



CAMBRIDGE MANAGEMENT AND LEADERSHIP SCHOOL

STUDENT APPEALS POLICY

Policy

Cambridge Management and Leadership School (CMLS) assures all students the right to appeal for any assignment, examination, assessment or other academic decisions. The Student Appeals Policy and Procedures set forth in this document apply to all students enrolled in classes or programs. The appeal process provides for an impartial review of a grading or other academic decision that is alleged to be capricious, arbitrary or discriminatory. All students may obtain assistance in interpretation of appeals policies and procedures from the Head of Centre.

Introduction and context

This Policy and the accompanying Procedure relates to all forms of academic assessment for taught awards, whether by examination, written assignment, presentation or any other assessment method specified in the assessment guidelines. In certain cases, the assessment may also refer to a period(s) of supervised work experience.

Centre Rules and Regulations outline expectations and responsibilities for students and provide the framework for the learning experience for students. Specifically, guidelines about their responsibilities in relation to assessments are provided to all students in the in the Assessment Procedures stating the mode of Assessment. Copies of the Examination Rules and Assessment Procedures are available from the Head of Centre.

In the event that an appeal also embodies a complaint, the complaint will normally be resolved in accordance with the Student Complaints Procedure before the appeals process is initiated.

Centre takes all appeals seriously and deals with them without recrimination. Where, however, an appeal is shown to be frivolous, vexatious or motivated by malice, disciplinary action may be taken against the appellant.

The time limits set out in this Procedure will normally be followed. However, where for good reason, this is not possible the appellant will be kept informed of progress. This Procedure takes effect from the start of the programme.

Academic appeals procedure

Definitions and scope of the procedure

CMLS defines an academic appeal as a request for a review of a decision of an assessor / course Tutor/ Paper Markers charged with making decisions on student progression, assessment and awards.

An academic appeal can only be considered on the grounds of one of the following:

there has been a material irregularity or significant administrative error in the assessment process

the assessment was not conducted in accordance with the regulations for the programme

a student's performance in assessment has been affected by illness or other factors which he/she was unable to divulge before the completion of the assessment decision made by the assessor.

Disagreement with the academic judgement of the assessor assessing the merits of an individual piece of work or in reaching any decision based on the marks, grades and other information relating to a candidates' performance does not in itself constitute grounds for a request for reconsideration by a candidate. A student may appeal against a decision of an Assessor providing they can demonstrate they have grounds as outlined above. Those involved in consideration of an appeal at all stages will not attempt to re-assess the student, nor to appraise the professional judgement of the assessor, but to consider whether the decision of the Assessor was fair and whether all relevant factors were taken into account. The Academic Appeals Procedure has two stages, Stage I and Stage II. It is hoped that most appeals can be resolved by students pursuing matters directly with the Assessors concerned for their programme. Only where Stage I has been pursued and the appellant remains dissatisfied should the appeal proceed to the Stage II. If the appellant remains still dissatisfied after Stage II, he/she will be given right to apply to the relevant CMLS's awarding body of the qualification.

Access to Information

Students pursuing an appeal through this Procedure will be entitled to apply for access to personal data in accordance with the policies and procedures of the centre under the provisions of the Data Protection Act 1998 and other legislation. Applications should be made in writing to the Registrar.