

جامعة الشرقية  
A'SHARQIYAH UNIVERSITY



## Academic Appeals Procedure 2021/22

AC0014

## A 'SHARQIYAH UNIVERSITY Academic Appeals Procedures

### Approvals

This document has been approved by

| Name              | Date              |
|-------------------|-------------------|
| Board of Trustees | 8th November 2020 |
|                   |                   |

### Implementation and Responsibility

| Document owner  | Contact person | Date of Implementation |
|---|----------------|------------------------|
| Deputy Vice Chancellor for Academic Affairs and Research (DVCAAR) | DVCAAR         | From 2020-2021         |

### General provisions

- Everything that is not provided for in this policy/procedure is subject to the relevant Omani law and the internal regulation of the university
- Any violation or breach of one of the provisions of this policy/procedure makes those responsible accountable in accordance with the provisions of the relevant Omani law and the internal regulations of the university.
- Any exception from this policy/procedure upon application shall have no effect against the university or others unless it has been approved by the Vice Chancellor or Board of Directors as the case may be.

### Revision history

| Version | Author/ Reviewer | Revision(s) made  | Date            |
|---------|------------------|---|-----------------|
| II      | DVCAAR           | Reduced the timeframe to ensure that academic appeals are considered as soon as possible after examination results are published. The change was from 10 teaching days in the following semester to 10 business days from publication of examination results. The change was approved by the Board of Trustees (BoT). | 8 November 2021 |
| III     | DVCAAR           | The change was made to align appeals procedures with the online petition system. The  | 22 May 2022     |

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|  |  | requirement on confidentiality of dealing with academic appeals was added. The change was approved by the University Academic Board (UAB). |  |
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## A 'SHARQIYAH UNIVERSITY Academic Appeals Procedures

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### 1. Purpose

The purpose of Academic Appeals Procedures is:

- to ensure that each student in the University is treated with fairness.
- to provide guidelines on the criteria and circumstances in which a student may appeal against marks or grades

### 2. Definitions & Terminology

|                                 |  |
|---------------------------------|--|
| <b>academic appeal</b>          | a request by a student for a review of a decision on the mark or final grade awarded at assessment (e.g. examination, coursework, assignment,) |
| <b>mitigating circumstances</b> | any serious, personal unforeseen issues that affect a student in his/her studies, such as illness or recent death of a close family member.    |

### 3. Grounds for Appeal against Marks or Grades

- 3.1 The University follows a **'fit-to-sit'** policy. By attending an examination or submitting an assignment or piece of coursework, a student declares themselves 'fit to sit'. Students cannot then submit a claim for mitigating circumstances for poor performance after completing the examination or submitting work for assessment.
- 3.2 Appeals made on the basis of a long-term or short-term condition or circumstances that are ongoing (for example anxiety, depression or related to a disability) will not be accepted as valid grounds for appeal after the student has completed the assessment task.
- 3.3 These procedures may not be used to challenge the academic judgement of the examiner. Complaints against the marks given for an examination, assignment or assessed piece of work will not be accepted under any circumstances.
- 3.4 A student may have grounds for appeal if there is evidence of one or more of the following:
- A. Procedural error**
- There is evidence that a procedural error has occurred, such as:
- a mistake in the calculation, transfer or input of marks; or
  - an irregularity in the assessment procedure (for example, a substantial difference between the information provided in the assessment brief or course syllabus and of the actual conduct of the assessment/assessment)

The student must provide:

- evidence** (where possible) of an irregularity or error **and**
- an **explanation** of his/her claim, including a description of the error identified.

**B. Mitigating circumstances**

The student was personally affected by unforeseen and unpreventable issues (see paragraph 3.3). The student must, before leaving the examination room, provide:

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- i) **evidence** which is acceptable to the relevant College Assessment Review Committee of the circumstances which they claim affected their performance **and**
- ii) an **explanation** of why he/she were unable to inform the University of the circumstances BEFORE the assessment date.

#### C. Prejudice or Bias

There is evidence of prejudice, bias or lack of proper assessment on the part of the examiners, or that the examiner's judgement was not objectively applied. The student must provide

- i) **evidence** of the circumstances which they claim affected their studies, **and**
- ii) **explanation**, which is acceptable to the relevant College Assessment Review Committee, of why they were unable to inform the University of the circumstances BEFORE the assessment date.

**NOTE:** These procedures may not be used to challenge academic judgement or decision. However, it should be noted that all students of the University have the right of appeal and the University will take steps to ensure that they are protected against punitive action by any member of staff following a complaint or academic appeal. Punitive action against a student following an academic appeal or complaint constitutes gross misconduct and will be addressed following procedures laid down in the University's Human Resources Manual. All academic appeals to the University must be submitted through the online petition system and shall be treated with utmost confidentiality.

## 4. Procedures

4.1 If a student believes that one or more of the above grounds applies:

**Stage 1** S/he should, within 10 business days of receiving the official results, speak directly to his/her instructor, explaining which of the above grounds applies and provide any available supporting evidence. Students have the right to appeal their final exam mark within 10 business days of publication of the examination results. The respective Head of Department will investigate the case and normally respond within 5 business days. If the student is unsatisfied with the outcome, s/he may, within 5 business days of receiving the response, submit an appeal to the Dean / CLFS Director (Stage 2)

**Stage 2** The Dean / CLFS Director will refer the matter to the relevant College Assessment Review Committee for review. The student will be informed of the Committee's decision within 5 University business days.

If the appeal is upheld on the grounds of a procedural error, the Dean/CLFS Director will also, within 5 business days, inform the Admissions and Registration Department of any grade change.

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If the Stage 2 appeal is not upheld, the case will be closed. There is no further opportunity for appeal.

**Appeal** If the student believes that the University has not correctly followed these procedures, s/he may submit an appeal with any relevant evidence to the office of Deputy Vice Chancellor for Academic Affairs and Research / Vice Chancellor.

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