

Guidelines for Student and Faculty Representatives in Board of Appeals

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Section 1 contains a summary of the most important information that representatives are recommended to know in advance. The purpose is to provide the best conditions for qualified participation in the work of the **Board of Appeals**.

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Section 2 includes a few points of attention relevant to both the study board and the representatives, and it is recommended that everyone familiarize themselves with these.

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Section 3 provides a more detailed description of the appeals process, with direct reference to [Examination Order No. 1121 of 19/09/2025](#), for HD [Eksamensbekendtgørelsen nr. 624 af 02/06/2025](#) which forms the basis for the entire guideline. This section is relevant for study board members who are particularly interested in the background of the appeals procedure at CBS.

Section 4 contains a collection of useful links.

1. Brief Introduction to the Appeals Process

CBS and the **Board of Appeals** handle an appeal case based on the provisions in [Examination Order No. 1121 of 19/09/2025](#). For HD [Eksamensbekendtgørelsen nr. 624 af 02/06/2025](#).

As a member of the **Board of Appeals**, your task is to help assess whether the students' appeal should be upheld. You will be contacted by email (or alternatively by phone) by the Secretariat for external examiners (Censorsekretariatet), which organizes the **Board of Appeals** meeting. Once the meeting date is set, you will receive the complete case via your CBS email (at the earliest 7–14 days before the meeting), including all relevant documents:

- The student's complaint
- Statement from examiner(s)
- The student's comments
- The University's decision

- The student's appeal
- Exam assignment and solution
- Any suggested solution guide (if any)
- Course catalogue with course description

You are expected to have thoroughly read all the material before the meeting.

At the **Board of Appeals** meeting, the case will be discussed from an academic perspective, focusing on whether the grade is well-founded in relation to [Grading Order No. 1125](#) of 07/04/2022 and the learning objectives in the course description.

a. Composition of the Board of Appeals

- External chairperson from Secretariat for external examiners
- An appointed censor selected by the Secretariat for external examiners with academic expertise in the relevant field
- Internal faculty representative from the study board
- Internal student representative from the study board

All members must actively participate in the discussion and have reviewed the case documents before the meeting.

b. What is the task of the Board of Appeals?

The Board's task is:

To assess whether the original grade is well-founded based on:

- The Grading Order
- The learning objectives in the course description for the relevant exam (always included in the appeal case)

To ensure there is no reasonable doubt whether the grade was given on the correct basis.

The Board can either:

- **Reject the appeal**, if the grade is considered well-founded according to both the Grading Order and the learning objectives, or
- **Uphold the appeal**, if the grade is not considered well-founded according to both the Grading Order and the learning objectives.

The Board should not consider issues such as:

- Teaching quality or participation

- Any communication before the exam
- Previous dialogue between the complainant and examiner
- Unsubstantiated claims, e.g., arguments for a higher grade based on comparisons with other students' assignments. Example: "I answered exactly the same as three of my fellow students, but I received a lower grade than them."

c. Role of the Student Representative

- Represents the student's perspective and academic understanding
- Must be familiar with the exam assignment, the submitted answer, and the appeal
- Participates in assessing whether the grade is academically well-founded
- Must ensure impartiality and remain objective in their assessment

d. Role of the Faculty Representative

- Contributes with subject-specific insight and knowledge of the learning objectives
- Must be authorized to examine and act independently
- Participates in assessing the justification of the grade based on the course description and the grading regulations

e. Possible Decisions

The **Board of Appeals** may (cf. §43 in Executive Order No. 1121 of 19/09/2025) decide:

1. Reassessment of the written assignment
2. Offer of a new exam (re-examination)
3. A combination of reassessment and re-examination (in case of oral defense)
4. That the student's appeal is not upheld

f. Board of Appeals Procedure – Meeting (physical or virtual/telephone)

The **Board of Appeals** procedure may take place at a physical meeting, an online meeting, by telephone, or – if all members agree – in writing, cf. §34 in Executive Order No. 1121 of 19/09/2025.

