

## STUDENT APPEALS POLICY

QMS POLICY DOCUMENT	
QMS DOCUMENT CODE	IQA- HET/AS7
VERSION NUMBER	5
NUMBER OF PAGES	5

	IQ ACADEMY-HET DIVISION/FACULTY	DATE
COMPILED BY	Quality and Regulatory Compliance Division	2013
AMENDMENT/REVISION HISTORY	Office of the Registrar	05/2025
APPROVAL AUTHORITY	Faculty Management Committee	07/2025
DATE OF NEXT REVIEW	Head: Faculty & SSO Team Leader	07/2027

A decorative graphic in the top-left corner consisting of a thick red curved shape and several thin blue curved lines with dots at their ends.

## Table of Contents

1. POLICY PURPOSE .....	3
2. POLICY SCOPE.....	3
3. TERMINOLOGY .....	3
4. APPLICATION OF THE POLICY.....	3
5. PROCESS FLOW FOR APPEALS PROCEDURE.....	4
6. PROCEDURE .....	4
7. FACULTY MANAGEMENT COMMITTEE.....	5
8. RECORDS OF ALL APPEALS AND DISPUTES .....	6

## 1. POLICY PURPOSE

---

This policy aims to give students a clear, fair and transparent process to appeal against academic decisions, including assessment results and academic exclusions. It aims to ensure that students' rights to dispute decisions are upheld while maintaining the integrity and reliability of the appeals process. The policy promotes consistent practices, timely resolution of appeals and equitable treatment of all students, in alignment with iQ Academy's commitment to academic excellence and student support.

## 2. POLICY SCOPE

---

This policy applies to all students enrolled at iQ Academy who wish to appeal or dispute academic decisions, including assessment results and academic exclusions. It outlines the circumstances under which appeals may be submitted, the processes for handling appeals, and the roles and responsibilities of lecturers, the Student Support Office and the Faculty Management Committee.

## 3. TERMINOLOGY

---

The following terminology is defined:

- Appeal: A formal request by a student to review and reconsider an academic decision, such as an assessment result or academic exclusion, based on specific grounds outlined in this policy.
- Academic Exclusion: The removal of a student from a programme of study due to failure to meet academic performance requirements.

## 4. APPLICATION OF THE POLICY

---

This policy and procedure ensure students know their rights to appeal against or dispute an assessment or academic exclusion decision. Students will be permitted to submit an appeal under the following circumstances:

- against unfair assessments;
- invalid assessments;
- unreliable assessments; and
- where there is reasonable evidence of bias, procedural irregularity, or inappropriate conduct in the assessment or marking process.
- Performance in an assessment has suffered due to illness or other factors that the claimant could not disclose. A grievance based on this will be dismissed if a valid reason is not given for not presenting extenuating circumstances in advance of the results being released.
- There was an administrative error in the learning material that resulted in an unfavourable assessment decision

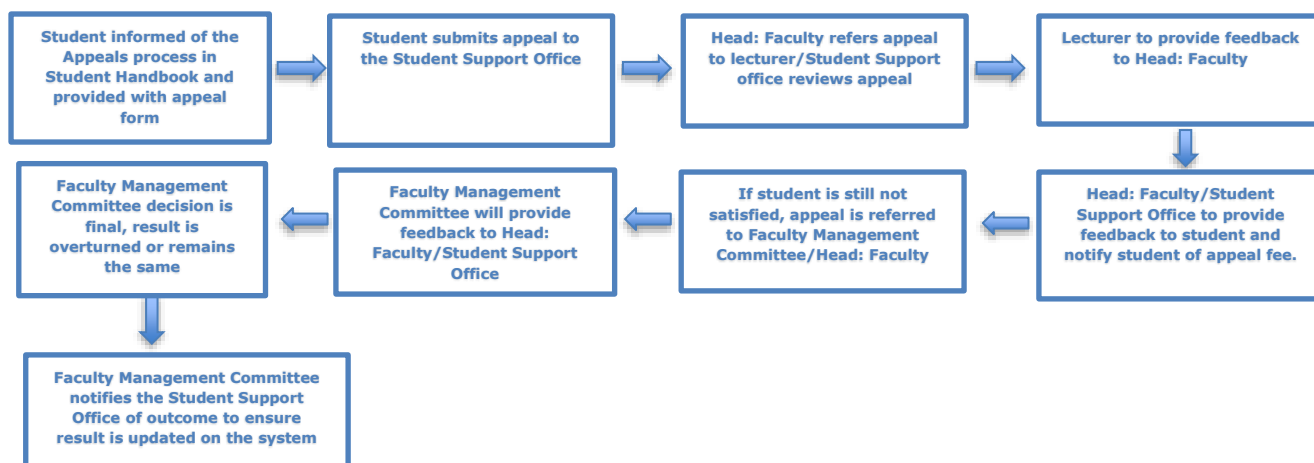
- Appeal against academic exclusion from the Institution.

