



## **Students Appeal Policy**

LCCI GQ is committed to ensure that there is fair evaluation of students' performance and if they feel otherwise with a valid reason, there is room to appeal and seek a review of his or her evaluation. However, students are also responsible for abiding by LCCI GQ's students appeal policy. At the same time facilitator are responsible to strictly adhere to Internal Verification Methods as listed out in the Internal Verification system. Facilitators or internal verifiers shall always ensure that there is no favoritism or biasness in evaluating students' performance.

Appeal is a petition to review and if needed, change a decision rendered on an evaluation. The basis for a student's appeal of an academic decision may be either that the evaluation judgment was unfair in the view of the student or that LCCI GQ's grading and evaluation system was applied incorrectly in the view of the student.

### **Appeal Process**

On occasion, a student may disagree with the academic decision of a facilitator or internal verifier or evaluation committee (in some cases). LCCI GQ provides an appeal process for the student to request reconsideration of decision made by facilitator or internal verifier or committee.

Step 1 - at the first instance the facilitator of LCCI GQ's approved site who graded or evaluated the student shall be responsible for hearing the student's appeal and take necessary corrective action, if required. For this, the student has to appeal in writing to the concerned facilitator. Once the appeal is made to the facilitator then facilitator must try to resolve appeal within 48 hours.

Step 2 - if no resolution is reached in 48 hours, the facilitator can then consult the Internal Verifier appointed by LCCI GQ and can ask for his/her advice and provide a resolution within further 48 hours.

Step 3 – if no resolution from step 2, the student can file a written appeal to the internal verifier along with the following -

- a) Full description of the appeal
- b) Any supporting documents

Once the written appeal is received from the student, the internal verifier is supposed to resolve appeal within 48 hours of receiving the appeal. If needed, internal verifier can then take advice of the Chief



## **GLOBAL QUALIFICATIONS**

Operating Officer and form a Review Committee to resolve the appeal. In such a case, the Review Committee shall comprise of following members -

- a) Director - Strategic Quality Management (Chair)
- b) Concerned Facilitator
- c) Internal Verifier
- d) Chief Operating Officer (Member Secretary)

LCCI GQ firmly stands on the decision taken by the Review Committee and Review Committee decision remains final.

Student's status does not change while an appeal is under consideration. Student's grade remains as it is, if student is warned, warning stands, if student has been dismissed he or she remains dismissed.