



## **Sussex Business School**

### **Appeals Procedure**

Sussex Business School is committed to promoting academic success and to ensuring that students' academic records ultimately reflect their academic abilities and accomplishments.

The School expects that academic judgments by its faculty will be fair, consistent and objective, and recognises the need to grant academic consideration, where appropriate, in order to support students who face personal difficulties or events.

Academic consideration is the general name given to a number of different alternate arrangements that may be made, dependent upon the circumstances and what is appropriate for both the students and the School, such as the extension of a deadline for an assignment, re-weighting of an exam or assignment because of missed work, the permission to continue on probationary status.

It should be understood that students can only receive grades which reflect their knowledge of the course material.

This Policy provides the process by which students may seek academic consideration.

It is expected that requests for academic consideration will be made as soon as circumstances arise.

The policy also describes the grounds and process by which students may appeal when they believe the academic consideration provided is not appropriate or when they have been unable to resolve course-related issues with their tutors.

The School is responsible for dealing with student appeals fairly and must adhere to the timelines established in this policy.

Students should refer to School publications (the Enrolment Information and the Websites) for detailed information on the various types of academic consideration that may be requested; necessary documents such as appeal forms, medical certificates and forms for religious accommodation; and procedural instructions.

Students are responsible for reviewing all pertinent information prior to the submission of a formal academic appeal.

Incomplete appeals will not be accepted.

Students are responsible for ensuring that a formal appeal is submitted by the deadline dates published in the calendar, and must adhere to the timelines established in this policy.

All issues regarding academic standing should be referred to the Programme Centre Manager of the student's program department/school.

- **External Accreditation**

Where the course of study is accredited by an external organisation, then the assessment, examination, grading, and appeals, criteria of that organisation shall override those of Sussex Business School.



## Appeals Procedure

- **Academic Issues**

1. It is the student's responsibility to notify and consult with either the tutor, or the Support Services Department, depending on the situation, as soon as circumstances arise that are likely to affect academic performance.
2. It is the student's responsibility to attempt to resolve all course related issues with the tutor as soon as they arise, and then, if necessary, with the Support Services Department. Failure to do so may jeopardise the success of an appeal made at a later date.
3. When issues are not resolved with a tutor, or when a student does not receive a timely response from a tutor, the Support Services Department must be contacted for assistance if the student wishes to pursue the matter further before launching a formal appeal.
4. An appeal may be filed only if the issue cannot be resolved appropriately with the tutor or the Support Services Department.
5. It is the tutor's responsibility to respond in a timely fashion when students raise grading or course management issues.
6. It is the Centre Manager's responsibility to be accessible to discuss matters that cannot be resolved between the tutor and the student.
7. Students who do not receive their final grades because of outstanding debt to the School, risk missing the deadline for filing an appeal. Grades will not be officially released to students with outstanding debt.
8. Students who are appealing their suspended or withdrawn standing may not continue in their course until the standing appeal is resolved. Students must pay all appropriate fees. If the appeal is denied and they remain suspended or withdrawn, they will not be given a full refund of the fees charged for the course in which they enrolled.
9. If academic concerns are not resolved with the tutor, or with the Centre Manager, students should consult the specific directions and forms for details on the filing of appeals.
10. Appeals not filed by the published deadlines will normally not be accepted. In extenuating circumstances, students or School administrators may request that the Centre Manager consider an extension.
11. It is the student's responsibility to maintain updated contact information with the School to ensure that all information related to grades, standings and appeals are properly received.

- **Missed Examination and/or Assignment: Religious Observance**

Students must have filed the necessary forms for accommodation of religious observance at the beginning of the course, or, for final exams, as soon as the examinations schedule is posted.



- **Missed Examination and/or Assignment: Medical or Compassionate**

**a.** Students shall inform tutors, in advance, when they will be missing an exam, test or assignment deadline for medical or compassionate reasons. When circumstances do not permit this, the student must inform the tutor as soon as reasonably possible. Alternate arrangements may include the setting of a make-up test, transferring the weight of a missed assignment to the final examination or extending a deadline.

**b.** Alternate arrangements are based upon the severity of the circumstances and the amount of work missed. Generally, employment commitments will not constitute grounds for academic consideration; however, employment-related issues may be considered as one element of a more complex request for an alternate arrangement.

**c.** Students who are either not offered an alternate arrangement or who do not accept the alternate arrangement offered by a tutor, may consult with the Centre Manager.

If, after this consultation, they still do not accept the alternate arrangement offered, they must document their concern in writing to the Centre Manager and abide by the arrangement to the extent possible.

If the test or assignment for which an alternate arrangement has been made becomes a point of contention in the final course grade, the student may appeal the final course grade at the end of the term, on the original medical or compassionate grounds.

Tutors will determine if medical documentation is required for an alternate arrangement based upon the duration of the medical condition and the amount and type of the work missed and affected.

