

Appeal Policy & Procedure (Revised on 18 May 2026)

1. Purpose

This policy establishes a fair, transparent, and consistent framework for students to appeal against formal decisions made by the School. It ensures that all appeals are managed in accordance with the principles of fairness, due process, and institutional integrity.

The primary focus of this policy is academic appeals in line with EduTrust requirements. In addition, the School has incorporated an extended institutional appeal framework covering student conduct and attendance-related decisions as part of continuous improvement in governance and student management practices.

2. Scope of Appeal

2.1 Academic Appeals (EduTrust Core Requirement)

Students may appeal against:

- Examination results
- Course grades
- Academic awards
- Examination Board decisions

2.2 Student Conduct & Attendance Appeals (Institutional Framework)

Students may also appeal against formal decisions relating to:

- Student conduct decisions (including severity-based disciplinary outcomes)
- Attendance-related decisions impacting progression or student status
- Sanctions arising from conduct or attendance breaches

These appeals are applicable where decisions may materially affect a student's academic progression, status, or award eligibility.

3. Appeal Process Overview

The appeal process shall be conducted as follows:

3.1 Communication of Decision

The School communicates all formal decisions in writing to students, including:

- Academic results / awards
- Student conduct decisions (including severity level where applicable)
- Attendance-related decisions

3.2 Decision on Appeal Intent

Students will indicate whether they wish to appeal the decision:

- **If NO (No Appeal):**
 - Student accepts the decision
 - Records are updated
 - Case is closed
- **If YES (Appeal Submitted):**
 - Proceed to formal appeal submission process

3.3 Submission of Appeal

Students must submit a completed Appeal Form with supporting documents within **7 working days** from the date of notification.

Types of appeal forms include:

- Academic Appeal Form (academic results / awards)
- Conduct Appeal Form (student conduct decisions)
- Attendance Appeal Form (attendance-related decisions)

Late submissions may only be accepted at the School's discretion with valid justification.

3.4 Acknowledgement of Appeal

The School acknowledges receipt of the appeal and formally logs the case for review.

3.5 Formation of Appeals Committee

An independent Appeals Committee is formed by the School. The Committee is independent from the original decision-making process to ensure impartiality.

3.6 Review of Case

The Appeals Committee will review the case, which may include:

- Written submission and supporting evidence
- Relevant institutional records and documentation
- Consultation with relevant staff or witnesses where necessary
- Requests for additional information if required

Appeals that fall outside scope or are not admissible will not be considered.

3.7 Evaluation Principles

The Committee shall evaluate appeals based on:

- Procedural fairness and consistency
- Compliance with institutional policies and procedures
- Availability and consideration of relevant evidence

- Proportionality of decision (for conduct and attendance cases)

The Committee shall not re-assess academic judgment or re-hear disciplinary decisions.

3.8 Recommendation & Approval

The Appeals Committee shall make a recommendation and submit it to the relevant authority:

- **Academic Appeals:** Examination Board
- **Conduct & Attendance Appeals:** Disciplinary Committee

3.9 Communication of Outcome

The student will be informed of the final decision in writing within:

- **4 weeks** for internal academic cases
- **8 weeks** for external or complex academic cases
- **4 weeks** for conduct and attendance-related appeals

3.10 Final Outcome

Upon communication of the decision:

- If the student is satisfied, the decision is implemented and records are updated.
- If the student is not satisfied, the student will be counselled on the outcome. The decision is final and binding.

4. Out of Scope / Non-Admissible Appeals

Appeals will not be considered under the following conditions:

- Submitted after the deadline without valid reason
- Based solely on disagreement with academic or disciplinary judgment
- Frivolous, vexatious, or without valid grounds
- New evidence that could reasonably have been submitted earlier

5. Integration with Student Conduct & Attendance Framework (Improvement Statement)

The School maintains structured internal procedures for:

- Student conduct management, including severity-based classification of misconduct
- Attendance monitoring and intervention processes

As part of continuous governance improvement, the Appeals Policy is aligned with these frameworks to ensure consistency, fairness, and transparency in all decisions affecting student status.

This integration strengthens:

- Consistency in decision-making across academic and non-academic areas

- Fair application of conduct and attendance procedures
- Institutional accountability and governance transparency

6. Record Keeping & Continuous Improvement

All appeal cases are formally documented and securely maintained. The School reviews appeal data periodically to:

- Identify trends and systemic issues
- Improve assessment, conduct, and attendance processes
- Enhance institutional quality assurance and governance practices

7. Policy Review

This policy shall be reviewed periodically to ensure continued compliance with EduTrust requirements and alignment with best practices in institutional governance and quality assurance.

