

Award Decision Check (using Exam Results Issues Report)

If you need access to this PASS Process Guide in an alternative format, please contact your School Support Coordinator (SCC) in the first instance. Thank you

Please note that if you wish to enlarge any screen shots provided you can do so by pressing **Ctrl** on keyboard and scrolling in with the mouse.

Version Table

Revision	Description	Author	Date
	Drafted from existing standard operating procedure	MS	08/02/2023

1. Summary and other guides this links to

The [University Key Dates Calendar](#) specifies when this award decision error check is undertaken - see activity “Exam results issues report” generated by each School’s nominee for Programme Assessment Boards. That entry in the Key Dates Calendar in the prompt to undertake the process set out in this Guide. Completion of the process is needed before the Calendar entry MS “Exam results issues report” completed by each School’s nominee for TRX boards and all corrective action taken.

2. Step-By-Step Instructions

2.1. At the Programme Assessment Board processing deadline, the nominated member of each School generates the “Exam Results Issues Report” from the [Reporting Tool Service](#). If you are unsure who your nominated person is, please contact your SSC.

2.2. Within the report parameters, select the relevant school and the drop-down option of ‘Award status but no award data 07’ from the ‘Issue’ data field. Click ‘view report’.

The screenshot shows a web interface for generating an Exam Results Issues Report. At the top, there are navigation links for 'Home', 'Exam Results Report', and 'Exam Results Issues Report'. Below this, there are several input fields: 'School' (with a dropdown menu), 'Course Code' (with a dropdown menu), 'Student No.' (with a text input field), and 'Issue' (with a dropdown menu). A 'View Report' button is located on the right side of the form. The 'School' and 'Issue' fields are highlighted with yellow circles, indicating they are the focus of the instructions.

2.3. Export the report by clicking on the save icon and selecting export to Excel.

2.4. The report will display students from the respective schools where there is an error with their SAW / Award Decision / Processing on CSP. These issues require addressing in advance of student results publication and it is advised that a deadline of 2 working days to resolve the issues is appropriate.

2.5. View each student on the report (including any Global Online / TNE students) and investigate the error on the student record:

2.5.1. Check the SAW record to see if the award has been agreed.

2.5.2. Check the student record in PSA (using option 18) to see what the award calculation is and whether the decision code is appropriate.

2.5.3 Check for further student details on SPR / SCE / SPI. SPI will display the colleagues name who had processed the student on CSP.

2.6. Contact the relevant School Support Administrator(s) (SSA) advising them of the error and suspected issue, instructing them to compare the decision code against the student Programme Assessment Board paper and to address the issue as necessary. Explain the context of the task (accuracy of published results) and the deadline, alongside offering assistance is required.

2.7. Regenerate the report once the deadline given to colleagues has passed. If any student records remain on the report, use the remaining time prior to student results publication to contact administrators directly to conclude any outstanding errors.

3. Additional Information

Please note that during the Awards Conferment Process, the Academic Student and Lifecycle (ASL) team lock SAW records on SITs. As a result, any changes to the SAW records because of this process must be submitted to UniDesk. If there is a need to remove an award to make a student current, then that must be declared through a UniDesk call.

The PSA screen on SITs has a vital function in troubleshooting and recalculating awards. On the PSA screen, please note that:

1. Option '1' will recalculate a student's award ahead of processing on CSP
2. Option '18' will troubleshoot the student's award calculation and will present information on how the calculation was undertaken against the programme and award rules on SITs.