



PROCEDURE: Assessment Appeals

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Inception Date	26 January 2018		
Procedure Owner	Registrar		
Review Register		Date	Signature
Approved by QMS Sub-committee	QMS Chairperson	30/01/2018	Name: Louise Fuller Signature:
Approved by MANCO	MANCO Chairperson	30/0/2018	Name: Benjamin Anderson Signature:
Revision Frequency	Annually		
Review Date	December 2018		
Review History			

Related documents

<p>Da Vinci internal (e.g. Policies, Regulations, Guidelines, Contracts)</p> <ul style="list-style-type: none"> • Policy: Appeals • Code of Conduct 	<p>Other/External (e.g. Legislation, DHET and CHE directives and guidelines)</p> <ul style="list-style-type: none"> • Constitution of the Republic of South Africa: 1996 • Higher Education Act (Act 101 of 1997) • CHE: Higher Education Quality Committee (HEQC) Criteria for Programme Accreditation: November, 2004 • Labour Relations Act (Act 66 of 1995) as amended • CHE: Distance Higher Education Programmes in a Digital Era: Good Practice Guide, 2014 • SAQA: National Policy and Criteria for Designing and Implementing Assessment for NQF Qualifications and Part Qualifications and Professional Designations in South Africa, 2017
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Website address of this document:	www.davinci.ac.za
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Procedure Description

Should a student wish to dispute or appeal the findings of an assessor related to a Formative or Summative Assignment, the following would apply:

Step	Description	Notes
1	A student should appeal to the Programme Convener in writing within 7 working days should they not accept their assessment result	
2	Programme Convener to advise registry of the appeal	
3	The Registrar would read lecturer / marker's comments and evaluate relevance and consistency amongst all students as part of the appeal	
4	Registrar will, if relevant, suggest a discussion with the student explaining valid reasons for the marks, options available to students and/or remedial interventions	
5	If the students appeal appears justified, the student will be informed that the submission will be re-evaluated and advised if there is a cost	This amount will be refunded according to the Appeals Policy
6	The submission is re-evaluated by a moderator without any knowledge of previous marks or the assessor's comments	
7	The mark, as provided by the moderator, will be regarded as the final mark for the student	
8	If there is a significant change of mark, the change will be effected	
9	The Registrar would return the submission together with the moderator comments to the student	
10	If the student is dissatisfied with the outcome of the appeals process the student may request that the Executive Dean review the appeal decision	
11	The student would need to send a formal letter to the Executive Dean requesting a review of the appeal decision must be received from lodged using the prescribed form within 5 working days of the student being notified of the Programme Coordinator's decision	
12	The Dean: Executive would request from the Registrar all supporting evidence	

13	The Dean: Executive notifies the student in writing of the outcome of the review	
14	If the review results in a new grade, this grade becomes the final grade and the matter is concluded	

Stakeholders

#	Stakeholder
1	Dean: Teaching & Learning
2	Registrar
3	Programme Co-ordinator
4	Programme Convener
5	Moderator

Version Control

Procedure Owner	Version #	Date	Reason
Registrar	001	30 January 2018	

