




Student's Result Appeal Process

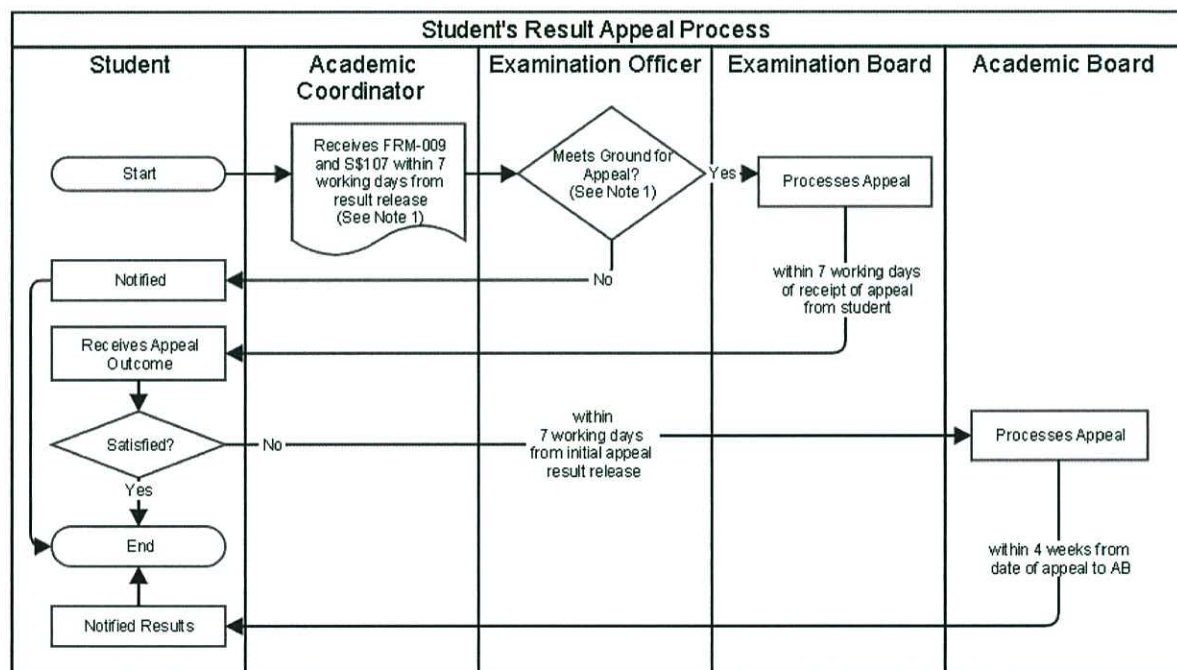
Procedure #	OPR-AC020	Version #	v1.5	Effective Date	21.09.2017
Approver	G Rathakrishnan	Endorsement			
Responsibility	The Academic Department and the Examination Office are responsible for the implementation and review of this process, respectively.				

1. Standards

- 1.1 EduTrust Criteria (GD3) 5.1.1 Course Design and Development
- 1.2 EduTrust Criteria (GD3) 5.1.2 Course Review
- 1.3 EduTrust Criteria (GD3) 5.5.1 Student Assessment

2. Students' Result Appeal Procedure

- 2.1 This applies to all programmes with formal assessment.



3. Note 1:

3.1 An appeal procedure must be initiated by the student if he or she is not satisfied with the results. The student should contact the Examination Officer for advice regarding the appeal.

3.1.1 Examination Officer will discuss with the student first to find out the reasons behind the appeal (if applicable).

3.1.2 Examination Officer asks student to submit Appeal Form if there are valid grounds for appeal as listed below:

3.1.2.1 Notice must be given in writing or by filling up the 'FRM-009 Application for Special Consideration Form', and must state the grounds and evidence on which the student wishes to appeal.

3.1.2.2 A student wishing to appeal on the grounds of illness is required to provide supporting documented medical evidence (a simple medical certificate will not suffice).

3.1.2.3 The following are considered as grounds for an appeal:



- 3.1.2.3.1 That his/her performance in the assessment was adversely affected by illness or other factors such as a death in the family.
- 3.1.2.3.2 That there has been a material administrative error, or assessment error or that some other material irregularity has occurred.
- 3.1.2.3.3 Any other matters not listed above that may be considered on a case to case basis.
- 3.1.2.4 The following are not considered as grounds for an appeal:
 - 3.1.2.4.1 Claims that academic performance was adversely affected by ill-health, where there is no medical evidence certified by a recognised medical practitioner, GP or hospital consultant or other evidence deemed appropriate by the Examination Board to support the application.
 - 3.1.2.4.2 Claims relating to external factors such as work related issues.
 - 3.1.2.4.3 Any other matters not listed above that may be considered on a case to case basis.
- 3.2 Students are allowed to appeal within seven (7) working days after the release of the results. This applies to assessments and examination results. A non-refundable fee of \$107.00 (inclusive of prevailing GST) applies. The appeal should be lodged via the Examination Officer.
- 3.3 FRM-009, together with supporting documents, will be passed to the Examination Officer. EO to verify that:
 - 3.3.1 The administration fee has been paid
 - 3.3.2 Detailed reasons exist
 - 3.3.3 The student is eligible to appeal (not disqualified).
 - 3.3.4 The appeal will be given to the Examination Board for consideration.
- 3.4 The outcome of the Examination Board decision will be made available to the student within seven (7) working days from the date the appeal is received.
- 3.5 If the student is not satisfied with the outcome, he can proceed to appeal to the Chair of the Academic Board within seven (7) working days of being notified of the outcome of the initial appeal.
- 3.6 Outcome from such an appeal will be made available to the student within four (4) weeks from the appeal date. The decision is final.
- 3.7 A review of the above procedure will be conducted annually for implementation of improvement.

4. Related Documents

- 4.1 OPR-AC018 Procedures to Handle Assessment Results
- 4.2 FRM-009 Application for Special Consideration
- 4.3 HBK-009 Student Handbook