

**POLICY**  
**STUDENT APPEAL**

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Responsible Office for handling this document	<b>Internal Quality Assurance office</b>
Access	<b>Internal Access</b>

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**Introduction**

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The University, as part of its commitment to a high quality student experience, has procedures in place for students who wish to request a review of a decision affecting them that has been made by an academic body or officer with authority for making decisions on student progression and academic awards in the University or in any member of Neapolis University.

The aim of the Policy is to ensure rigorous quality assurance of the academic decision-making processes by providing students with a fair, transparent and just formal process which makes sure that academic decisions have fully taken into account all required procedures and processes, and the consideration of any valid extenuating circumstances.

The University recognizes that appeals and their outcomes can have significant consequences for individuals and therefore wishes to ensure that the interests and well-being of students and staff associated with an individual appeal are properly safeguarded, and that appropriate support is provided for those associated with an academic appeal. At the same time the University recognizes that there is a need for sound evidence and procedural fairness.

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**Application**

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This policy is applicable for all programs (Undergraduate and Postgraduate) as well as the Distance Programs.

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### Terms

*Appeal:* “A request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards” This definition is in accordance with the definition provided in the UK’s Quality Assurance Agency’s Quality Code,

*Committee of students’ Appeals:* The Committee of students’ Appeals is consisted by the Dean of School and members of the Faculty.

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### Purposes of the Policy

- The purpose of this policy is to inform the students their right for appeal. An appeal is how a student can challenge a decision of the Examiners or to request that mitigating circumstances can be taken into account that could not have reasonably been requested previously. An appeal is not the route to raise a concern about the level of service provided at the University, or to raise dissatisfaction about way your studies have been delivered. This is a Student Complaint. Details about complaints can be found in the Student Complaints Policy and Procedure.
- The transparency of students’ grading is another essential purpose.
- The process of this policy must be followed by all parts of the University strictly and properly.

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### Related Documents

- Students’ Study Guide
- Quality Management Handbook
- Internal Examination Policy 01.210
- Examination Procedure for Conventional Programs 01.410
- Examination Procedure for Distance Programs 01.411