



# **APPEAL Policy**

## Document control

VERSION	AUTHOR	REVIEW/NOTES
Version 1- April17	Head of Administration and QA	First Draft – Reviewed by: Director
Version 2 – April 19	Head of Administration and QA	Final - Formatting
Version 3 – February 20	Head of Administration and QA	<b>Changes made:</b> Inserted Footer Added ‘Flowchart Process’

*If you feel that you have in any way been disadvantaged during your studies and this is reflected in your marks / results, then you may have grounds for an appeal.*

## Academic judgement

Academic judgement is the opinion about a piece of work that can only be given by an academic expert. A student cannot submit an appeal that questions the academic judgement of the expert. Given the tri-marking system at Rushmore Business School, i.e first marker, second marker, and external examiner, no academic appeal will be entertained as markings are based on academic judgement of the markers, but students have the right to seek an appeal to reconsider a decision of a Board of Examiners and Examination Committee on grounds of miscalculation of marks / arithmetical error or any others as highlighted below on grounds for an appeal.

A student may make an appeal on below grounds only.

There are **four** grounds for appeal which are:

- 1. Computational Error**
- 2. Material Procedural & Administrative Error**
- 3. Course Management Deficiencies**
- 4. Previously Undisclosed Extenuating Circumstances**

### **1. Computational Error:**

A student who has reason to believe that a computational error has been made in respect of his/her results, should make an appeal, stating:

- the reasons for the belief that a computational error has taken place.

- what he or she thinks the computation should have been and why.

If the belief is found to be correct, appropriate action to rectify the matter will be taken by the panel and the student shall be notified of this and the matter may be deemed to be concluded informally without the need for an Appeal Hearing. If the School/Partner maintains the computation is correct, and the student does not accept this view, the matter will proceed to appeal.

## **2. Material Procedural & Administrative Error**

An appeal on the grounds of material procedural or administrative error might arise in relation to apprehensions about:

- the conduct of examinations.
- the proceedings of the Board of Examiners or Examination Committee.

A student who has reason to believe that a material procedural or administrative error has been made, should apply for an appeal, stating:

- details of the procedural or administrative error which he/she believes, has occurred.
- in what way, this was material to the determination of his or her results.
- in what way, he/she feels disadvantaged on account of this alleged error.
- what evidence there is of the error, and, if available, evidence of adverse consequences of it.

## **3. Course Management Deficiencies**

Rushmore Business School expects that students will seek any perceived deficiencies in the management of the Course of study rectified through the available mechanisms or procedures at the time when they were thought to have occurred. However, if a student thinks that he/ she has been disadvantaged in ground of Course Management Deficiencies, he/she has the chance to make a request for an appeal stating:

- details of the alleged deficiencies
- the time when they took place

- in what way, these deficiencies were material to the determination of his or her results
- in what way, they feel disadvantaged because of alleged irregularity
- what action the student took to have these deficiencies rectified and the outcome of this or (as relevant)
- why the student did not seek to rectify the deficiencies through Course mechanisms or other procedures.

Permission for an appeal to take place on the grounds of Course management deficiencies will be granted only where the student can show one of the following:

- the mechanisms available within the management of the Course were not made available
- that the mechanisms did not remedy the deficiencies
- that there were valid reasons why they he/she did not use these mechanisms
- that there were valid reasons why the concern was not raised through other procedures.

#### **4. Previously Undisclosed Extenuating Circumstances**

Rushmore Business School expects that any extenuating circumstances (Form is available on Rushmore's VLE Platform, Moodle) which a student wishes to have considered are disclosed prior to the meeting of a Board of Examiners and Examination Committee, acting in accordance with the academic regulations of the School. For extenuating circumstances to be considered for an appeal, evidence needs to be produced by the student showing that he/she was:

- unable to do this; or
- for valid reasons, unwilling to do this.

Simple unwillingness to disclose personal circumstances is insufficient for permission for an appeal to be given on these grounds. For a claim of valid reasons for non-disclosure to be accepted, it is normally expected that:

- the circumstances themselves were exceptionally serious, or had an exceptionally serious impact on

the student's academic performance; and

- there were substantial and severe reasons why the student was unwilling to disclose them.

