



Grade Appeal Policy and Procedure

Institution	Kingsway Institute
Policy Name	Grade Appeal Policy and Procedure
Policy Governance	Academic Manager
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1 PURPOSE

Kingsway Institute establishes this policy to provide a fair and transparent academic appeal handling process regarding to the grade in class tests.

2 DEFINITION

The Institute Kingsway Institute

3 POLICY

3.1 The grade a student is awarded during a study period is a reflection of his/her academic performance. The policy emphasizes on the procedural fairness if a student is not satisfied with the grade.

3.2 The Student Appeal Committee is comprised of at least one academic staff and one administration staff who were not involved in giving the grade. The Institute will ensure the absolute minimum number of staff will have the access to the documents related to the grade appeal.

3.3 The policy applies to The Institute's all the teachers, students the other staff involved in making academic decisions.

3 RESPONSIBILITY

The Academic Manager is responsible for the implementation of this policy, and also ensuring that staff members are aware of and following this policy.

5. PROCEDURE

5.1 PRINCIPLES

5.1.1 A student who has been awarded a grade for a class test has the right to appeal that grade.

5.1.2 Appeals cannot normally be made unless a student has discussed with his/her teacher first.

5.1.3 A formal Academic Appeal must be in writing, and be supported by written evidence and follow processes outlined in this policy.

5.1.4 Confidentiality is maintained by all staff involved in the appeal process.

5.1.5 Students are not to be disadvantaged by making a grade appeal.



5.2 GROUNDS FOR APPEAL

The following grounds for a Grade Appeal are to be considered:

- an error occurred in grade calculation
- special consideration was not given to the student who has special needs
- inappropriate application of marking criteria
- perceived bias by a staff against the student may have affected the grade awarded to the student

5.3 PROCESS

5.3.1 The suspected clerical error will be processed administratively.

5.3.2 The exam condition and the student's health condition will be re-accessed.

5.3.3 The test will be re-marked strictly following the marking criteria.

5.3.4 Investigation will be conducted to find out the factors that might have adversely affected the student's grade and a solution will be provided accordingly.

5.4 TIMEFRAME AND DEADLINE

5.4.1 The deadline for submission of a Grade Appeal will be twenty (20) working days from the date students receiving their grade.

5.4.2 A written acknowledgement of the appeal will be sent to the student who submit a formal appeal within 48 hours from the time the appeal request is received.

5.4.3 The student will be notified of the outcome of their Grade Appeal within ten (10) working days from the date that the acknowledgement of the appeal was sent.

5.5 OUTCOME

A Grade Appeal may result in no change, an increase or a reduction to the awarded grade.

The notification of the outcome of a Grade Appeal will detail the grounds upon which the reviewer came to that finding.