

Student appealed university's decision to not accept and mark her assignment in full

A student who uploaded her assignment to the wrong part of a marking system appealed Queen's University's decision to not accept and mark her assignment in full.

The student felt that this error was easily made as the links were above each other on the system. She had also applied for exceptional circumstances for her assignment and felt that the immense pressure in their personal life and associated mental health issues contributed to this error having been made.

When she approached the university asking that her work be considered and marked in full, Queen's University responded rejecting her appeal and advised that her assignment could be resubmitted but with a cap of 50%.

Unhappy with this outcome and the impact that it was having on her health, she approached our office. An Investigating Officer then engaged with the university to seek an alternative resolution to this complaint.

In response, the University confirmed that it would ask the relevant School to mark both the re-assessment and the submission previously made on the system without applying a cap.