



Title: Assessment Appeal Procedures

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Review: The document is subject to a periodic review as per amendments of university policies and regulations

1. Purpose

This document describes the procedures for assessment appeal, to be followed by students and staff of Gulf University. These procedures relate to all in-semester and major assessments undertaken during the students' formal learning process at the University. It also includes the mechanism of change of marks for such assessments.

2. Scope

The document applies to appeals related to all types of assessments of students' work in all programs.

3. Acronyms

BQA	Education and Training Quality Authority
C-TLAC	College Teaching, Learning and Assessment Committee
GU	Gulf University

4. Definitions

Assessors: Assessors are those people who are involved in implementing and marking the assessment tasks. In the case of formative assessments, these are often the instructors responsible for the courses. In the case of summative assessments, the assessors may be internal or external to Gulf University or a combination of both.

Student: A student is any individual who is formally registered in a program offered by Gulf University.

First Level Appeal: This is an opportunity for students to appeal for their in-semester assessments (i.e- assignments and quizzes) directly to their instructors, while appeals for midterm and final examinations are processed through the Unit of Admission and Registration. The appeal decision is with course Instructors.

Second Level Appeal: This is an opportunity for students to appeal for their major assessments (i.e- midterm and final examinations, jury and panel assessments) to the Unit of Admission and Registration. The appeal decision is entirely with C-TLAC.

5. Procedure Details

In the case where a student would like to appeal against his/her assessment results, the following procedures should be followed:

a. First Level Appeal:

- i. For in-semester assessments (i.e- assignments and quizzes), students shall submit to their Instructors a completed Assessment Appeal Form, (Form GU-PR10AAP-F01). The instructor shall review appeal, check mark breakdown and either approve or decline appeal with valid reasons.
- ii. For major assessments (i.e- midterm and final examinations), students shall submit to the Unit of Admission and Registration a completed Assessment Appeal Form with fees receipt, (Form GU-PR10AAP-F02).
- iii. The Unit of Admission and Registration shall send appeal forms and report (Form GU-PR10AAP-F03) to concerned College Deans, who shall contact relevant Instructors to deal with appeal cases.
- iv. Instructor shall review appeal, mark breakdown and either approve or decline appeal with valid reasons.
- v. For declined appeal cases, Instructors shall send the appeal forms to Unit of Admission & Registration, who shall inform students.
- vi. In case there are changes in marks, the instructor shall finalize the mark, issue student's Change of Mark Form and have it approved by the Head of Department and College Dean, (Form GU-PR10AAP-F04).
- vii. The Dean shall send appeal forms and report together with Change of Mark Forms to the Unit of Admission and Registration.
- viii. The Unit of Admission and Registration shall keep Change of Mark Forms, update the mark in the system, shall announce the results to students and inform Finance Department for fees refund.

b. Second Level Appeal:

- i. The student shall submit to the Unit of Admission and Registration a Second Level Assessment Appeal Form with fees receipt during assessment appeal period, (Form GU-PR10AAP-F05).
- ii. The Unit of Admission and Registration shall send the forms and report (Form GU-PR10AAP-F06) to the relevant C-TLAC.
- iii. The C-TLAC shall review the marked script in accordance with the model answer and approve or reject marks change. In doing so, C-TLAC may invite an instructor from the same specialization.
- iv. For declined appeal cases, C-TLAC shall send the appeal forms to the Unit of Admission & Registration, who shall inform students.
- v. In case, there is a mark change, C-TLAC shall contact the course Instructor to finalize the mark, issue Student's Change of Mark Form (Form GU-PR10AAP-F04), and have it approved by the Head of Department and College Dean,
- vi. The instructor shall send Change of Mark Form to C-TLAC.
- vii. The C-TLAC shall send appeal forms and reports together with Change of Mark Forms to the Unit of Admission and Registration.

- viii. The Unit of Admission and Registration shall keep Change of Mark Forms, update the marks in the system, shall announce the results to students and inform Finance Department for fees refund.

6. Responsibilities

Students are responsible for:

- Following this document appropriately.

Faculty Members are responsible for:

- Implementing this document appropriately.

Heads of Departments are responsible for:

- Ensuring that all faculty members and students are fully informed of this document.
- Ensuring that the contents of this document are appropriately implemented.

Deans are responsible for:

- Ensuring that all faculty members and students follow this document.
- Ensuring that the contents of this document are appropriately implemented.

C-TLAC is responsible for:

- Appropriate implementation of this document.

Unit of Admission and Registration is responsible for:

- Appropriate implementation of this document.

The Vice President for Academic Affairs is responsible for:

- Appropriate implementation of this document.

University Policy Development and Review Committee is responsible for:

- Systematic review of the effectiveness of this document.

7. Related Policies

- Assessment Policy
- Teaching and Learning Policy

8. Related Procedures

- Assessment Procedures
- Deferred and Late Assessments Procedures
- Teaching and Learning Procedures

9. Related References

BQA	Institutional Accreditation Standards Handbook
BQA	National Qualifications Framework Handbook
BQA	Programs-within-College Reviews Handbook