

---

Policy: **Student Appeals**

Code: **06ST24**

Reviewed/ Revised: **15/02/2022**

Date of Next Review: **February 2024**

Policy Owner: **Dean**

Target audience: **Faculty and Students**

---

**PURPOSE:**

This policy provides an overview of the grade appeal policy and relevant procedures. The policy ensures fair and equitable appeal process that allows a student to appeal a grade when they can demonstrate that the grade inaccurately reflects their performance of the course.

**SCOPE:**

This policy involves the student/s, Dean, Assistant Dean, Programme Manager, relevant course Faculty, Examination Board members, Registry and academic services team and finance department.

**DEFINITIONS:**

An appeal is defined as an application to the Examination Board or Dean for a decision to be reversed regarding a student's/ students' 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. This can take the form of written feedback or oral communication between the faculty and the student/s.

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.

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.

**RESPONSIBILITY:**

The Registrar will implement the policy on day-to-day operations. The Dean will monitor and update this policy.

**IMPLEMENTATION OF THE POLICY:**

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.

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 Registrar and Dean 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 Dean 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).

The reviewer must inform the Head of Academic Services and Registry of the new grade/s applicable, and the Dean will inform the Registrar of the decision taken about the change in grade and relevant calculation method. The grade change will be recorded at the following Examination Board meeting. The decision of the Examination Board is irrevocable.

Any grade change will be done by the Registrar 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 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 and academic services 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 services will update the relevant course statistics and section grades reports in the electronic course file submission archive.

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.

**ASSOCIATED DOCUMENTS:**

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

**MENTIONS:**

- Catalogue

**DATE OF NEXT REVIEW:**

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

**POLICY APPROVALS RECORD**

Policy Name:	<b>Student Appeals</b>	
Policy Code:	<b>06ST24</b>	Formerly: EA/ACA/025
Date of first approval:	<b>06/2019</b>	

<b>Reviewed/ Updated</b>	<b>Details of Amendment</b>
13/10/2023	- The "misgrading of papers" has been removed and replaced with "If the application of grading system has not been consistent with this catalogue."