



APPEAL POLICY

Version 1.0

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Appeal Policy

1. Introduction

Jeryk EC is committed to maintaining high academic standards while ensuring that all students are treated fairly, consistently, and transparently. This Appeals Policy establishes a formal framework through which students may request a review of academic decisions that affect their studies.

The purpose of this policy is to ensure that appeals are handled in a structured, impartial, and timely manner, with due consideration given to the student's circumstances and the integrity of Jeryk EC's academic processes. This policy also ensures that students understand their rights and responsibilities when submitting an appeal and that decisions are made based on clear evidence and academic judgement.

2. Scope

This policy applies to all students enrolled in courses offered by Jeryk EC, regardless of mode of study (full-time, part-time, blended, or distance learning).

It covers appeals relating to, but not limited to:

- Assessment results and grading decisions
- Academic progression or retention decisions
- Suspension from studies
- Expulsion or termination of enrolment
- Other academic decisions that directly impact a student's ability to continue or complete their studies

This policy does not cover complaints unrelated to academic decisions (e.g. administrative service issues), which are addressed under separate policies.

3. Ground for Appeal

Students may submit an appeal only on valid and reasonable grounds. Acceptable grounds for appeal include, but are not limited to:

- Disagreement with assessment results, where the student believes that:
 - Assessment criteria were not applied correctly or consistently;
 - There was an error in marking or calculation;
 - Relevant information was not considered during assessment.

- Academic standing decisions, including issues relating to:
 - Academic retention or progression;
 - Suspension from studies;
 - Expulsion or termination due to academic performance or misconduct.
 - Appeals based solely on dissatisfaction with results, without supporting evidence or clear grounds, may not be considered.

4. Appeal Procedure

4.1 To ensure a fair and efficient process, students must follow the procedure outlined below:

- a) Students must complete and submit the official Appeal Form provided by Jeryk EC.
- b) The completed Appeal Form, together with all relevant supporting documents, must be submitted within one (1) week from the date the academic decision was formally communicated to the student.
- c) Late submissions may be rejected unless exceptional circumstances can be demonstrated and supported with evidence.
- d) Upon receipt, the appeal will be reviewed by the relevant academic department.
- e) Where necessary, or if the matter is complex, the appeal may be escalated to the Principal or Academic Board for further review and decision-making.

4.2 Students may be contacted during the review process for clarification or additional information. Students preparing an appeal may seek guidance and support from designated academic staff or student support services. Support may include:

- Clarification on the appeal process and requirements
 - Advice on presenting evidence or documentation
 - Assistance in completing the Appeal Form
- Students are encouraged to utilize these support services to ensure their appeal is submitted accurately and comprehensively.

4.3 Jeryk EC aims to handle all appeals in a timely and transparent manner:

- Students will receive written acknowledgment of receipt of their appeal.
- The appeal outcome will normally be communicated within four (4) weeks from the date of submission.
- In cases where additional time is required due to complexity or the need for further investigation, students will be informed of any delay and the expected timeline.

The decision will be communicated in writing and will include a brief explanation of the outcome.

5. Timelines and Notification

Jeryk EC aims to handle all appeals in a timely and transparent manner:

- Students will receive written acknowledgment of receipt of their appeal.
- The appeal outcome will normally be communicated within four (4) weeks from the date of submission.
- In cases where additional time is required due to complexity or the need for further investigation, students will be informed of any delay and the expected timeline.

The decision will be communicated in writing and will include a brief explanation of the outcome.

6. Escalation Process

6.1 If a student is dissatisfied with the outcome of the initial appeal:

- The student may request an escalation to the Principal or Academic Board for further review.
- Escalation requests must be made in accordance with the procedures and timelines stated in this policy.
- If the matter remains unresolved after internal review, the student may refer the case in accordance with Jeryk EC's Dispute Resolution Policy, which ensures that all disputes are managed fairly and independently.

