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Policy: **Student Appeals**

Code: **06ST24**

Reviewed/ Revised: **16/02/2024**

Date of Next Review: **July 2026**

Policy Owner: **Dean**

Target audience: **Faculty and Students**

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**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 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.

Students may appeal if:

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

If a mistake has been made by the course faculty member or if the course faculty member and the student/s have agreed on a change of grade, the course faculty must inform the Registrar and Programme Manager of the immediate action.

In cases where the grade appeal is not resolved between the student and course tutor, the student must formalize the appeal following the grade appeal process as stated in *Policy 06ST09 Grade Approval and Change*. If a group decides to appeal a group grade, then the assigned team leader should raise a group appeal grade request. This process can both be submitted either by completing the printed grade appeal form or via the document management system with any supporting evidence. For group grade appeal, a signed consent form signed by all group members should be added in addition to the other required documents.

The appeal must be submitted from within the time that grades were published in the student information system and the first week of the following semester. The Registrar will then forward the formal grade appeal to the Programme Manager who will examine the eligibility of the appeals. Once determined eligible, the Programme Manager will forward the appeal and the student/s' course works/assessments to the assigned reviewer for remarking (2-6 weeks). Students will be notified of the decision within one week after the following Examination Board meeting. The decision of the Examination Board is final and cannot be reapplied.

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 PM and Registrar of the new grade/s applicable. The Head of Academic Services Registry will confirm the decision to the Dean in regard 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 policy

**MENTIONS:**

- Catalogue

**DATE OF NEXT REVIEW:**

This document should be reviewed by **July 2026**

**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>	

Reviewed/ Updated	Details of Amendment
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."
16/02/2024	- Rearranged the steps in the appeal process - Changed the timeframe as to when a student may start the grade appeal process - Grade appeal form added as an appendix

## GRADE APPEAL FORM

<b>Full Name</b>		<b>Student ID</b>
<b>Programme of Study</b>		<b>Date</b>
<b>Course Tutor</b>		<b>Course Code</b>
<b>Trimester / Semester Taken</b>	<b>Grade Received</b>	<b>Grade Expected</b>

Have you discussed the issue with your course tutor?  YES  NO

If yes, have you seen your graded course work/examination?  YES  NO

A student may appeal if one or more of the following conditions is present. Please check all that apply to your appeal.

- Miscalculation in the grade.
- Application of the grading system has not been consistent with the catalogue or as stated on the syllabus.
- Mitigating/Other circumstances, please specify:

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**The following supporting documents should be submitted with this form:**

1. Details of your appeal – what has occurred and how the conditions checked above apply to your appeal (short statement in a separate attachment)
2. Timeline of events relevant to your appeal.
3. Other documentation supporting the appeal.

I declare that all of the information contained on this form and all supporting documents are true and correct and complete to the best of my knowledge. Furthermore, I understand that any misrepresentation of my situation will be subject to disciplinary action.

**Student Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**To be completed by the Registrar's Office:**

<b>Appeal Reviewed by:</b>	<b>Reviewed on:</b>
<b>Reviewer notes:</b>	
<b>Grade change recorded in SIS:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>Student informed:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO	<b>Name and Signature:</b>
<b>Registry notes:</b>	