help to identify plagiarised work.) It is the responsibility of supervisors to ensure that these reports are checked for any indication of plagiarism or collusion. Each report will highlight where similarities have been found online or in the repository of student work, with links to original sources.

If an examiner suspects either plagiarism or collusion, they should in the first instance contact the School Quality Officer (Professor Peter Symonds). If there is sufficient evidence to instigate disciplinary action, the examiner should provide the following information to the Teaching and Learning Administrator:

- Original copies of the work, which should be marked as usual, irrespective of any suspected malpractice.
- A brief report outlining the accusation making reference to the Originality Report.

An e-mail will be sent from the Teaching and Learning Administrator to inform students that their work is under investigation for academic malpractice.

All cases will be dealt with in accordance with the University Guideline for Academic Malpractice, as follows:

1. First and Second Year students (first offence): The case will be handled at School level.
2. Third and Fourth Year students (first offence): The case will be handled at Faculty level.
3. First and Second Year students (subsequent offence): The case will be handled at Faculty level.
4. Third and Fourth Year students (subsequent offence): Inform Faculty. The case will be handled at University level.
5. For particularly serious offences, Faculty should be consulted to determine whether the case should be handled at University level. This applies to students of all years, even for a first offence.

### 3.6 Appeals

Undergraduate students may appeal against the decision of an Examiners' Board.

Students are strongly advised to hold informal discussions with the School of Mathematics about their case for appeal, and the appeal procedures, prior to submission of an appeal.

The School allows students to see their marked Mathematics examination scripts. Scripts can only be viewed by appointment and the viewing opportunity will last about 30 minutes. You will receive further information by e-mail before each viewing period.

The School does not re-mark examination scripts. Students can ask the School to check that all parts of their script have been marked, their marks have been added up correctly and their coursework marks have been included correctly. For the First Semester examinations, students must view their scripts first, before asking for the marking to be
checked. All such requests from students are collated and passed to the Director of Teaching, who arranges for the scripts to be checked and the results communicated to the students.

Full information about the formal appeals procedure is given in Regulation XIX (Academic Appeals), which is downloadable from the website:

http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/formal-procedures/academic-appeals/

However, you should note that the purpose of this Regulation is to safeguard the interests of all students. It may be used only when there are adequate grounds for doing so (as specified in the Regulation) and may not be used simply because a student is dissatisfied with the outcome of his or her assessment or other decision concerning their academic position or progress.

3.7 COMPLAINTS

The University of Manchester recognises that students may have legitimate reasons for complaining about their course, the facilities or services provided, or other students or staff. It is hoped that most complaints can be resolved by a student taking up the matter directly with the staff concerned, or with the Head of School. However, it is recognised that this is not always possible and the University’s Student Complaint Procedure is designed to provide students with a fair procedure for resolving complaints that cannot be dealt with by informal means. Further information about the formal complaints procedure is given in Regulation XVIII, which is downloadable from the website:

http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/formal-procedures/complaints/

3.8 EXTERNAL EXAMINERS FOR UNDERGRADUATE PROGRAMMES

External Examiners are individuals from another institution or organisation who monitor the assessment processes of the University to ensure fairness and academic standards. They ensure that assessment and examination procedures have been fairly and properly implemented and that decisions have been made after appropriate deliberation. They also ensure that standards of awards and levels of student performance are at least comparable with those in equivalent higher education institutions.

External Examiners’ reports relating to Mathematics degree programmes will be shared with student representatives at the Staff-Student Liaison Committee and at the Teaching Committee. Details of any actions carried out by the School in response to the External Examiners’ comments will be discussed at these meetings. Students should contact their student representatives if they require any further information about External Examiners’ reports or the process for considering them.