

Academic Appeals

Students registered in a validated program, may appeal against a decision of the Board of Examiners. Students' rights of appeal are limited to two grounds:

- either that the candidate's performance in an assessment was adversely affected by illness or factors which s/ he was unable, or for valid reasons unwilling, to divulge before the Board of Examiners reached its decision.
- or that that there has been a material administrative error, an assessment was not conducted in accordance with the current regulations for the program or special arrangements formally agreed, or that some other material irregularity relevant to the assessment has occurred.

Disagreement with the academic judgment of a Board of Examiners in assessing the merits of an individual element of assessment does not constitute grounds for an academic appeal. Responsibility for the submission of documentary evidence in support of the appeal rests with the student.

Appeals must be submitted in writing to the Registrar no later than 14 days following the publication of Examination Board results. All appeals including request for grade change for non validated courses/programs must be submitted in writing to the Registrar by the end of the second week of the following session/semester.

On receipt of the appeal, the Registrar informs the department head/program coordinator and the Academic Council (through the Chief Academic Officer) and submits to them all relevant evidence and correspondence. The Academic Dean will undertake an initial assessment of the validity of the appeal and advise the student accordingly. In the light of this advice, the student should decide whether s/he wishes to proceed with the appeal. Alternatively, the student may decide to withdraw his or her appeal and/or lodge a complaint in accordance with the College's complaints procedure. Students who attended a non validated course may appeal a final course grade within 45 days from the last day of classes for courses without a final exam or from the day of the final exam for courses with final exams. For appeals concerning grade assignment in non validated courses, the department head/program coordinator may form a departmental committee to review the student assessment and propose to the Academic Council a decision on the grade.

In the event that the student decides to proceed with the appeal, the Academic Council will be convened no later than three weeks after receiving the student's decision to continue with the appeal. The membership of the Academic Council shall exclude any member of faculty or the administration who has been involved in the assessment of the student or who is a member of the relevant Board of Examiners. For non-validated courses, the Academic Council will decide on the student's final grade and will inform the student, the professor and the academic dean.

In cases of validated courses/programs, the Academic Council will hear the appeal. The appellant may be called to appear before the Council. The Academic Council may also require the Chair of the Board of Examiners to appear separately before it. The appellant and the Chair of the Board will not be present when the subcommittee considers the evidence and formulates its decision. In

cases of validated courses/programs, the Academic Council must inform the student and the Board of Examiners of its decision within seven days of the hearing. The student has the right to subsequently appeal to the Provost in writing against the decision of the subcommittee. If the appellant wishes to contest the Provost decision s/he has the right to lodge an appeal with the Open University. The student will obtain contact details for the Provost and the Open University from the Registrar.

The Registrar's Office will keep records of outcomes for all appeals cases. The Academic Council will receive annual summary reports regarding all appeals received by the College.

Complaints Procedure

Complaints are specific concerns about the provision of a course/module or a program of study or related academic or non-academic service. For non validated courses/programs complaints do not address the review of a decision made by an academic body. When appropriate, a complaint is first resolved through informal discussion with the party/office directly involved. If not resolved at this level, a formal complaint is submitted by the student to the Registrar's office within 14 days from the day the outcome of this discussion is made known to the student. Upon receipt of the complaint the Registrar forwards the complaint with all relevant documentation to the Academic Council or the Dean of Students.

Depending on the nature of the complaint, the academic Dean or Dean of Students will undertake an initial assessment of the validity of the complaint and advise the student accordingly. In the light of this advice, the student should decide whether s/he wishes to proceed with the complaint.

In the event that the student decides to proceed with the complaint, the Academic Council will be convened no later than three weeks after receiving the student's decision. The Academic Council shall exclude any member of faculty or the administration who has been involved in the complaint or who is a member of the relevant Board of Examiners.

The Academic Council will hear the complaint. The appellant may be called to appear before the Council. The Council may also require the relevant member of faculty and/or Administration to appear separately before it. The appellant and any member of staff against whom the complaint has been made will not be present when the Council considers the evidence and formulates its decision.

The Academic Council must inform the student and the Chair of the Board of Examiners (if the complaint concerns a validated course/program) of its decision within seven days of the hearing. The student has the right to subsequently appeal to the Provost against the decision of subcommittee. If the appellant wishes to contest the Provost's decision for validated programs/programs, s/he has the right to lodge a complaint with the Open University. The student will obtain contact details for the Provost and the Open University from the Registrar.

The Registrar's Office will keep records of outcomes for all complaints cases. The Academic Council will receive annual summary reports regarding all complaints received by the College.

Students registered in an OU validated award may further appeal to the Office of the Independent Adjudicator (OIA).