HEART College of Innovation & Technology (Formerly Caribbean Institute of Technology)

Policy and Procedure
No: HCIT-AC-APP-6.0
Topic: Appeal Policy
Category: Assessment and Certification
Issue Date: October 2020
Version: 6.0

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1. **Purpose**
1.1. To provide:
   a) A process to appeal against disciplinary action meted against student/client misconduct during an assessment.
   b) A process to appeal against academic assessments or other academic-related decisions as described in the scope of provisions of this Procedure.
2. Policy

The policy of the College is to ensure that a system of appeal is in place to address any discrepancies that a student/client may have

3. Scope
An appeal may be initiated by a student/client who:
   a) is dismissed from an assessment.
   b) receives a rating or grade decision which would affect the student's/client's ability to pass the programme, course, assessment or attain the certificate, diploma, or degree.
   c) receives a rating or grade that he/she believes is not in accordance with his/her performance

4. Responsibilities

Registrar: For the overall operation of the policy

Assessment Officer: For accepting and collating the application for Appeal and evidences from the student and communicating all instances of Appeal to the Registrar

Second Marker /Assessor: To review and second mark Assessment Scripts as required by the Institution

5. Procedure
5.1. A student/client who has received a rating which:
   - would affect their ability to pass the programme /course/ assessment or attain the certificate/diploma/degree

- he/she believes is not in accordance with his/her performance

may appeal the decision by documenting their appeal using the Appeal Form and submitting it to the Assessment Officer, within five (5) working days after the grade or rating was issued.

The Assessment Officer will inform the Registrar who will indicate to the Assessor within three (3) working days that a student is requesting an Appeal. The Assessor will be given the opportunity to review the script and take a decision within seven (7) working days

If there is an improvement in the score resulting in the student passing the course, the Registrar will communicate the results to the student within five (5) working of receipt of the results from the Assessor.

If the score remains the same or there is a decrease in the score, within five (5) working days, the Registrar will initiate the process for second marking of the script and notify the QAC Committee that this process has been initiated.

The second marker will return the results within seven (7) working days.

The Registrar will communicate the outcome of the second marking to the Quality Assurance Committee and the Assessor within two (2) working days. The Committee will review the decision of the second Marker and give their feedback based on the evidence presented within three (3) working days.

The Registrar will communicate the decision of the Committee to the Assessor who may accept / reject the position of the Committee. The final decision will be communicated to the client within three (3) working days.

Pending the decision of QAC, the trainee may Appeal to the NCTVET.

The HCIT cannot guarantee that the findings of the review will be concluded before the next re-sit of the assessment. The Onus is on the Candidate to decide if they wish to participate in a resit while the Appeal process is in progress.

<u>Uploading of Results While an Appeal is in Progress</u>

While an Appeal is in progress, the results for the Appellant may be held pending the results of the Appeal process.