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Policy: **Grade Approval and Change**

Code: **06ST09**

Reviewed/ Revised: **22/02/ 2022**

Policy Owner: **Dean**

Target audience: **Faculty, Students and Staff**

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**PURPOSE:**

This policy provides an overview of the grade approval and change. The policy ensures fair and equitable approval of grade process. It includes the possibility to request for a change and appeal a grade.

**SCOPE:**

This policy involves the student/s, Programme Managers, relevant course faculty, examination board members, academic services and registry team and finance department.

**DEFINITIONS:**

Course grades in an academic programme are finally approved by the Examination Board. An appeal can be made for a grade decision to be reversed concerning a student's academic standing and course or assessment grades.

**POLICY STATEMENT:**

The course faculty will provide appropriate feedback on all students' assessments throughout and after the term. Course grades are approved by the Examination Board at the end of the academic term. The policy provides provision for appeal by student in case of disagreement with the course grade.

**RESPONSIBILITY:**

The Registrar will implement the policy in liaison with the Programme Manager. The Programme Manager together with the Dean will monitor and update the policy.

**IMPLEMENTATION OF THE POLICY:**

An examination consultation week is scheduled during the first week of the succeeding term. Students who wish to receive feedback on their final examination or course assessments should make an appointment to see the relevant member of faculty before any grade appeal application can be submitted. In this meeting they will be shown their examination paper and the member of faculty will comment on their overall performance. This meeting is a learning event and it is not an opportunity to resolve the disagreement over grades.

A student, who would like to appeal the grade or marks that have been awarded and published, must first contact the course tutor before a formal appeal can be submitted. If a group appeals a group assigned grade, all group members must meet with the course tutor together.

In cases where the grade appeal is not resolved between the student/s and course faculty, the student/s must formalise the appeal in writing. All grade appeal applications must be submitted either by completing the printed grade appeal form or via the document management system along with any supporting evidence. If a group decides to appeal a group grade, then the assigned team leader should raise a group appeal grade request by completing the printed grade appeal form or via the document management system along with any supporting evidence and attach the signed consent form, which all group members must sign.

If a mistake has been made, this will enable immediate action. All changes to grades post Examination Board meetings, need to be processed via a grade appeal. If a mistake has been done by the course faculty member or if the course faculty member and the student/s have agreed on a change in grade, the course faculty must inform the Head of Registry and Programme Manager in writing for immediate action.

Students may appeal if:

- (a) There is a miscalculation in the grade;
- (b) There is misgrading of a paper, assignment or exam; or
- (c) If the application of grading system has not been consistent with this catalogue; or
- (d) Other mitigating circumstances.

The appeal must be submitted within one month from the date of the Examination Board or from the time that grades were published to the students in the Student Information System (SIS).

The Programme manager will examine the eligibility of a formal appeal and forward eligible appeals and the students' course work/assessments to the assigned reviewer for remarking (to be completed within 2-6 weeks).

Grade appeals will not be entertained in the following cases:

- (a) No indication of anomalies in the grading is provided by the student.
- (b) The student directly questions the academic judgment or grading standard of the course tutor.
- (c) If the appeal is submitted after one month from the date of the Examination Board.

The reviewer must inform the Registrar of the new grade/s applicable, and the Head of Academic Services Registry will confirm the decision of the Dean in regards to the change in grade and relevant calculation method before proceeding to process the grade appeal request and grade change at the following Examination Board meeting. The decision of the Examination Board is irrevocable.

Any grade change will be done by the Head of Academic Services and Registry or assigned Academic Administrator (who is managing the Examination Board preparations), via the manual grade modification process in the student information system (SIS) and make note of any changes to course grades in the Examination Board minutes. A note referencing the 'approval of a grade appeal', the staff member who completed the change and the time/date of the grade change, must be logged when completing the manual grade medication in the SIS. A report of all grade modifications can be extracted from SIS by the Head of Academic Services and Registry, should it be required during internal or external audits.

If a grade change has been done for a student for a specific course, the Head of Academic Services and Registry must inform the student, course faculty in writing and a note must be placed on the students file along with a copy of the grade appeal and the supporting evidence submitted. The Academic Administrator will update the relevant course statistics and section grades reports in the electronic course file submission archive.

#### **ASSOCIATED DOCUMENTS:**

- 03EP03 Undergraduate Completion Requirements Policy
- 03EP04 Postgraduate Completion Requirements Policy
- 03EP14 Internship policy
- 03EP11 Grading & Assessment policy
- 03EP09 Dissertation Supervision and Examination

#### **MENTIONS:**

- Catalogue

**DATE OF NEXT REVIEW:**

This document should be reviewed by **February 2024.**

**POLICY APPROVALS RECORD**

Policy Name:	<b>Grade Approval and Change</b>	
Policy Code:	<b>06ST09</b>	Formerly: EA/ACA/025
Date of first approval:	<b>06/2019</b>	

<b>Reviewed/ Updated</b>	<b>Details of Amendment</b>
25/02/2020	
22/02/2022	- Broader policy, that includes the grade approval and its procedures. Changed the document owner to the Dean