

Supporting Students Undertaking Reassessment(s): Guidance for Advisers and Module Organisers

Introduction

It is important to ensure that students are treated in a consistent way, and that they have similar opportunities to learn. This applies to students who fail a module (or multiple modules) and who are then required to undertake reassessment(s). In cases where students fail, it might reasonably be assumed that they failed for a particular reason or due to a more complex series of factors. This might include poor engagement, but in many cases it will be because a student was either unable to understand module content, employed poor exam preparation strategies, or was unable to act upon feedback provided on previously submitted coursework. In some cases language problems might be a causal factor.

It is important that students understand why they have failed a module (or multiple modules) and that they are supported to develop study strategies that enable them to pass at reassessment. It is also important, therefore, that Schools provide the kind of support that is likely to enable students to address and enhance their learning strategies prior to reassessment.

Advisers will receive copies of the reassessment letters for their advisees, and Module Organisers will receive lists of reassessment students for their modules from the LTS team.

Support for students from Advisers and Module Organisers

In the past there has been significant variance in the nature of the support provided to students. This was felt to be an area where greater consistency could and should be achieved. In January 2015, University Learning & Teaching Committee (LTC) approved a set of recommendations regarding the future support provided to students undertaking reassessment (normally scheduled for August). A key recommendation is:

Advisers to offer an advising session to students referred to reassessment – up to students to choose whether they wish to attend (i.e. optional).

The requirement for advisers to offer their advisees an advising session prior to undertaking their reassessment (in bold above) is driven by a recognition that this could have great value for the student in terms of them preparing for the reassessment – which of course might take a wide variety of forms. Advisers are also well-placed to refer their advisees to other support services available to help students in this position. Students are not 'required' to attend, but they should be offered an opportunity to attend such a session. Another key recommendation was that:

Advisers should be provided with a guidance sheet on 'Academic failure and how best to support students going to reassessment'.

The emphasis on the role of the adviser in supporting students undertaking reassessment(s) means that some guidance for advisers is desirable in order to ensure that the value of these sessions for students is maximised. What follows below is intended to be useful guidance to advisers which they can refer to in advance of, and during, their advising sessions with their advisees.

Strategies for supporting students undertaking reassessment

Advisers may wish to use the following strategies to support their advisees undertaking reassessment:

1. Encourage your advisee(s) to reflect on why they failed particular assessments.
2. Ask your advisees to bring their feedback with them for failed coursework items, and reflect on the feedback with them. Why and where were marks lost and where might some marks be 'recovered' during the reassessment process?
3. Ensure that your advisee(s) are aware of the Reassessment period for any Reassessment Examinations, and any submission deadlines for reassessed coursework items
4. Encourage them to attend individual or small group sessions offered by Module Organisers for students undertaking reassessment.
5. Refer advisees to the Blackboard site for the modules in which they have been referred to reassessment. **Module Organisers providing learning support materials for students undertaking reassessment are required to make these available via their Blackboard sites.** This is particularly useful for students who are unable to attend sessions in person (but Advisers are encouraged to use Skype etc to communicate with their advisees if practicable).
6. Refer your advisee(s) to the additional sources of support provided by the Student Support Service including the Learning Enhancement Team (see below).
7. Ask your advisees what they have learned from the experience of being referred to reassessment, and encourage them to reflect on how they will be revising their study strategies to minimise the risk of potentially failing assessments in future.

Sources of support for students referred to reassessment

It is important that students prepare themselves thoroughly for (re)assessment over the summer vacation. The **Student Support Service** provides free and confidential information, advice and guidance for students, including counselling and wellbeing, disability, specific learning difficulties, support for international students and academic skills development. Advisers and their advisees can find full details of these services at the Student Support Service or on their web site <https://portal.uea.ac.uk/student-support-service>

The **Learning Enhancement Team** (LET) in the Student Support Service offers a range of ways to help students study more effectively and improve their work. LET tutors provide expert guidance on:

- study skills
- mathematics and statistics
- academic writing
- use of English.

Advice is free and confidential and available to all students registered on UEA courses. This includes specialist expertise in supporting international students and students with specific learning difficulties. Advisers and advisees can follow LET on Twitter: @uea_let.

Advisers can refer their advisees to the resources outlined below.

Resources

- Mathematics and statistics <http://tinyurl.com/qxrwxvu>: study guides, webcasts, worksheets and model answers covering numeracy, algebra, trigonometry, calculus, statistics and other topics
- Revision and exams www.uea.ac.uk/dos/revision
- Academic writing and study skills <http://tinyurl.com/p8u77lg>
- Referencing and plagiarism www.uea.ac.uk/plagiarism
- [Dissertations](#)

Blackboard

- Interactive online resources to help with many aspects of study, from writing assignments to reading and critical thinking: go to the 'Learn' tab of the UEA Portal and look for the module 'SSS-LET: Learning Enhancement Team'. All students and academic staff are automatically enrolled on this module.

Tutorials

- [Individual and small group tutorials](#)
- [Specialist tuition for students with specific learning difficulties](#)

Students are strongly advised to make use of these resources, and any other programme-specific resources which have been highlighted to them during their studies. Please encourage your advisees to do so.

Key Information about Reassessment

- Reassessment is offered on one occasion only under the BIM Regulations.
- For Pass On Aggregate Modules - The counting mark for reassessment is the higher of the assessment/reassessment component marks. The module mark is then recalculated and, if it is a pass mark, capped at the pass mark.
- For Pass All Components Modules - The counting mark for reassessment is the higher of the assessment/reassessment component marks. The component mark, if it is a pass mark, is capped at the pass mark and the module mark then recalculated.
- For most courses the reassessment period is in August each year
- Students required to take a Delayed Assessment or Reassessment examinations must be available during this period as it will not be possible to change these dates. Students' (re)assessment examination timetable will normally be emailed to them in late July.
- Students will be notified by email if there is any change to the published method of (re)assessment.
- Students are expected to return to UEA to sit any reassessment, delayed assessment or delayed reassessment exams. If they have any difficulties with this, they should contact the relevant Hub.
- If students are being (re)assessed by coursework, the coursework (re)assessment details including submission deadline will be emailed to them.
- A reassessment fee is payable in respect of each module or part of a module where reassessment is needed. Reassessment candidates will be invoiced in early October for the total reassessment fee applicable. You can find details of fees at <https://portal.uea.ac.uk/learning-and-teaching/students/results-regulations/results-and-reassessment> and [http://www.uea.ac.uk/calendar/section3/regs\(gen\)/fees-and-charges](http://www.uea.ac.uk/calendar/section3/regs(gen)/fees-and-charges).
- If a student does not satisfy the progression requirements after reassessment, they will be withdrawn from their degree programme

Extenuating Circumstances

If students have any extenuating circumstances which they believe have affected either their revision or performance at reassessment, please encourage them to report these immediately via eVision via the Report an Extenuating Circumstance tab . They should provide appropriate medical certificates or other documentary evidence. If a student is ill on the day of the reassessment examination or is prevented from attending the examination they must provide appropriate documentary evidence obtained from the University Medical Service on the day of the examination.

Board of Examiners

The Board of Examiners will normally meet early to mid- September to consider the results of (re)assessment and students will be informed of the result(s) of their Reassessment shortly after this meeting.

Version	Author	Date	Change
V1	A Longcroft	March 2015	
V1.1	A Longcroft- changes M.Pavey	11/07/16	Inclusion of Module Organisers in title and minor changes to content
V2	A Longcroft-changes M Pavey	29/06/18	Updating broken links. Removing reference to pass all modules in BIM

