



**Policy Name:**

**Academic Appeal Policy**

**Policy Applies to**

Trainers -  
Trainees

**Responsible  
Department**

**Academic Affairs**

**Policy Code**

### 1. Policy Statement

It is the right of a trainee to file an academic appeal when he/she believes that academic rights are violated including:

- Trainee suitability to progress from one stage of his/her program of study to the next.
- Trainee suitability to remain on his/her program of study.
- Trainee's marks/grades, degrees, certificates or diplomas, and any classifications/grades awarded

### 2. Objectives

- Ensuring that trainees have the right to appeal when they think that their academic rights are violated
- Ensuring fairness and reliability in the awarding of grades and degrees
- Creating a conducive atmosphere to the learning process

### 3. Procedures

As part of the induction, trainees will be provided with a copy of the appeal procedure explaining their right to appeal.

- A trainee may communicate with the assessor during/at the end of an assessment session or within 7 days of the assessment to appeal a certain grade.
- The Assessor will reconsider and provide feedback
- If the trainee is still unhappy with the decision, he/she will need to complete the official Complaint/Appeal Form, which will be forwarded to the *Head of the Department HOD*
- The HOD will discuss the matter with the assessor and a decision will be made within 5 working days when the
- If the trainee is still unhappy, the appeal will be forwarded to a Committee, chaired by the Academic Affairs Supervisor, that will reach a decision within 10 working days
- Details will be shared with the Academy Executive Director who will review it, council the trainee and informs him/her of the decision.

### 4. Resources:

Complaint/Appeal Form