

We know that the ongoing industrial action, delays to marking and progression can cause uncertainty for students. This FAQ explains the situation so far, why some marks are still missing, what the University has told us about progression, and what your options are.

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What is happening?

Members of Goldsmiths University and College Union (GUCU), the trade union representing many academic and professional services staff at Goldsmiths, are currently taking industrial action in response to the University's Future Goldsmiths restructure programme. As part of this restructure, almost 100 members of Professional Services staff have left the University through the Voluntary Severance Scheme (VSS) or a form of redundancy, vital student support and some academic programmes have been cut, and further redundancies affecting academic staff are expected imminently. This is the third restructure in the last five years by Goldsmiths management, leaving no security at the institution for its students and staff.

In protest against these cuts, GUCU began Action Short of a Strike (ASOS) on 27 April 2026, including a Marking and Assessment Boycott (MAB). Full strike action then began on 8 June 2026. Not every member of staff is necessarily participating in the industrial action. This means the impact can be different depending on your programme, modules and which members of staff are responsible for your assessments.

What is a Marking and Assessment Boycott (MAB)?

A Marking and Assessment Boycott is a form of ASOS where participating staff temporarily stop carrying out marking and assessment-related work. In practice, this can mean that work

you submitted has not yet been marked, or that marks cannot yet go through all of the University's usual Exam Boards and assessment processes.

A MAB can therefore cause delays such as receiving marks and feedback, or receiving a full set of results or a final transcript.

Why are some of my marks still missing?

Some of your work may not yet have been marked or fully processed as a result of MAB. This does not necessarily mean there is a problem with your work or that you have failed it. In some cases, the University simply does not yet have the mark it would normally use when making decisions about your academic record.

The University has told us that marking is now progressing and that it expects to be able to confirm the position of affected students shortly.

How can the University decide whether I progress to the next year, if some of my marks are missing?

Because of the industrial action, Goldsmiths introduced Exceptional Academic Regulations alongside its usual academic regulations. These give the University additional ways to make academic decisions where normal processes have been disrupted, including measures intended to help students progress or graduate despite the impact of industrial action.

The University has told the SU that it has reviewed individual student profiles and has used both its standard regulations and these exceptional regulations where appropriate to enable students to progress.

I've received an email saying I will "proceed onto the next stage of study". What does that mean? Can I enrol?

The University has confirmed that this particular email was sent to students who will progress into their next year of study but still have one or more missing marks. This means that, if you received this email, the University has made a decision allowing you to continue into your next year even though it does not yet have all of your marks.

On that basis, you should have been invited to enrol. If you believe you have been progressed but cannot enrol, please approach the Student Hub and show them the progression email you received, so that your individual record can be checked.

Could the University later reverse my progression when my missing marks arrive?

The University has told us that your progression will **not** change if you are one of the students who has already been progressed under these arrangements.

However, once those outstanding marks become available, if you find that you have failed an assessment or module, you may still need to undertake a retake. The University has told us that student records will be updated as missing marks are recovered.

Being progressed into your next year does not mean that your missing assessments have automatically been passed. You can continue into the next year, but once your outstanding marks are confirmed, you may still need to complete retakes or other assessment requirements depending on the results you receive for those modules.

Could I be told to repeat a year because my marks are missing?

The University has told the SU that no student is being required to repeat simply because marks are missing.

According to the University, where marks are missing, affected students have either been progressed or have been advised to wait while further marks are recovered. Your student record can then be updated when those marks become available.

Why does my email mention interrupting my studies if I have already been allowed to progress?

We raised this directly with the University because we know the reference to interruption caused some stress.

To be clear, the University is **not** telling you to interrupt. The University has told us that interruption is being offered as an option because it is permitted under the regulations, because the University may not yet know how many credits a student will ultimately need to recover once all missing marks are available.

We understand that interruption can have consequences. Depending on your circumstances, it could affect your finances, accommodation, Student Finance, visa, employment or other life plans. You should **not** feel that you have to interrupt simply because interruption has been mentioned in an email.

If you are considering interrupting, we strongly recommend getting advice first so that you understand what it would mean for you. If you need advice on your individual situation, please contact the Student Hub in the first instance to get an understanding of what is on your student record. You can contact the SU Advice Service for support.

What happens when my missing marks are eventually released?

The University has told us that student profiles will be updated as marks are recovered.

