



<b>Policy Name:</b>	<b>Student Appeal Policy</b>		
<b>Department</b>	Academic	<b>Approval Authority</b>	Rector
<b>Date of Implementation</b>	Unknown	<b>Date of last Revision</b>	22/7/2020

### 1. Introduction

The Student Appeals Policy provides a framework for MI College to respond to appeals in a way that provides an equal and fair opportunity for every student to obtain justice when he or she feels deprived of an opportunity or is being deprived of rights.

### 2. Scope

This policy

- Is applicable to all students and staff
- Is applicable to all prospective students whose complaints relate to administrative practices during application, and selection.

### 3. Policy Statement

- MI College is fully committed to providing a fair, and safe environment with equal opportunities for all students. While MI College has established procedures and protocols to ensure such, it is inevitable that at times, there can be instances where certain decisions made by the College can have adverse effects on students. Hence to eliminate the possibility of overlooking such instances MI College provides the opportunity for appeal for all students to ensure a supportive and fair learning environment.
- MI College builds its appeal protocols on
  - Providing an easily accessible and fair appeal process
  - Transparent consistent, and confidential process
  - A quick resolution at every stage of appeal
- MI College shall keep the concerned parties informed throughout the process
- Students who are not satisfied with the outcome of the appeal process may take the complaint to an external agency such as the Ministry of Higher Education

### 4. Grounds for appeal

Appeals may be placed against decisions made under policies and procedures, if the relevant document includes a right of appeal.

Students may lodge complaints for reasons including but not limited to:

- Appeal against a scholarship decision;
- Appeal of an unsatisfying assignment marks, examination of final grade;
- Admission, enrolment, transfer and withdrawal;
- Student discipline (including cheating, unfair advantage and plagiarism);
- Advanced standing, and duration of course;
- Fees and charges;
- Discrimination, bullying, harassment and violation of privacy
- Appeal for extension of assessment deadlines.



## **5. Protocols**

1. Any appeal submitted to the college shall be received by the Appeals Committee within 2 working days.
2. The Appeals Committee shall evaluate the appeal to see whether there is a right of appeal and if the appeal meets the criteria for lodging the complaint.
3. Provided that the appeal is legitimate, the Appeals Committee shall call in the appropriate department or unit personnel and thoroughly investigate the manner, unbiased and objective.
4. The decision taken shall be communicated to the student in writing in the earliest possible time.

## **6. Annex**

**Annex 1:** *Appeal Form – Sample (Annex 1)*

**END OF DOCUMENT**