

SPSO decision report

Case: 201405088, University of St Andrews
Sector: further and higher education
Subject: teaching and supervision
Outcome: not upheld, no recommendations

Summary

Mr C took a masters course which was a conversion course for students with first degrees in other subjects. Mr C complained to the university that they had not delivered all the contact time and activities including tutorials that were required for the conversion programme. The university addressed concerns in one module and took steps to address any disadvantage by moderating marks awarded. When Mr C complained about the lack of conversion tutorials and contact time in other modules, the university investigated and did not uphold his complaint. We considered the correspondence between Mr C and the university and the evidence of the investigations carried out by the university and found that the university had carried out a thorough investigation and reasonably considered all the issues he had raised in reaching their decision on his complaint. In light of what we found, we did not uphold Mr C's complaint.