- **Medical Certificate** In the case of illness, a Medical Certificate is essential for an appeal based on Medical grounds.
- **Compassionate Grounds** It is recognized that compassionate grounds may be hard to document. Nonetheless, students should present as much documentation as possible. For example, a death certificate or notice from a funeral home would be appropriate documentation in the case of a death.
- **Confidentiality** All faculty and staff are required to exercise discretion and adhere to the principles of confidentiality regarding any documentation received.
- **Alternate Arrangement** Once an alternate arrangement is accepted, it is final unless subsequent events interfere with the fulfillment of that alternate arrangement, and the grade in the course may not be appealed based upon an allegation of the original arrangement being unfair.
- **Inability to Complete Term Work or Module Work**

**a.** Students who are unable to complete their scheduled work due to exceptional circumstances that arise, should consult with their tutor and the Student Services Department, as soon as possible. Failure to do so will jeopardize the ability to provide consideration and to launch a future appeal.

**b.** When seeking alternate arrangements, students must submit supporting documentation to the Student Services Department. The tutor and Student Services will advise students as to what to do on a unit by unit basis as soon as possible. A copy of the suggested arrangement will be kept on record in the department/school.

**c.** Support Services must be informed by the student and by the tutor of any arrangements made.



- **Delayed Effect of Medical or Compassionate Events**

If, during the semester, students experience medical or compassionate circumstances that may later affect their academic standing, it is the students' responsibility to bring the situation to the attention of their tutor and Student Services at the earliest possible time.

- **Grade Reassessment**

### **Re-grading of Work**

a. At any time during the course, students who believe that an assignment, test or exam, either in whole or part, has not been appropriately graded must first review their concerns with their tutor and Student Services within five (5) working days of the date when the graded work is returned to the class.

It is a tutor's responsibility to return graded work in a timely manner.

Grades not questioned within this period will not be reassessed at a later date.

b. A tutor may require a written request for regrading, stating why the work warrants a higher grade. It is not acceptable for students to request a higher grade without justification based on the merit of the work.

c. If there is a concern about work returned during the final week of the course, or a final paper or exam, there might not be an opportunity to review the grade with the tutor or to have the work remarked prior to the assignment of a final grade for the course. In that case, the tutor and Student Services should be notified as soon as possible.

d. If a tutor does not agree to review the work, does not provide sufficient rationale for not reviewing the work, or does not respond to the student within five (5) working days, the student may consult the Centre Manager who should assist in resolving the issue and who may initiate a formal reassessment at the earliest possible opportunity.

e. It is recognized that there are assignments that do not lend themselves to independent re-evaluation, such as presentations or performances.

Therefore, these may not be reassessed.

- **Reassessment of work by someone other than the tutor**

i If a student does not accept a tutor's re-grading of the work and wishes to request a formal re-grading, he/she must submit specific and detailed reasons, in writing to the Centre Manager, as to why the original grade was inappropriate, including any evidence from course notes, textbooks, etc.

Asserting that the work deserves more marks or that the student disagrees with the mark is not sufficient support for the reassessment.

If the Centre Manager determines that a reassessment is not warranted, he/she may deny that reassessment, and inform the student, in writing, of the reasons and of the right to appeal that decision.

ii Students shall be given supervised access to any graded work that has not been returned or to their final exams, and be permitted to use that work for a reasonable length of time in order to prepare the required explanation for the re-grading request.

iii. the tutor will provide to the Centre Manager the grading scheme utilized in evaluating the work.

iv. Either the student or the tutor must provide the original graded assignment, test, or exam in question, to the Centre Manager.



v. A clean copy of the work, with all grading notations deleted indicating the student number, but not name, must be provided to the Centre Manager.

If it is a paper or assignment, or a test that has been returned to the student, the student must supply the copy.

If it is an exam that has not been returned to the student, the tutor must supply the copy.

vi All appeals should be submitted through the office of the Centre Manager.

g. The work will be remarked by a qualified person other than the original tutor, as determined by the department/school.

The department/school may determine if it is more appropriate to remark the entire assignment or portions in addition to those specified by the student.

If a partial remarking was requested, the student must be notified in writing of the decision to remark other portions prior to the remarking, with an explanation of why the structure of the work warrants such a decision.

The student may then decide to rescind his or her request for regrading.

h. If remarking within the School is not possible, another mechanism for reassessment of the material should be arranged. This may include submission to an external assessor.

i. A reassessment may result in the grade remaining the same, being raised or being lowered, and the reassessed grade becomes the official grade for that work.

The revised grade cannot be subsequently appealed.

- **Course Management Issues**

Students who have concerns about how a course is taught or managed should normally first consult with the tutor as soon as the concern arises.

If they feel that the matter cannot be discussed with the tutor or if the matter cannot be resolved, students should consult with the Centre Manager.

Failure to do so may jeopardize an appeal.

- **Final Decision**

When an Appeal Decision has been made by the Centre Manager or, in the case of externally assessed work by the External Verifier of the appropriate Accreditation Body, then this decision will be final.

No further appeal will be considered.

### **What if I'm still dissatisfied?**

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can refer your complaint to the awarding body, CMI (Chartered Management Institute), and escalate the issue by using the CMI Complaints Procedure - [Link to CMI Complaints Procedure - CMI Complaint Procedure](#)