



APPEALS POLICY

INTRODUCTION

Learners may appeal against decisions of the School, including those about assignments, projects, reports, examinations, or any other marks or outcomes. The appeals procedure depends on whether the appeal relates to summative assessments (exams) or to formative assessments or other matters. For appeals on matters not covered in this chapter, for example disciplinary actions, learners are asked to consult learner support. (An application form for learner appeals is included at the very back of this document).

APPEALS RELATING TO FORMATIVE ASSESSMENTS

All appeals on formative assessments are handled by the Formative Assessment Manager. Learners who are unhappy about their marks or other decisions by the School can phone the Academic Support Advisors directly and discuss the matter. Learners are entitled to ask for a re-mark and can also request a report from the tutor who marked the assignment.

LEARNERS

Role and responsibilities

- a) Learners have the responsibility of familiarising themselves with the Academic Support Advisor policies regarding assessment
- b) Learners have the responsibility of familiarising themselves with the kinds of assessment activities that they would be asked to perform, the standard and level of performance expected, the type and amount of evidence to be collected and their responsibility regarding the collection and presentation of evidence
- c) Learners are responsible for their own readiness for assessment or re-assessment, and for agreeing to arrangements for the date and time of the assessment and any re-assessment offered

Rights

- a) Learners should be assessed against the specific outcomes in the qualification for which they are registered.
- b) Learners' assessments should address each specific outcome contained within a curriculum, and all assessment criteria and range specified within the curriculum should be taken into consideration in the assessment design. The curriculum contains all the information and criteria necessary for assessment.
- c) Once they have been found competent against a qualification, learners will be certificated for that qualification.
- d) If learners are found 'not yet competent' as a result of the assessment, they will be given specific feedback regarding the areas of shortfalls, and will be guided and informed on how to address identified gaps.

- e) Learners have a right to access to their assessment records.
- f) If learners do not agree with the assessment decision, they have the right to ask that the assessment be moderated (if not already done).
- g) If after the moderation learners still do not agree with the results of the assessment, they have the right to lodge a formal appeal with the Academic Support Advisor.
- h) If the issue is still not resolved to the satisfaction of the learner, or if the learner's complaint is against the Academic Support Advisor in question or one or more of its employees, he/she has the right to lodge a formal appeal with the Institute, providing reasonable grounds for the complaint and furnishing evidence in support of it.
- i) Confidentiality regarding learner's assessment and assessment results must be maintained, and only authorised parties should have access to this information during the appeals process.

APPEALS RELATING TO SUMMATIVE ASSESSMENTS

First appeal (Stage 1)

A learner who wishes a summative assessment decision to be reviewed may appeal on the following grounds:

- Illness or other factors unknown to the Examination Board when it reached its decision, which adversely affected performance in the coursework or assessment, or prevented submission of the coursework or attendance at the assessment.
- There was a material administrative error.
- The assessments were not conducted in accordance with the regulations for the programme.
- Some other material irregularity occurred in the conduct of the assessment.

The learner may, within one month of the publication of a result, request an examiner's report and/or a review of the decision in the form of a re-mark. The request by a learner for an examiner's remark will be charged a fee regulated by the Body.

Procedure

- The learner should request an *Application Form for a Re-mark* from the Summative Assessment Department and submit the completed form to the same department.
- The learner will receive confirmation of the application, followed by the report or the result of the re-mark.

Further appeals (Stage 2)

In the event of a learner not being satisfied with a re-marking decision for a final examination, a further and final appeal may be directed to the Examination Appeals Committee.

The student/learner may request a further appeal (internal review) of the outcome of first appeal when not satisfied. The outcome of the internal review should be communicated to the student/learner within 14 working days from receiving the request and the student is given the opportunity to launch a formal appeal if dissatisfied with the outcome of the internal review.

Formal appeals (Stage 3)

The student may request a formal appeal by completing the Stage 3 formal appeal application and paying the applicable fee. The formal appeal will be conducted by the Examination Appeals Committee or an external assessment body, which includes a consultant independent of Kufuzu School of Accounting and Sciences. The panel will aim to consider and complete the formal appeal within 6 weeks of receiving the appeal application form

Procedure for lodging appeals

- The learner fills in a Final Appeal Form, which is also obtainable from the Summative Assessment Department, and submits it to that department.
- The learner receives acknowledgement of receipt of the application.
- A Summative Assessment Manager presents the completed appeal document to the next meeting of the Examination Appeals Committee.
- The learner is notified as to when the appeals meeting is to be held.
- The Examination Appeals Committee makes a decision on the appeal and informs the learner in writing of this decision.
- The Summative Assessment Department keeps records of appeals heard by the Examination Appeals Committee and of the results of such appeals.
- The Kufuzu Academic Board is notified of all decisions made by the Examination Appeals Committee at the following board meeting.

Approval date: 30 November 2019

.....

Masibulele Phesa CA(SA)-CEO