



ASSESSMENT APPEALS POLICY

Policy Code: A15
Version: 3
Approved by: Senate
Approval Date: 18/08/2020
Decision No.: SEN24/2020

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1. INTRODUCTION

The Da Vinci Institute is an accredited private higher distance education provider offering qualifications on NQF levels five to ten, which are registered on the Higher Education Qualifications Sub-Framework (HEQSF). This policy forms part of the institutional Integrated Quality Management System and details the principles for ensuring that programme offerings adhere to required academic standards and empower students to contribute to the transformation of their communities, society, and the economy of the future. This approach is underpinned by the Business- and Community-based Action Learning discourse on the co-creation and distribution of relevant knowledge.

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 discourse, whilst adhering to the required regulatory 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 assessment. There is only one opportunity per learning assessment to appeal against a result, provided that the appeal is suitably justifiable.

2. DEFINITIONS

Term	Definition
Appeal	An earnest request, entreaty, or supplication. A resort to a higher authority for sanction, corroboration, or a decision
Formative Assessment	A range of formal, non-formal and informal ongoing assessment procedures used to focus teaching and learning activities to improve student attainment, or which are required for the purpose of a year result
Published Result	The date on which the assessment results are released to the students from the Electronic Learner Management System (eLMS)
Summative Assessment	Assessment conducted at the end of sections of learning, at the end of a whole learning programme, or at any point in the learning programme, to evaluate learning related to a particular qualification, part-qualification or professional designation.

3. REGULATORY FRAMEWORK

This policy is benchmarked against and should be read in the context of the relevant legislation underpinning the principles against which institutional policies and operating procedures are developed, implemented and maintained. These include:

A. Relevant legislation:

- I. Constitution of the Republic of South Africa (No 108 of 1996)
- II. Criteria for Programme Accreditation (CHE, 2004)
- III. Distance Higher Education Programmes in a Digital Era: Good Practice Guide (CHE).
- IV. Higher Education Act (Act 101 of 1997)
- V. National Qualification Framework Act, No. 67 of 2008

B. Applicable Da Vinci documents:

- I. E1 - Code of Conduct Policy
- II. E5-P1 – Assessment Appeals

4. SCOPE

This policy applies to all registered students and relevant academic and administrative staff involved in the appeals process at The Institute.

5. PURPOSE

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

6. GUIDELINES FOR APPEALS OF FORMATIVE AND SUMMATIVE ASSESSMENTS

Should a student wish to dispute or appeal the findings of an assessor related to a formative or summative assessment, the following would apply:

Should a grievance related to an assessment arise, students may appeal the mark through the appeals process. Students may discuss their results with the marker in order to understand the results and feedback provided, should they still wish to appeal the assessment results the following procedure is in place:

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

Step	Description	Notes
1	A student should appeal to the Programme Convener in writing and must submit a completed Assessment Appeals Request Form within 7 working days should they not accept their assessment result.	A student must appeal within 7 working days after the result was published. The Assessment Appeals Request Form is available on MOODLE or from the Programme Convener. The request must be accompanied by the relevant proof of payment.
2	The Programme Convener will forward the request to the Programme Manager who will send out the assessment for re-evaluation.	
3	The submission is re-evaluated by a different assessor that is also suitably qualified but has no previous knowledge of the results or the previous assessors comments.	
4	The result, as provided by the second assessor, will be regarded as the final result for the student.	Note: A student who appeals a result instead of opting to resubmit, will not have an opportunity to resubmit.
5	If there is a significant change of result (more than a 5% difference), the change will be effected.	If a change is effected, the student will be reimbursed.

6	If a reassessment results in passing a student who previously failed or where a distinction is awarded where the first result was not a distinction, the change will be effected.	If such a change is effected, the student will be reimbursed
7	The Programme Manager will return the submission together with the moderator's comments to the student and will notify the student in writing of the outcome within 10 working days from the date of the request	If a change is effected, the Programme Manager will inform Accounts to reimburse the student.
8	If a change in result is required, the Programme Manager will notify the Assistant Registrar to adjust the result on the Learner Management System	
9	Once independently moderated by a qualified assessor, no further opportunity exists to appeal to the final result.	


7. REVIEW OF THIS POLICY

Regular review and amendment of this policy will be done in line with the approved institutional policies and regulatory requirements. This will take place in consultation with the relevant quality assurance structures at departmental and institutional level, under the auspices of the official custodian of this policy, namely the Executive Deans.

8. REVISION HISTORY

Version History	Amendment Details	Approval Date	Approving Committee
V1	Initial approval	30/11/2014	Senate
V1 (a)	Minor edits	10/06/2015	Senate
V2	Cyclic review	30/11/2017	Senate
V2 (a)	Minor edits	02/07/2018	Senate
V3	Cyclic review	18/08/2020	Senate

ASSESSMENT APPEALS PROCEDURE

Policy Code	E5-P1	Authorised by	Prof Benjamin Anderson
Version	V2	Signature	
Date Approved	29/07/2020		

Date Reviewed	Version History	Custodian
30/01/2018	V1	Registrar
21/07/2020	V2	Executive Dean: Academic

Procedure Description

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

Step	Description	Notes
1	A student should appeal to the Programme Convener in writing and must submit a completed Assessment Appeals Request Form within 7 working days should they not accept their assessment result	<p>A student must appeal within 7 working days after the result was published.</p> <p>The Assessment Appeals Request Form is available on MOODLE or from the Programme Convener.</p> <p>The request must be accompanied by the relevant proof of payment.</p>
2	The Programme Convener will forward the request to the Programme Coordinator who	

	will send out the assessment for re-evaluation	
3	The submission is re-evaluated by a different qualified assessor without any knowledge of previous results or the first assessor's comments	
4	The result, as provided by the second assessor, will be regarded as the final result for the student	Note: A student who appeals a result instead of opting to resubmit, will not have an opportunity to resubmit
5	If there is a significant change of result (more than a 5% difference), the change will be effected	If a change is effected, the student will be reimbursed
6	If a reassessment results in passing a student who previously failed or where a distinction is awarded where the first result was not a distinction, the change will be effected	If such a change is effected, the student will be reimbursed
7	The Programme Coordinator will return the submission together with the moderator's comments to the student and will notify the student in writing of the outcome within 10 working days from the date of the request	If a change is effected, the Coordinator will inform Accounts to reimburse the student
8	If a change in result is required, the Programme Coordinator will notify the Assessment Administrator to adjust the result on the Electronic Learner Management System (eLMS)	
9	Once independently moderated by a qualified assessor, no further opportunity exists to appeal the final result.	

Stakeholders

#	Stakeholder
1	Head of Programme: Postgraduate
2	Head of Programme: Undergraduate
3	Registrar

4	Assistant Registrar
5	Programme Co-ordinator
6	Programme Convener
7	Assessor
8	Accounts