



Student Casework Office

Guidance for ALs and Staff Tutors on students TMA queries and appeals

Guidance for ALs on TMA Queries and Appeals can be found here:

<http://www.open.ac.uk/tutors/sol/appeals-and-regrades.php>

The formal TMA Queries and Appeals procedure for students can be found in each relevant Assessment Handbook:

<http://www.open.ac.uk/students/essential-documents/assessment>

1. If a student is not happy with the score given by their tutor they can, within 28 days of the date the assignment was sent to Walton Hall (14 days for the final TMA) ask their tutor to reconsider the score, outlining their reasons why they feel the score and/or the feedback is incorrect.
2. When the tutor receives the query they should consider the students comments and reconsider their marking. If they feel a change in grade is appropriate (either up or down) the tutor should:

For Paper TMAs

- complete a new PT3 with the new score
- place a signed and dated regrading label in the space under section 2, and sign and date the form
- write a brief explanatory note for the Assignment Records Office on the PT3
- send copy 2 of the PT3 to the student with the TMA
- keep copy 3
- send the top copy and the note to the Manager (Assessment Handling), PO Box 78, Walton Hall, Milton Keynes, MK7 6AP.
- write to the student to notify them of the outcome and advise them if they wish to appeal the score awarded to their TMA they should contact the Complaints and Appeals Office.

For Electronic TMAs

You can either submit a new PT3 as above or use the regrade option on the eTMA system. Details of which can be found here:

<http://www.open.ac.uk/computingguide/information/aletma/aereturning/fiaeregrading.html>

3. If the student is not satisfied with the response to their query they should write within 28 days of the tutors response (14 for the last TMA) to the Student Casework Office at:

The Student Casework Office
The Open University
PO Box 5155
Milton Keynes
MK7 6JY

Or by e-mail to: studentcaseworkoffice@open.ac.uk

4. Enclosing the following:
 - A letter of appeal
 - The correspondence between student and tutor in which the student queries the score and the tutors response
 - The marked TMA and the completed PT3

If a TMA was originally submitted electronically the student need only submit the letter of appeal and correspondence between the student and tutor as the marked eTMA and completed ePT3 will be obtained from the eTMA system.
5. The Student Casework Office will formally acknowledge receipt of the TMA Appeal within 3 working days. A Service Request (SR) will be created on VOICE and the SR will be referred to the appropriate Regional or National academic queue. The paperwork received by the Student Casework Office will be attached to the service request under activity 1.
6. The Staff Tutor must then refer the appeal for consideration (this is usually to the Module Team Chair or an appropriately experienced and knowledgeable AL).
7. The appeal should be considered and comments returned to the Staff Tutor with clear notification of the score. The Staff Tutor should then:
 - Write to the student including comments from the re-marker and notifying students of the score
 - Attach the letter to the student to activity 4 of the SR
 - Record the outcome of the appeal (upheld (result has changed) or rejected (result remains the same)) on activity 5 of the SR
 - Advise the tutor of the outcome of the appeal
 - *If the grade has changed – for paper TMAs* - complete a new PT3 with the new score. Place a signed and dated regrading label in the space under section 2, and sign and date the form. Write a brief explanatory note for the Assignment Records Office on the PT3. Send copy 2 of the PT3 to the student with the TMA. Keep copy 3. Send the top copy and the note to the Manager (Assessment Handling), PO Box 78, Walton Hall, Milton Keynes, MK7 6AP.
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- Close the SR
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8. If an appeal is received by the Staff Tutor in the regional or national faculty, or by the Curriculum Manager in the Central Academic Unit the appeal should be referred to the Student Casework Office so the VOICE SR can be created.
 9. Alternatively advice on how to create an SR can be obtained from the Student Casework Office who can be contacted by telephone on (01908 6)59535 or at studentcaseworkoffice@open.ac.uk