

Student Appeal Procedure Policy

UKPRN: 10090350

Legal Name: Africa Health Research Organization

Trading Name: AHRO University

This document explains the procedure a student would need to follow if you do not agree with an assessment decision on your work and wish to appeal against it

- Step 1:

If you disagree with an assessment, you should initially examine carefully the standards or criteria upon which the assessment was based.

If you still feel that the decision of the assessment is wrong or unfair, you should discuss with your reasons with the assessor concerned as soon as possible

The assessor will consider your reason and look again at what you did for the assessment. You will be given a clear explanation in writing within 5 working days. This will either be a new decision or confirmation of the original decision.

If you agree with this explanation, the appeals stops at this point. If you still feel the decision is wrong, you must inform the assessor. Your appeal will then proceed to step 2.

- Step 2

Within a week of the end of step 1, you need to lodge an appeal in writing with the Director of Courses or Program coordinator.

Your assessor will be able to give you details of who to contact

Your appeal should give details as to why you feel the assessment decision is wrong or unfair. You should also set out how you have tried to resolve the issue with the assessor.

The Program Coordinator would examine the information supplied by both you and the assessor and reconsider the assessment decision

The Program Coordinator will contact you within 5 working days to give the reconsidered assessment decision, the appeal stops at this point. If you are still not satisfied with this decision, you have the right to go to an appeals panel and your appeal will proceed to Stage 3.

- Step 3

Your appeal would go to an appeals panel. The panel will consist of three independent people, who have not previously had any involvement with your appeal. The panel will meet within 10 days of receiving your appeal

You will have the opportunity to speak to the panel or be represented by an advisor or both, or you may make a written statement. The assessor who made the original decision may be asked to attend either physically or virtually to answer questions

The appeal panel will discuss the matter in private and reach a majority decision. The decision will be sent to you within 5 working days of the appeals panel meeting. The decision of the appeals panel is final.

- Step 4

If you are unhappy with the decision of the Appeals Panel, you have the right to escalate this to the Office of the Inspector General. For courses accredited by other University, the student should refer to their programme handbook for the appeal procedure. This can also be found on the University's website.

The above described policies will be reviewed every 3 years at the instigation of Director of Courses. There will be annual review to evaluate if amendments to any of the policies are required due to changing legislation.

The Director of Courses may at anytime request stakeholders to submit report on their compliance with any of the policies

All queries related to any of the policies should be directed to the Records Manager while issues related to non-compliance should be directed to the Office of the Inspector General

These policies has been approved & authorized by office of the Director-General on 26/01/2021