

## Decision on Routines for examination representatives

### Decision

Linköping University (LiU) decides that the “Routines for examination representatives” shall apply from 2 May 2022.

This policy document shall be applied immediately after it takes effect. This decision “Routines for examination representatives” (Ref. no LiU-2022-01478) replaces the previous decision “Establishing of the role ‘examination representative” (ref. no LiU 1175/06-45), taken on 13 October 2006.

The decision is to be incorporated into the LiU code of rules and procedures.

### Reason for decision

The decision has been updated from concerning the establishing of examination representatives to describing their routines and tasks. It is important that higher education institutions handle complaints in the correct manner, especially when it comes to decisions which cannot be appealed. The Swedish Higher Education Authority (UKÄ) mentioned in their report “Inspection of the application of rules at Linköping University” (UKÄ 2019:20) that LiU should draw up guidelines and information about to whom students can turn with problems or complaints. One way of doing this is to clarify the routines around the role of examination representative, and inform the students of the routines. In this decision, a clarification has been given regarding the need for examination representatives, information to the students, documentation and annual reporting of the role, and cooperation between faculties.

### Processing of the decision

This decision has been taken by Vice-Chancellor Jan-Ingvar Jönsson at the vice-chancellor’s decision meeting, in the presence of University Director Kent Waltersson, Chief Legal Adviser Christina Helmér, student representative Beatrice Ronsten and Secretary of the Director Emma Larsson Bradnt. It was presented to the meeting by investigator Karin Öberg.

The following have participated in the preparation of the decision: head of faculty office at the Faculty of Medicine and Health Sciences Anette Philipsson, head of faculty office at the Faculty of Science and Engineering Annalena Kindgren, head of faculty office at the research area Educational Sciences Catharina Magnusson, head of faculty office at the Faculty of Arts and Sciences Magnus Vik, examination representative at the Faculty of Medicine and Health Sciences Karin Persson, examination representative at the Faculty of Science and Engineering Catarina Carlberg, examination representative at the research area Educational Sciences Helena Loborg, examination representative at the Faculty of Arts and Sciences Charlotta Einarsson, Educational Director Ragnhild Löfgren, student representatives Tilda Jalakas Consensus and Beatrice Ronsten Lintek, and communicator Sophie Dufwenberg.

The Central Cooperation Group has been informed of the decision in writing.

The editorial board for the LiU code of rules and procedures has examined the form of the decision.

Jan-Ingvar Jönsson

Karin Öberg

#### List for notification:

University Management  
University Director's steering group  
Faculty and research area committees (functional addresses)  
Deans (functional addresses)  
Heads of department  
Faculty Offices (functional addresses)  
Departments (department registrars and heads of administration)  
Library Director  
Internal Audit  
Local employee associations affected by the decision  
Student unions  
LiU-Nytt  
LiU electronic code of rules and procedures  
Archives and Records Management Office (original)

# Routines for examination representatives

## 1 Background

The Higher Education Ordinance (Chapter 6, Section 18) specifies that grades are to be determined by a teacher specifically nominated by the higher education institution – the examiner. This means that a grade may not be reassessed by any other holder of a position within the institution of higher education (including the vice-chancellor). Since it is not possible to file an appeal against a grade, an examiner has great authority and great responsibility when grading takes place.

## 2 Requirements for examination representatives

Each faculty, as well as the research area Educational Sciences, shall appoint to the position of examination representative an individual knowledgeable in the system of rules and questions related to examination.

## 3 Routines for examination representatives

### 3.1 The tasks of the examination representative

The examination representative's main task is to provide help to examiners or students who have questions related to the rules surrounding examination, and to inform students and teachers about their rights and responsibilities. Examination representatives can, for example, give students and examiners guidance in the event of corrections or reassessment (change of decision) of grading decisions.

### 3.2 Functional address

The examination representative of every faculty and the research area Educational Sciences is to have a functional address.

### 3.3 Information about functional addresses and examination

Information about each representative's functional address should be displayed on student.liu.se, as well as the websites of the relevant faculty or the research area Educational Sciences used by students and examiners in their daily work. Examples of such pages include programme and course pages on Lisam.

Information about the following should also be given on these websites:

- Short, clear instructions as to what the address can be used for.
- That the student should indicate their course code for the course in question, in order to facilitate correct handling of the case.

- That the student may not remain anonymous if they ask a question about their own exam.
- That questions and answers constitute public information.
- That students are encouraged to try and find answers to their questions in LiU's rules: "Guidelines for education and examination at undergraduate and postgraduate level" before they turn to an examination representative. Alongside this advice, a link to the guidelines should be given.

All information to students is to be available in both Swedish and English.

### 3.4 Prompt processing

The functional address inbox shall be checked at least once a week in order that students' questions are handled promptly.

If the questions concern circumstances which would precede a complaint (for example, sexual harassment, conflict of interest, discrimination), the student shall receive information about how they can take the complaint forward.

### 3.5 Documentation and archiving

All cases brought to an examination representative shall be documented and archived in a manner that ensures that the questions and answers can be reused as examples, both internally and for students.

### 3.6 Cooperation between faculties

In order to ensure proper running of the role of examination representative across the university's faculties and the research area Educational Sciences, the faculties and the research area shall cooperate on this front.

### 3.7 Annual reporting

Examination representatives shall make an annual report, at the latest by 31 January the year following, to the head of faculty office at their respective faculty or research area, as well as to the respective student union. The report shall state how many cases have arisen during the year, which types of questions or complaints have been submitted, and how they have been handled.