on the Examination Review Procedure](#) provides details of these grounds and examples of issues that could be considered in the Procedure. This can be accessed in Section 2 'What type of issues can students raise using the Examination Review Procedure?'

## **SECTION 5: WHAT PAPERS ARE YOU REQUESTING A REVIEW OF?**

This requires the paper title and the code. Ask your College and or the department for this information if you are unsure where to find it.

## **SECTION 6: PLEASE STATE CLEARLY AND CONCISELY THE REASONS FOR REQUEST RECONSIDERATION OF YOUR EXAMINATION RESULTS. EXPLAIN HOW YOUR REASONS MEET THE GROUNDS TICKED ABOVE AND INCLUDE INFORMATION ABOUT ANY ACTION THAT HAS ALREADY BEEN TAKEN TO TRY TO RESOLVE THE ISSUE.**

In this section, you might wish to include the following information:

- The reason for your request:
  - a procedural irregularity in the examination process
  - bias or the perception of bias
  - the withdrawal of academic provision and/or
  - serious illness or other grave cause that affected the examination (for students on the degrees listed at the top of the form).

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- **Explain how your reasons meet the grounds ticked above.** For example, you have an SSD and reasonable adjustments were not put in place for the exam. You could start by providing information on the reasonable adjustments recommended on your SSD, which were not put in place. Explain how this affected your performance during the exam by providing clear examples. This may have been the need to use a computer for the exam with specific software installed and this was not provided. How did this affect your exam and your results? Did you lose time having to structure or re-structure your responses, or did you lose time needing to adjust to the new exam format? Perhaps this may have made you feel anxious or nervous and put you in a position of needing to make adjustments yourself that you have not planned for coming to the exam.
- **Explain how you tried to resolve the issue.** Did you inform the Invigilator if the exam was in person, or did you contact your Tutor or other members of staff if the exam was online? Were solutions being offered to you, if so, what were they and how did they help or not help your situation? If you have not sought help, explain why.
- **Be clear, concise and factual** when presenting your case.
- If you need to provide background information that is relevant to your case, you might wish to do so in chronological order. If you have a long list of events you could either include them in a table (Date, Event, Summary, Relevance to the application) or structure this section into paragraphs in chronological order.

Date	Event	Summary	Relevance



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## EXAMPLE:

*I am requesting reconsideration of the examination result of my Physics exam that took place on 24 May 2021. The reason for my request is a procedural irregularity in the examination process that has adversely affected my result.*

*I sat the exam in person in the Dining Hall at the University Centre. The exam started at 10am and finished at 12pm. Halfway through the exam, a group of students came near the exam room. They were talking and laughing loudly. I have ADHD which makes noises very distracting and disturbing for me, more than for someone without my condition. I remember becoming very distracted, completely losing my focus and my trail of thoughts when writing my response to question 3. This can clearly be seen on my exam paper as the answer to question 3 is incomplete, and my writing is not as coherent and articulate as in my other responses. I tried to bring myself to re-focus on the exam question, but I could not manage it. Evidence of my disability can be seen in my SSD attached to the list of supporting evidence.*

*The noise persisted for approximately 10 - 15 minutes at which point I informed the Invigilator who went outside to speak with the students causing the disturbance. The students left at that point. The Invigilator produced a report, a copy of which I have attached to the list of supporting evidence. Additionally, after the exam, I contacted my Tutor to let them know of my experience in this exam. I have attached a copy of the email correspondence between my Tutor and I.*

*Although 10-15 minutes might not seem a considerable amount of time, this is in fact the equivalent to half the time allowance I had to answer one question. This is calculated as*

*Time in the exam: 2 hours*

*4 questions on the exam paper*

*30 minutes to answer each question*

*10-15 minutes is half the time I lost on one of the questions.*

*Although I understand that I might not have been the only student affected by this disturbance, my disability has made me more vulnerable to the disturbance during the exam than my peers who might not present with the same or similar conditions.*

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**SECTION 7: PLEASE PROVIDE A LIST OF ALL ITEMS OF SUPPORTING EVIDENCE TO BE CONSIDERED AS PART OF YOUR RECONSIDERATION OF EXAMINATION RESULTS. THE EVIDENCE THAT YOU SUPPLY MUST BE COMPLETE, RELEVANT AND PROPORTIONATE.**

Depending on your reason for the request, evidence may include medical letters, a death certificate, supervision reports, emails, an SSD, a Code of Practice, a Student Guide or Handbook, University Regulations, etc.