Depending on your results, this could mean that:

- There is no further action for you to take
- You have an outstanding assessment or retake to complete

If you have already been progressed under the arrangements explained above, the University has told us that this progression will not subsequently be reversed because of the missing marks.

If your missing marks are eventually released and you wish to appeal the mark, please consult the appeals process here:

<https://www.gold.ac.uk/students/appealsandcomplaints/academicappeals/>

You can contact the SU Advice Service for support on appeals.

Please note that the appeals process can take time, and depending on when the mark is released and when you decide to appeal, you may need to submit the appeal quickly to prevent any delays from impacting other timelines relevant to you, such as visa deadlines. In consideration of this we encourage all students to organise and keep a record of any evidence relevant to your appeal, any evidence to support extenuating circumstances you may have faced, in preparation for an appeal.

What if I have not been told I can progress to the next stage of study?

The University has told us that some students with missing marks have been advised to wait while further marks are recovered, rather than receiving an immediate progression decision.

If the delay is affecting your enrolment, funding, accommodation, employment, visa or another important deadline, please document and seek advice.

I finished my final year and have graduated or am due to graduate. What happens if some of my marks are missing?

The University has told the SU that finalists who are completing their studies have been provided with the marks currently available and that it is supporting affected students on a case-by-case basis, including through completion letters where appropriate.

If you are a finalist student who hasn't been able to receive your results due to strike action, you are permitted to attend the graduation ceremonies.

If missing marks are preventing you from starting a job, applying for further study or meeting another deadline, keep evidence of this and contact the Student Hub to request for a completion letter where appropriate.

Please also have a look at the University's Industrial Action FAQ page at:

<https://www.gold.ac.uk/staff-students/info/industrial-action/>.

I'm an international student. What happens if this affects my visa?

The University has told us that students with visa conditions are being supported according to their individual circumstances and that letters relating to completion or further study have been provided where needed.

Immigration circumstances can vary considerably between students, so we strongly recommend seeking individual immigration advice if missing marks, progression or completion could affect your visa.

Contact the Immigration Advice Service at: <https://www.gold.ac.uk/immigration/>

Can I make a complaint to the University?

Yes. For a complaint specifically about the impact of the MAB, the University says that it can only consider the complaint once your final results and progression outcome have been formally confirmed through a transcript. The University says that MAB complaints should normally be submitted within three months of the publication of your final ratified transcript. See:

<https://www.gold.ac.uk/students/appealsandcomplaints/studentcomplaints/complaints-relating-to-industrial-action/>

We strongly recommend keeping evidence now of how the disruption has affected you. This could include:

- Delays to your progression or graduation
- A delayed transcript or degree result
- Problems with employment or further study
- Financial loss
- Visa or immigration difficulties
- Accommodation or Student Finance problems
- Further study or scholarship problems
- Wellbeing impacts or extenuating circumstances
- Significant disruption or other impacts arising from the delay

You do not need to wait until you make a complaint to start keeping this evidence.

What should I do now?

The most important thing is to work out which situation applies to you.

If you have been told that you are progressing, you can continue with enrollment. Your missing marks will eventually be recovered and added to your record. Note you may later be required to complete retakes depending on the results e.g. if there are failed assessments.

If you have been advised to wait, keep checking communications from the University, but seek advice if the delay is creating a practical problem for you.

If you have completed your degree but are waiting for marks or documentation, contact the Student Hub for a letter you can use if this is affecting employment, further study, your visa or another important deadline.

And if the information you have received does not clearly explain which category you are in, please ask for help rather than trying to work it out alone. Contact the Student Hub in the first instance to understand what is on your record.

Where can I get help?

Contact the Student Hub in the first instance to understand your student record, enrollment, assessments and official documentation: <https://www.gold.ac.uk/students/student-hub/>

The SU Advice Service can provide independent advice about your individual academic circumstances and help you understand your options: <https://www.goldsmithssu.org/>

Other useful information:

- Goldsmiths Industrial Action page: <https://www.gold.ac.uk/staff-students/info/industrial-action/>
- Goldsmiths Appeals and Complaints Process: <https://www.gold.ac.uk/students/appealsandcomplaints/>
- Goldsmiths Immigration Advice Service: <https://www.gold.ac.uk/immigration/>
- Goldsmiths Wellbeing Service: <https://www.gold.ac.uk/students/wellbeing/>