6.2 Detailed Escalation Steps

If a student is dissatisfied with the initial appeal outcome, the escalation process is as follows:

- Step 1: Submit request for escalation
- Step 2: Review of appeal by Principal or Academic Board
- Step 3: Written outcome communicated to student
- Step 4: If still dissatisfied, refer case to awarding body (OTHM) or relevant external authority

7. Final Decision

7.1 Upon completion of the appeal and any applicable escalation process, the decision made by the Principal or Academic Board shall be regarded as final and binding within Jeryk EC. This final decision represents the conclusion of all internal review mechanisms available to the student under this policy.

All appeal decisions will be:

- Made objectively and based on academic evidence, institutional policies, and applicable regulations;
- Documented clearly, including the rationale for the decision reached;
- Communicated formally to the student in writing within the stipulated timeline.

Jeryk EC will maintain full and accurate records of all appeal submissions, supporting documentation, review outcomes, and correspondence. These records will be securely retained in accordance with Jeryk EC's data protection, confidentiality, and institutional record-keeping requirements, and may be used for internal audits, quality assurance, or regulatory review purposes.

Students who remain dissatisfied after the final internal decision may seek further recourse only through the procedures outlined in the Dispute Resolution Policy, where applicable.

7.2 Appeal Outcome Content

All appeal outcomes will include the following information in writing:

- The decision made regarding the appeal
- The rationale for the decision, including reference to evidence or academic regulations
- Any corrective actions or remedies, if applicable
- Clear instructions on the next steps, including eligibility for escalation

8. Policy Review

This Appeals Policy is subject to periodic review to ensure that it remains current, effective, and compliant with applicable regulatory, accreditation, and awarding body requirements. Reviews may be conducted:

- On a scheduled basis as part of Jeryk EC's academic governance and quality assurance cycle;
- In response to changes in regulatory frameworks, awarding body requirements, or institutional practices;
- Following significant appeal cases that indicate a need for policy enhancement or clarification.

Any amendments or updates to this policy will be approved by the appropriate academic authority and communicated to students and staff through the Jeryk EC website and/or official communication channels. The most current version of the policy will always be made accessible to ensure transparency and awareness among all stakeholders.

Students are encouraged to refer regularly to the Jeryk EC website for the latest policy updates.

Jeryk EC ensures that all appeal submissions, supporting documents, and review outcomes are treated confidentially.

- Access to appeal records is limited to staff directly involved in the review process and senior academic management.
- Records will be retained securely for a minimum of [insert retention period, e.g., 5 years] in accordance with institutional data protection policies and applicable legislation.
- Appeal records may be used for internal audits, quality assurance, or regulatory review, while maintaining student confidentiality at all times.

Jeryk EC – Student Appeal Form

(Applicable for Appeals Related to Assessments, Retention, Suspension, Expulsion, or Other Academic Decisions)

Date of Submission: _____

Section 1: Student Information

Full Name:	
Student ID:	
Course / Program:	
Contact Number:	
Email Address:	

Section 2: Type of Appeal

(Please tick the relevant category)

- ☐ Assessment / Exam Result
- ☐ Retention / Progression Decision
- ☐ Suspension
- ☐ Expulsion
- ☐ Other Academic Decision: _____

Section 3: Details of Appeal *(Description of Issue / Decision Being Appealed:)*

Section 4: Grounds for Appeal *(Please explain why you believe the decision should be reconsidered. Include any mitigating circumstances, procedural concerns, or errors in assessment.)*

Section 5: Supporting Documents *(Attach any documents supporting your appeal, e.g., medical certificates, correspondence, reports, or assessments.)*

1. _____
2. _____
3. _____

Section 6: Desired Outcome / Resolution *(Please clearly state the outcome you are requesting, e.g., reassessment, reversal of suspension, reconsideration of expulsion, or other academic resolution.)*

Section 7: Declaration

I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that the Appeals Committee will review this appeal in accordance with Jeryk EC's policies and procedures.

Signature: _____

Name: _____

Date: _____

For Office Use Only

Appeal Reference Number:	
Date Received:	
Reviewed By:	
Outcome:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied
Comments / Conditions:	
Signature:	
Date:	