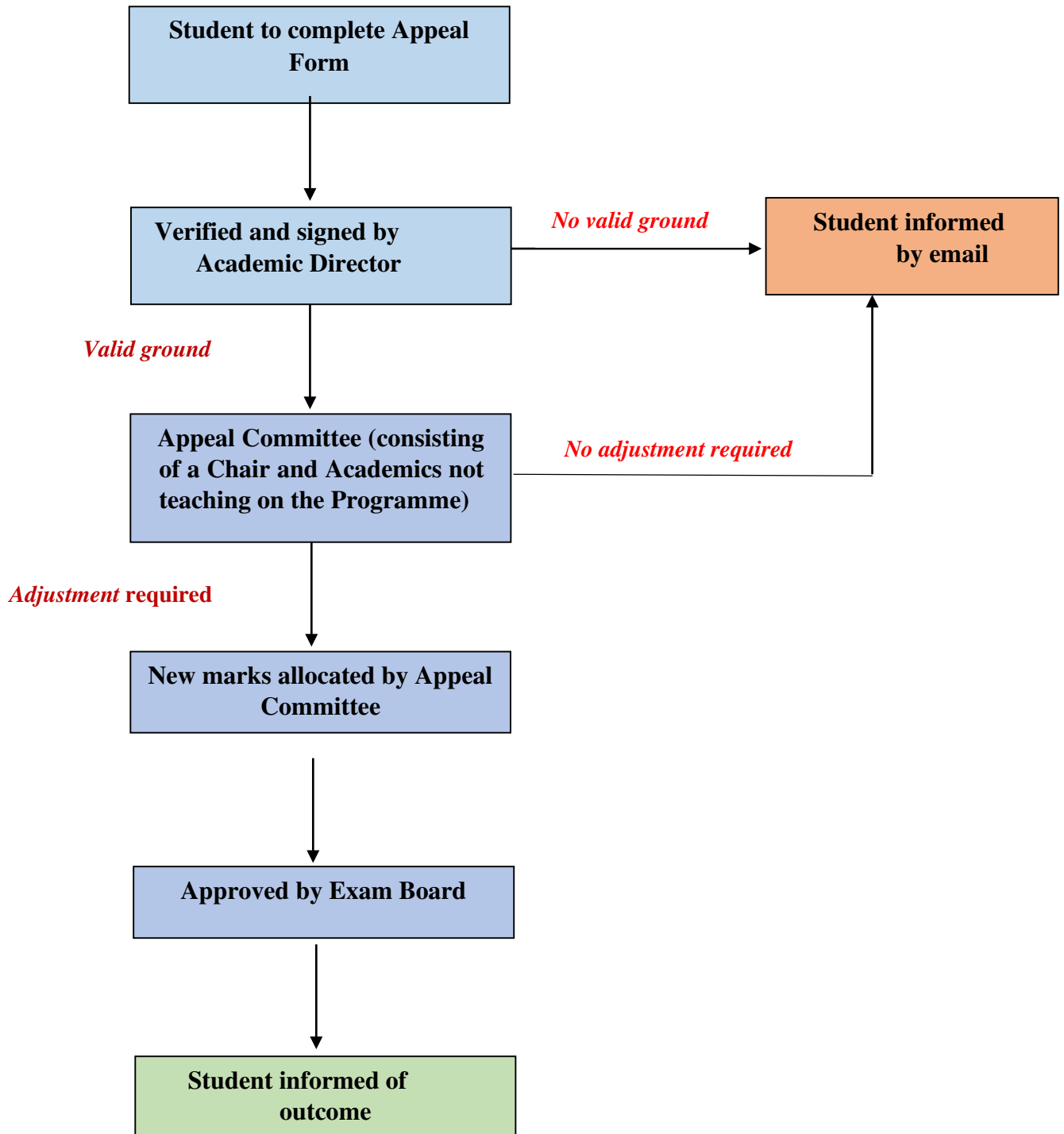
A student who seeks an appeal on the grounds that previously undisclosed extenuating circumstances have adversely affected his/her results, should make a request for an appeal stating:

- the nature of the extenuating circumstances
- evidence of the extenuating circumstances
- the reasons why he/she was unable to submit these prior to the meeting of the Board of Examiners, and evidence of the reasons or (as relevant)
- the reasons why he/she was unwilling to do this, and any supporting evidence for this claim.

A request for an appeal should be submitted within 15 working days after the formal publication of results, refer to Annex 1 and same form can be found on the Rushmore's VLE platform, Moodle. All appeals submissions will be acknowledged by email within 3 working days by the Quality Team. Request for an appeal will be considered only if there exists a valid ground.

If the Appeal request has been approved, the student will be notified via an email on the student's school's email address. After the re-correction has been done, the student will be informed of the outcome and the marks will be adjusted accordingly where applicable after the Exam Board has validated same.

## Appeal Process Flowchart





# **Annex 1**

## **APPEAL FORM**

*Please complete this form in **block capital letters** and completed form must be submitted to the Registry within **15** working days after publication of results.*

### **Personal Details**

Surname:

First Name:

Student ID Number:

### **Scheme/Course Details**

Name of Course:

Department:

Date Results Available:

### **Application Details**

Date of Submission of Application:

Are you graduating  
this year?

YES/NO\*

What is your level of study?

### **Contact Details**

E-mail address:

Phone



**Ground of Appeal**

**Evidence (if any)**

**Declaration**

I have filled in the form describing the nature on which I am requesting for an appeal and all information provided are true in its nature.

Signature..... Date.....



**For Office Use:**

**Panel's Decision**

Approved:      Yes / No

Comments: .....