



ACADEMIC APPEALS POLICY

1.0 Overview

1.1. School of Higher Education Ltd academic appeals policy procedure assists and allows its students to ask for a review or decision relating to their studies, academic progress, assessments and academic awards or decision that prevents students from continuing their studies.

1. 2. SHEL aims to:

1.2.1. Ensure that students are comfortable in their studies and their efforts are rewarded fairly and objectively

1.2.2. Assist students to appeal for the re-mark or written feedback on assignment, exams and project

1.2.3. Ensure that students receive the standard or quality of teaching and learning in the programme of study

1.2.4. Ensure students that their registration is for the intended programme of study

1.3. This policy aims to make students understand that the appeal process cannot be used to challenge the academic judgement of the school or the Academic Board of the University. Students who may feel uncertain of why they received such outcome has to discuss it first with the lecturer, project supervisor, programme coordinator, or the programme manager.

2.0 The following are the circumstances that a student may require to submit an appeal

2.1. A decision about the progress of the student that prevents them from continuing their studies or failure to make progress (e.g. terminating his or her registration as a student of the University)

2.2. A request of remark or written feedback on the assignment or an exam;

2.3. A request to get a re-mark where a student wishes to get a better grade;

2.4. Where intended payments are not credited to subjects being registered for and student was not allowed to progress because of such

2.5. A decision to pursue or complete the programme after the allowed period of completion

2.6 To request an additional one on one classes, tutorial, revision of work, a supervision to undertake mock or practice exams and check or assess the results after.

- 2.7. Other academic concerns of students that were not mention in the Academic and Non-Academic Grievance Handling Policy and Procedures

3.0 Procedure for Submitting an Academic Appeal

- 3.1. To apply for an academic appeal, the student has the option to enquire about results within five working days from the receipt thereof. A student must submit a letter describing in detail the reason for the appeal. A copy of supporting evidence or screen shots of the results (if for exams, assignment or response to a query) must be attached in the letter.
- 3.2. The letter must be sent to the Programme Coordinator for review and necessary action, and must respond within forty-eight hours acknowledging the receipt of the appeal.
- 3.4. If an appeal pertains to a re-mark or feedback from exams, assignment, projects, payments or registration, the Programme Coordinator will send a letter to the university's support group and advise the student of the next required step (e.g. payment of remark of assessment fee, written or feedback on assessment fee).
- 3.5. The Programme Coordinator must send the response or feedback of the university to student within twenty-four hours from the receipt of the letter.
- 3.6. If the appeal pertains to the request of getting an additional academic guidance or supervision, the Programme Coordinator will forward the appeal to the Academic Director for proper guidance and necessary action.

It is important for students to note that, if they would like an additional supervision that relates to the programme or a subject they do, an appeal must be made before the examination date or at the earliest opportunity if possible.

- 3.7. The Academic Director will review the need and will make an arrangement to suitable persons who could assist the student in the requested academic appeal.
- 3.8. If the student is not still satisfied with the outcome of the appeal, he/she must write a letter to the Academic Director. In this case, the Academic Director will then seek the intervention of the Executive Chairman.
- 3.9. The entire procedure should take no longer than ten (10) days.

4.0 Link to Partner Universities' Academic Appeals Policy

- 4.1. However, students of our partner Universities are advised to visit the website of click the following links below for detailed information on how and when to submit an academic appeal.

Link for UOB Students -

<https://www.beds.ac.uk/student-experience/academic-information/academic-appeals-policy/>

Link for ABE Students (Students have to login to their portal to access ABE's Appeals Policy and Enquiry about Results Form)-

<https://www.abeuk.com/sites/default/files/2022-07/ABE%20Appeals%20Policy%20v4.1%20CLEAN.pdf>

5.0 Record Keeping and Confidentiality

5.1. The students' academic appeal records will be treated with confidentiality. The retention period for students' academic appeal records is under SHEL's Retention and Disposal Policy, which is five years. Anyone who would like to access or review the records will approve by the Administrative Director. All records must be kept at SHEL's main campus in Rushworth Street, San Fernando.

6.0 Approval and Accessibility of the Policy

6.1. This policy and procedure is agreed and approved by the Board of Directors. The policy and procedure will be sent to the students as part of the welcome package.

Responsibility:

Academic Director
Senior Programme Coordinators
Programme Coordinators

Title:	Academic Appeals Policy
Current Status:	Version 4
Approved by Board of Directors:	Yes
Approval Date:	May 5, 2025
Next Review Date:	Date will confirm when necessary