



MONDO INTERNATIONAL ACADEMY

Mondo International Academy, s.r.o.
Záhradnícka 60
Bratislava 821 08

IČO: 48 082 295
DIČ: 2120044916
IČ DPH: SK2120044916

APPEAL PROCEDURE

Academic Appeals Procedure

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1. Introduction

This Procedure sets out the Academy systems for dealing with student appeals against either academic decisions made internally by Academy staff or the outcomes of external assessments by awarding bodies.

2. Grounds for Appeal

Students have grounds for appeal against academic decisions relating to performance or progression. These grounds for appeal are as follows:

- request for consideration of mitigation against the use of an attempt due to a missed assessment deadline or non-submission of assessment material according to the required deadline;
- appeal against not being permitted to progress to the next stage of the programme e.g. MPH year 1 to Year 2, MPH Year 2 to a degree;
- appeal against an individual academic decision.

3. Appeals Against Internal Academic Decisions

This Procedure provides an objective mechanism through which students may appeal against decisions relating to their academic performance, achievement or progression. The procedure is designed to facilitate the resolution of disputed decisions on the basis of a mutual understanding of the issues involved. Disputed decisions may relate to results in individual assessments, the attainment of group awards or progression within a course of study or to a more advanced level of study.

3.1 Stage One

Initially, a student who disagrees with an academic decision must raise his/her concerns with the relevant Subject Lecturer and/or Head of Learning. It is part of the duties of Head of Learning to ensure that any such request for discussion/clarification by a student is dealt with promptly. Stage Two of the procedure may only be initiated when the student finds the outcome of discussions with a Subject Lecturer and/or Head of Learning unsatisfactory.

3.2 Stage Two

3.2.1 Students who wish to submit an academic appeal must do so by written application to the Head of Learning & Curriculum (Form APP1).

3.2.2 The Appeals Committee will be Activated via Director of MIA consists of the Head of Learning & Curriculum (Chair), Academic Director, and appropriate Internal Moderator or Subject Specialist.

3.2.3 Where the decision of a particular member of staff is the subject of an appeal, she/he is not eligible to be a member of the Appeals Committee.

3.2.4 Where an appeal relates to a degree programme, an Appeals Panel will be formed in accordance with the policies and procedures.

3.2.5 Applications should be submitted on Form APP1 to the Head of Learning & Curriculum.

3.2.6 Applications should be made within 7 working days of discussion with the Head of Learning, stating in full the case for disputing the decision in question. The Head of Learning inform via Email the Director of the Academy and the Academic Director about the evidence of the appeal.

3.2.7 The Director of the Academy will convene the Appeals Committee within 14 working days of receipt of the student's written case. In the interim, the Committee will also receive justification for the decision from the lecturer concerned.

3.2.8 The student will be notified of the date, time and venue of the Committee meeting, and will have the right to address the Committee. The student will be entitled to have a second person to accompany him/her.

3.2.9 The lecturer concerned will have the opportunity to present his/her case.

3.2.10 The student will not, however, have the right to remain in Committee while a decision is being taken.

3.2.11 If the appeal is upheld, the Appeals Committee will direct the action to be taken to rectify the problem and notify the student of such action in writing within 7 working days on Form APP2. All details will be recorded by the Academic Director in the Minutes of the Appeals Committee.

3.2.12 If the appeal is not upheld, the student is notified in writing also on Form APP2 within 7 working days.

3.2.13 A further appeal will only be considered where serious irregularities in the procedures of the Appeals Committee have come to light or where additional information has become available which

was not considered by the Committee and which may have had a significant bearing on the Committee's decision.

3.2.14 In the circumstances described in Paragraph 3.2.13, a further appeal may be made to the Academy Appeals Committee.

3.3 Stage Three

3.3.1 An appeal to the Academy Appeals Committee must be submitted in writing to the Chair of the Appeals Committee within 14 working days of receipt of the Committee's decision, using form APP3.

3.3.2 The Appeals Committee consists of the Head of the Quality Unit [Chair], the Academic Director, and Head of Learning & Curriculum. The Institute will consider the student's case within 7 or 14 working days of receipt of the appeal.

3.3.3 The student will be entitled to address the Appeals Committee and will be entitled to have a second person accompanying him/her. However, the student will not have the right to remain while a decision is being taken.

3.3.4 The lecturer concerned will also be entitled to present to the Appeals Committee the case for upholding his/her original decision.

3.3.5 The Chair of the Appeals Committee shall deliver the decision to the student in writing on the APP4 form within 3 working days.

3.3.6 If the appeal is upheld, the head of the study program will be asked to take the appropriate measures, as described in subsection 2.3.5.

3.3.7 If the appeal is not upheld, the student will be offered the opportunity of subsequent guidance through the services of a lawyer or an independent institution for students.

3.3.8 The decision of the Academy Appeals Committee is final.

4. Appeals Against External Assessment Decisions

This Procedure provides a mechanism by which students presented for external assessment may appeal against the outcome.

