



POLICY: APPEALS

Document Number:	RG05		
Version Number:	02/07/2018 (V2a)		
Custodian	Executive Registrar		
Status	Chairperson	Date	Signature
Ratified by Council	Mr Sechaba Motsieloa	26/01/2018	
Revision Frequency	Triennial		
Next Review Date:	November 2021		

Related documents	
<p>Da Vinci documents (eg. Policies, Regulations, Guidelines, Contracts)</p> <ul style="list-style-type: none"> • Procedure: Plagiarism • Policy: Code of Conduct • Procedure: Appeals 	<p>Other (eg Legislation, DHET and CHE directives and guidelines)</p> <ul style="list-style-type: none"> • Constitution of the Republic of South Africa: 1996 • NQF Act, No. 67 of 2008 • Higher Education Act (Act 101 of 1997) • CHE: Higher Education Quality Committee (HEQC) Criteria for Programme Accreditation: November, 2004 • CHE: Distance Higher Education Programmes in a Digital Era: Good Practice Guide
Website address of this document:	www.davinci.ac.za/da-vinci-policies-and-procedures/

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 Registration Certificate No. 2004/HE07/003

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1. Preamble

This policy forms part of the set of quality management policies of The Da Vinci Institute for Technology Management.

Da Vinci offers outcomes based, distance education opportunities. The policies and procedures detail the principles and processes that will ensure that learning programme offerings are aligned to the principles of a Mode 2 higher education institution, whilst adhering to the required academic standards and empowering students with the knowledge, skills and values to contribute to their communities, society and economy of the future.

A student may request an appeal against the result achieved of a learning assignment. There is only one opportunity per learning assignment to appeal against a mark, provided that the appeal is suitably justifiable.

2. Scope

This policy applies to all students.

3. Purpose

The purpose of this policy is to provide guidelines for students requesting to appeal against a result achieved of a learning assignment.

4. Guidelines

2.1 Final Summative Assessment Appeals

Assessment results are recorded on the learner management system once the moderation process has been completed and the marks meeting has confirmed the results. For purposes of completion of the programme the final results are approved by the Examination and Assessment Committee and the Academic Board of The Institute and ratified by the Council.

Disputes about final grades will be resolved in accordance with the following procedures:

- ☞ A student who does not accept the final grade should consult the Programme Coordinator within seven working days of the release of the final grade. The Programme Coordinator will complete a review within ten working days from the date on which the request was lodged. The Programme Coordinator will notify the student in writing of the outcome of the review
- ☞ If the dispute is not resolved by the Programme Coordinator the student may request the Dean: Teaching and Learning to review the final grade. A request to the Dean: Teaching and Learning must be lodged using the prescribed form within five working days of the student being notified of the Programme Coordinator's decision. The Dean: Teaching and Learning is responsible for notifying the student in writing of the outcome of the review. If the review results in a new grade, this grade becomes the final grade
- ☞ If the dispute is not resolved through the review by the Dean: Teaching and Learning, the student may lodge an appeal with the Examination and Assessment Committee, via the Registrar. The appeal must be lodged using the prescribed form within seven working days of being notified of the Dean: Teaching and Learning's decision. For more information see the Policy: Assessment and Moderation
- ☞ The outcome of any appeal process will be communicated to the student in writing, and a copy must be logged on the student's file.

2.2 General Appeals of Formative Assessments

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

- ☞ The Registrar would read lecturer's / marker's comments and evaluate relevance and consistency amongst all students as part of the appeal
- ☞ The Registrar would also evaluate whether the comment from the lecturer / marker is relevant to the mark given to the student, and also assess the standard deviation related to assessment under review

- ☞ The Registrar will, if relevant, suggest a discussion with the student explaining valid reasons for the marks, options available to students and/or remedial interventions
- ☞ If the student's appeal appears justified, the student will be informed that the submission will be re-evaluated at an applicable cost
- ☞ This amount will be refunded if the appeal is found to be valid, but retained by Da Vinci if the mark remains unchanged (less than 10%) or is reduced (more than 10%). The 10% up or down does not apply when the remark results in passing a student who was previously found unsuccessful (failed) or awarding a distinction to a student previously marked as a non-distinction. Changes in these cases mean that the appeal is found valid, irrespective of the previous mark allocation
- ☞ The submission is re-evaluated by a moderator without any knowledge of previous marks or the assessor's comments
- ☞ The mark, as provided by the moderator, will be regarded as the final mark for the student, if there is a change of mark
- ☞ Note: When a student appeals against the allocated mark rather than to resubmit as requested/suggested by the assessor or the MC, the marks received from the moderator will be the official mark and the student will not have an opportunity to re-submit again
- ☞ The Registrar would return the submission together with the moderator comments to the student.

5. Version Control

Author	Date Reviewed
Research Manager: Dr Marthie De Kock	30/11/2014
Registrar: Mrs Carin Stoltz-Urban	10/06/2015
Registrar: Mrs Louise Fuller	30/11/2017
Executive Registrar: Mrs Louise Fuller	02/07/2018