**SECTION 8: PLEASE UPLOAD ALL OF YOUR EVIDENCE AS ONE PDF OR IN A COMPRESSED ZIP FILE. THE MAXIMUM SIZE FOR UPLOADS IS 50MB AND EXE. FILES ARE NOT ACCEPTED.**

If you have any issues please email [examreview@admin.cam.ac.uk](mailto:examreview@admin.cam.ac.uk).

# FILLING IN THE FORM

## **SECTION 9: PLEASE STATE WHAT OUTCOME YOU ARE HOPING TO OBTAIN. THE OPTIONS AVAILABLE TO THE EXAMINATION REVIEW OFFICER ARE SET OUT IN PARAGRAPH 4.9 OF THE EXAMINATION REVIEW PROCEDURE.**

Outcomes could include:

- to be re-examined or to set a new way of assessment such as an essay in place of a written examination;
- to be re-examined by new Examiners or to have the same examination assessed by new Examiners;
- To submit a revised assessment such as a dissertation;

The outcome you are hoping for should be proportionate to the issue experienced and the effect it had on your examination results.

For example, your submission raises issues of the Examiners' bias in the assessment process. The outcome could be to require new Examiners to assess your work.

Or, you did not have the required reasonable adjustments in place for the exam. In this case, you could ask to be re-examined under conditions where reasonable adjustments have been made for you.

If your desired outcome is not listed in the relevant section of the Procedure, speak with your Tutor, a member of OSCCA or an Advisor at the Student Advice Service. They could help you discuss your options, guide you through the process and explain the outcomes that could be possible through this process.

## **SECTION 10: STATEMENT BY STUDENT (PLEASE TICK TO INDICATE YOUR AGREEMENT WITH EACH STATEMENT):**

This section requires you to tick the boxes indicating your agreement with the statements listed in the table.

All statements must be agreed with except for the fourth which asks if you wish for your College Tutor to be informed of your request and the outcome. This is optional and non-agreement with this statement will not affect your application.

You should sign and date the application form.

# WHAT HAPPENS IF I AM UNSATISFIED WITH THE OUTCOME OF THE REVIEW OF THE DECISION?

## IF I AM UNHAPPY WITH THE OUTCOME, CAN I REVIEW THE DECISION?

If you are unsatisfied with the outcome and reasons behind the decision, you can request a review of this decision on the following grounds:

- Procedural irregularities that occurred during the reconsideration which were material or potentially material to the decision being reached.
- The decision is unreasonable in that, in that no reasonable person or body could have reached the same decision on the available evidence.
- The availability of new evidence, which materially impacts the decision and which, for valid reasons, could not have been submitted at an earlier stage.

Requests for reviews of the decision need to be submitted within 14 days of the formal decision being communicated to you. Further information on how to submit a review along with the appropriate form will be provided with your formal decision letter.

## WHAT HAPPENS IF I AM UNSATISFIED WITH THE OUTCOME OF THE REVIEW OF THE DECISION?

If you are unsatisfied with the outcome and reasons behind the decision, you can make a representation to the [Office of the Independent Adjudicator \(OIA\)](#). To do this, you will need a Completion of Procedures letter (COP) from the University. Deadline: 1 year of the formal decision being issued.

# WHERE CAN I GO FOR MORE INFORMATION AND SUPPORT?

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Consider speaking to your College Tutor, or you can access one-to-one advice from one of our Advisors at the Student Advice Service.

## HOW CAN STUDENTS ACCESS ADVICE FROM THE STUDENT ADVICE SERVICE?

You can email [advice@cambridgesu.co.uk](mailto:advice@cambridgesu.co.uk) or use our website contact form at [www.cambridgesu.co.uk/advice/student-advice-service/contact/](http://www.cambridgesu.co.uk/advice/student-advice-service/contact/) to make an appointment to speak with an Advisor.

Appointments can be conducted over the phone or via video call. We are also happy to communicate with students by email, only if that is what they prefer.

To access our exam-related resources, please visit our website: [www.cambridgesu.co.uk/advice/information/exams/](http://www.cambridgesu.co.uk/advice/information/exams/)

# USEFUL RESOURCES

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Student Advice Service Information and Resources on Exams:  
<https://www.cambridgesu.co.uk/advice/information/exams/>

University of Cambridge Examination Review Procedure:  
<https://www.studentcomplaints.admin.cam.ac.uk/examination-reviews>

University of Cambridge Student Complaints:  
<https://www.studentcomplaints.admin.cam.ac.uk/student-complaints>

University of Cambridge Mitigation:  
<https://www.cambridgestudents.cam.ac.uk/your-course/examinations/mitigation>