On completion of external assessments and the subsequent notification of results, Head of Learning, Lecturers or candidates themselves may wish to appeal the outcome. Each awarding body has different procedures to be followed and, therefore, all appeals against external assessment decisions will be processed and managed by the Quality Unit.

The procedure for appealing against external assessment decisions is as follows:

4.1 The head of Learning and Curriculum, the lecturer or the candidate informs the Head of the quality unit that he / she wants to appeal against the assessment decision.

4.2 The examiner (nominated by the Head of the Quality) will discuss the appeal application with the candidate or staff member to ensure that the appeal is justified in accordance with the institution's rules.

4.3 The examiner contacts the President of the Academy to clarify the procedures and timetables for lodging appeals, the examiner requests the establishment of a Quality Committee.

The examiner will contact the teaching staff or the candidate to gather any evidence submitted in support of the appeal.

4.4 The examiner will submit the appeal to the Quality Committee together with supporting evidence and notify the candidate / teaching staff.

4.5 Upon receipt of the result of the appeal, the investigating officer (examiner) shall communicate the result to the parties concerned in accordance with the requirements of the contracting authority.

5. Many contracting authorities communicate the results of the appeal directly to the candidates and only copy the party's information.

Appendix 1

Academic Appeals Procedure

FORM APP1.

Name of Student: _____

Course: _____

Curriculum _____

Head: Institute: _____

Date of Appeal: _____

1. I wish to submit an appeal to the Course Committee of _____ 1.

2. I have discussed this problem with _____ 2

and _____ 3 _____ 4

3. Details of the problem [Continue on further sheets, if necessary].

_____ **Signature of Student**

1. The title of your course
2. The name of your subject tutor.
3. The name of your Curriculum Head.
4. The date on which you spoke to your tutor(s).

Notes: You will be notified of the date, time and venue of the Appeals Committee for your Course, which will take place no later than 7 working days (for fulltime students) or 14 working days (for part-time students) of the Date of Appeal above.

You will have the right to address the Committee, but not to be present when the decision is being taken.

You may be accompanied by a second person (such as a friend or Student Association Representative), if you wish.

You will be notified in writing of the result of your appeal within 7 working days of the Committee meeting.

Appendix 2

Academic Appeals Procedure

FORM APP2

To: _____ 1

Of: _____ 2

1. Your appeal has been considered by the Appeals Sub-Committee of _____ and the following decision has been reached:

2. Details of Action to be taken/proposed:

Date: _____

Chair: _____

1.Name of Student

2.Title of Course

Appendix 3

Academic Appeals Procedure

FORM APP3

Name of Student: _____

Course: _____

Curriculum _____

Head: Institute: _____

Date of Appeal: _____

- 1. I wish to submit an appeal to the Academy Appeals Board.
- 2. In my opinion there were serious irregularities in the proceedings of the Appeals Sub-Committee

or

Further information relevant to my appeal has become available which was not considered by the Appeals Sub-Committee **[Please tick as appropriate]**

- 3. Details of the irregularities or further information **[Continue on further sheets, if necessary]**.

_____ **Signature of Student**

Appendix 4

Academic Appeals Procedure

FORM APP4

To: _____ 1

Of: _____ 2

3. Your appeal has been considered by the Academy Appeals Board and the following decision has been reached:

_____ 4.

Details of Action to be taken/proposed:

Date: _____

Chair: _____

1.Name of Student

2.Title of Course

Appendix 5

Academic Appeals Procedure

Student's Guide

1. Mondo International Academy provides an assessment and certification service that is fully moderated both internally and externally to ensure that all candidates receive consistent and fair treatment. You should be aware at all times, when you are being assessed, how you are being assessed, who is carrying out the assessment and what your result is. In many instances, you will have the opportunity to retake or remediate the work submitted for assessment.
2. Because we recognise how important your results are to you, we have an Appeals Procedure which deals specifically with academic issues. If you do encounter a problem, e.g. a disagreement over assessment results, over possible exemptions or entitlement to progression within your course, then the Appeals Procedure is available to enable you to put your case.
3. However, in the event of a difficulty arising you must, in the first instance, talk the matter over with the subject tutor and at the same time inform the Head of Learning.
4. Should you continue to be dissatisfied with the outcome of these discussions, then the following process applies. You have the right to use the Appeals Procedure which is in three stages, the first of which comprises the discussion with staff members mentioned above. The next stage(s) involve the completion of one (or two) Appeals Forms (Forms APP1 & APP3).
5. Please read carefully the Appeals Procedure which outlines the sequence of events to be followed. It provides details of completion of the necessary forms, time scales you must adhere to, and so on. The Procedure document is available within your Institute (ask your lecturer), from a member of the Learner Services team and on the MIA Portal.
6. If you need advice or help with any aspect of your appeal, contact your lecturer or a member of the Learner Services team who will be happy to assist you.