

QUALITY MANAGEMENT SYSTEM



SOP –D5.1

TITLE: APPEALS STANDARD OPERATING PROCEDURE: HIGHER EDUCATION

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Signatures	

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1. Purpose

The purpose of this procedure is to provide staff and students with a structured framework to handle appeals against assessment decisions made in the College, ensuring fairness, consistency, and transparency in the appeals process.

2. Scope

This procedure applies to all Higher Education students enrolled at Hugenote Kollege who wish to appeal against assessment decisions made by the College. According to the Appeal Policy of the College, students may appeal only against the findings of an assessor based on fairness, validity or credibility not being adhered to. Students who believe that they have been disadvantaged in the marking of a formative or summative assessment and who wish to pursue the matter further, must as a first step approach the Program Coordinator of the particular course with the request that their answer set be re-marked. If the result of a re-mark does not satisfy the students, the students may follow the appeal process.

3. Initiation of Appeal

Students must lodge appeals on the Learner Management System (LMS) specifying the grounds for the appeals and providing supporting evidence where possible.

4. Levels of Appeal

The appeal structure will be made up of the following levels of appeal:

Level 1: Appeal to the Programme Coordinator

Level 2: Appeal to the Academic Committee

Level 3: Appeal to the Rector of the College

Level 4: Appeal to the Education and Training Quality Assurance body.

4.1 Level One – Appeal to the Programme Coordinator

Students who deem themselves disadvantaged in an assessment in terms of fairness, validity or credibility must lodge an appeal on the Hugenote Kollege LMS which will be directed to the relevant Programme Coordinator. The appeal must be lodged within 5 days (five) working days of receiving notification of the assessment decision. The Program Coordinator must give written acknowledgement of receipt of the appeal via e-mail within 3 (three) working days and may request additional information or documentation from the student, or the assessor involved in the original assessment. The decision of the Programme Coordinator must be communicated by e-mail to the student within 10 days after the acknowledgement of receipt of the appeal.

4.2 Level Two – Appeal to the Academic Committee

A student who is not content with the outcome of the Level One intervention and who wishes to escalate an appeal against an assessment outcome must submit a further appeal on the

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Hugenote Kollege LMS within 5 (five) working days of being informed of the result of the Level One decision. The appeal will be directed to the Chairperson of the Academic Committee and must clearly state the basis of the appeal and/or any personal circumstances which the student wants to be considered. New evidence to support the appeal may be included.

The Chairperson of the Academic Committee must give written acknowledgement of receipt of the appeal via e-mail within 3 (three) working days and convene a special meeting of the Academic Committee to decide on the appeal. The decision of the Academic Committee must be communicated by e-mail to the student within 10 days after the acknowledgement of receipt of the appeal. In circumstances where 10 days is inappropriate, this period may be extended by mutual agreement.

The Academic Committee will reconsider the assessment decision, involving an evaluation of:

- the student's evidence and associated records
- the assessor's rationale for the decision
- the opinion of another assessor
- the opinion of the student

One of the following decisions must then be taken by the Academic Committee:

1. The Level 2 outcome being upheld;
2. The student be granted a further assessment opportunity;
3. A remark by an external moderator;

4.3 Level Three – Appeal to the Rector

In the event of the student remaining dissatisfied with the Level 2 decision by the Academic Committee, the student must submit a further appeal on the Hugenote Kollege LMS within 5 (five) working days of being informed of the result of the Level Two decision. The appeal will be directed to the Rector who will give written acknowledgement of receipt of the appeal to the student via e-mail within 3 (three) working days. The appeal will be considered by the Rector within 10 (ten) working days of receipt of the letter of appeal. In circumstances where this is inappropriate, this period may be extended by mutual agreement. The decision of the Rector will be communicated via e-mail to the student and is the final and binding result of the internal appeal process.

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4.4 Level 4: Appeal to the Education and Training Quality Assurance body (ETQA).

In the event of the student remaining dissatisfied with the decision of the Rector, the student may appeal to the relevant ETQA.

5. Reporting

All the decisions on the various levels of appeal must be communicated via e-mail to the student, stating the reasons for the decisions.

6. Record Keeping

All documentation related to the appeal, including the appeal submission, level decisions, and any supporting documentation, will be securely retained following institutional record-keeping policies.

All records of all appeals must be logged by the Administrative Official of the relevant School on the Learning Management System and made available on request to any of the parties to the appeal process.

7. Communication

Throughout the appeal process, clear and timely communication must be maintained with the student to keep him/her informed of the progress and outcomes of their appeal.

8. Review of Procedure

This procedure will be reviewed periodically to ensure its effectiveness and adherence to regulatory requirements.