Lecturers are expected to ensure that students who dispute their assessment decisions are given a fair opportunity to appeal.

The Student Support Office will consider all information pertaining to the student, including the student's academic performance, mental and physical health, and supporting documentation that has been provided by the student.

Appeals are considered on procedural and evidentiary grounds and do not constitute a re-assessment of academic merit unless a material irregularity is established.

## 5. PROCESS FLOW FOR APPEALS PROCEDURE



Should a student wish to appeal against an assessment or any other decision, the flow process described above must be followed.

## 6. PROCEDURE

A student wishing to appeal against or dispute an assessment decision or academic exclusion will have the opportunity to submit his/her appeal for re-assessment or completion of the programme within seven (7) working days of being informed of the assessment result or academic exclusion.

The student will do this by way of completing the Student Appeal Application Form (F02) and forwarding it to the Student Support Office.

Once the seven (7) working day period has elapsed, the appeals option is closed and cannot be reopened for any reason unless there are special circumstances where a student has not received

communication regarding the above or if the student was unable to respond during the specified time frame, for a valid reason

iQ will respond to all appeals and disputes received within fourteen (14) working days. The lecturer /Student Support Office will consider the Student Appeal Application Form and respond with either:

- A clear explanation stating why the assessment decision is upheld, combined with a re-evaluation of the evidence; or
- An amendment of the student's assessment record should be appropriate.
- A clear explanation stating why the academic appeal has not been approved.

Should the Head of School/Student Support Office's decision remain unsatisfactory, the appeal will be forwarded to the Dean for consideration. The Head: Faculty will receive the original assessment record and relevant evidence pertaining to why the student could not academically complete, as well as the student's original Student Appeal Application Form.

## 7. FACULTY MANAGEMENT COMMITTEE

---

The function of the Faculty Management Committee is to meet, as and when required, to discuss appeal-related issues pertaining to iQ. As an agent of the Academic Board, the Committee and its members are mandated to deal with all appeals lodged and all operational or business-related appeals that may arise. Appeal matters need to be handled with the following nature:

- Evaluate all matters that arise without bias or subjectivity
- Appeal outcomes are considered for their impact on policy and procedure, and the relevant stakeholders are informed to act as and when required
- Where required, advise the Head: Faculty of result changes to ensure that the Student Management System is updated.
- The Faculty Management Committee will respond to the student within seven (7) days of receiving the written complaint in accordance with this policy.
- Minutes of such an appeals meeting will be recorded and filed, and the decision will be communicated in writing to the Head of Faculty, who will then give feedback to the relevant parties.
- The decision reached by the Faculty Management Committee is final.

### Membership

- The members of the Faculty Management Committee will be:
  - a) Chief Operations Officer
  - b) Head: Faculty
  - c) Compliance Manager
  - d) Office Manager

A decorative graphic in the top left corner consisting of a thick red curved line and several thin blue curved lines with dots at their ends.

## 8. RECORDS OF ALL APPEALS AND DISPUTES

---

Records of appeals and disputes are logged and managed in accordance with iQ business practice and management requirements. Such records are to be made available to:

- All relevant parties to the appeal or dispute; and

The Student Support Office ensures that assessment result changes are updated on the Student Management System.