The chairperson of the **Board of Appeals** usually kick off the meeting by:

1. Welcoming everyone and introducing the agenda
2. Asking the members whether they are certain of their impartiality and whether they have read all case documents, including the exam assignment and the submitted answer

2. Important Points of Attention

1. As a representative in the **Board of Appeals**, you must thoroughly review all case documents. Therefore, as soon as you receive the case, ensure that you master the relevant language (Danish or English) so you can understand and assess the material correctly. If you find that this is not the case, you must immediately contact legal@cbs.dk and inform them that you cannot participate in the case processing.
 - a. For this reason, we recommend that you familiarize yourself with the case as soon as possible after receiving it, prior to the meeting.
2. If there are circumstances or observations beyond the specific case that the **Board of Appeals** find relevant for the Study Board, it is the faculty and student representatives who communicate this information to the Study Board. This may include issues related to the exam format, interpretation of course description provisions, or other significant elements that affect the exam or study program.

3. Basis for the Board of Appeals Handling of an Appeal Case

The task of the **Board of Appeals** is to ensure that the assessment was made on the correct basis. The task is therefore to assess whether the grade is well-founded according to the grading regulations and the learning objectives from the course description for the relevant exam.

The **Board of Appeals** should not consider other matters such as information prior to the exam, class attendance, rumors, lack of teaching, previous dialogue between the student and the examiner, etc. These matters must be addressed by the relevant Study Board.

The **Board of Appeals** is described in the Executive Order on Examinations and Tests at University Programs (Examination Order), Executive Order No. 1121 of 19/09/2025.¹

Regarding the Board of Appeals quorum, the following applies:

§ 33. The university establishes **Board of Appeals** permanently or as needed.

Subsection. 2. The board consists of two appointed external examiners, one lecturer authorized to examine, and one student within the subject area.

¹ Regarding the HD programs, similar provisions are found in the [Executive Order on Examinations and Tests in Professional and Business-Oriented Higher Education Programs \(Examination Order\)](#), Executive Order No. 624 of 02/06/2025, §§ 35-36 and § 44. In practice, the rules are identical, and therefore, for the purpose of this context, reference is made solely to the rules as described in the Examination Order for university programs.

Subsection. 3. The censor leadership appoints the two external censors, one of whom must act as chairperson. The chairperson may appoint themselves.

Subsection 4. The university appoints the lecturer and the student.

§ 34. The **Board of Appeals** has a quorum if all members participate in the discussion and have had the opportunity to review all case documents before the discussion. If all members agree, the discussion may take place in writing.

Subsection 2. If the **Board of Appeals** cannot reach agreement during the case handling, a final meeting must be held where all members are present. In the event of a tie, the chairperson's vote decides.

Regarding the Board of Appeals decision:

§ 42. The **Board of Appeals** makes its decision based on the material that formed the basis for the university's decision and the student's appeal. The decision must be communicated to the university no later than two months after the appeal was submitted. July does not count in the calculation.

§ 43. The **Board of Appeals** decision may include:

- 1) Offer of a new assessment of a written assignment (reassessment),
- 2) Offer of a new exam or test (re-examination),
- 3) A combination of 1 and 2 if the exam includes a written assignment with oral defense, or
- 4) that the appeal is not upheld.

Subsection 2. Academic questions about the **Board of Appeals** decision cannot be brought before another administrative authority.

Subsection 3. Legal questions in the **Board of Appeals** decision can be brought before the university, which makes the decision. The complaint must be submitted to the university no later than two weeks after the student has received the **Board of Appeals** decision.

Subsection 4. The university's decision can be brought before the Danish Agency for Higher Education and Science pursuant to § 48.

4. Useful Links

[Examination Order no. 1121 of 19/09/2025](#)

[Grading Order no. 1125 of 04/07/2022](#)

<https://sar.cbs.dk/>