

## **Academic Appeals Policy and Procedure**

### **BACKGROUND**

Pures College is committed to carrying out its academic evaluations responsibilities to its Students in a fair and timely manner. It is the intent of the College that any differences of opinion regarding grades and evaluations be resolved as quickly as possible.

### **POLICY**

The College will ensure that a mechanism is in place for Students to appeal their grades/evaluations.

### **SCOPE**

The following situations are eligible for appeal:

- Mark or evaluation received for any work performed within a course.
- Final grade for a placement evaluation.
- Final grade for one or more courses.

There are three potential outcomes:

- Appeal is denied.
- Appeal is upheld with conditions (e.g. alternate option for Student to complete the mark).
- Appeal is upheld with the Student assigned a new mark.

For the application of this process, it is assumed that:

- Student receives a grade and/or evaluation at a scheduled time during the school term.
- Student receives their transcript and other information via the internet or mailed to them at their address on file with Student Services within six (6) business days.
- Student has acted within the timeframes

Appeals will be heard on individual cases. In cases where the Student is appealing more than one evaluation from a course or evaluations from more than one course, each will be treated as a separate appeal.

The deliberations of the appeal hearing will be considered privileged and as such will not be recorded.

The appeal fee will be returned to the Student if the appeal is upheld.

Outstanding course fees may limit the Student's ability to appeal a grade.

If the appeal is of a prerequisite course, then entrance into the next course in the requisite series will be denied unless the appeal is upheld. In the situation that the appeal is upheld, the Student will start the next course with a modified learning plan to adjust for the later start date.

Representation by legal counsel on behalf of either the Student or Faculty Member is not permitted.

**DEFINITIONS**

1. **Departure:** a deviation from an accepted, prescribed, or traditional course of action or thought.
2. **Merit:** the value or grade of work/assignment submitted and evaluated.
3. **Placement:** a period of supervised work (work placement, co-op, etc.), where the Student has the opportunity to experience working in a specific role with an organization.
4. **Practical Assignments:** a task a Student is given as part of the course requirements. The assessment for the course includes a practical evaluation (oral presentation, practical examination, etc.).
5. **School:** consists of programs within an area of study (Business & Office Administration, Community Services, Health Sciences, Engineering Technology & Trades, etc.).

**PRINCIPLES/GUIDELINES****Grounds for Appeal and Supporting Documentation**

Appeals of grades received must be based on one or more of the following criteria:

**1. Merit of Work Completed**

Student has been awarded a grade that is lower than anticipated due to a perceived error in the application of established grading criteria.

Examples include, but are not limited to:

- Discrepancy in the recording of completed assessments.
- Discrepancy in the calculation of final grades.
- Discrepancy in grading of practical assignments (oral presentations, placements, practical examinations, etc.).

Supporting Evidence:

- Detailed rationale as to the nature of the grading discrepancy, specific documentation and evidence from course notes, etc.
- Record of assessments relating to the disputed grade (rubrics, googleclassroom mark, etc.).

## **2. Equitable Treatment**

Student can provide evidence that they have not been treated in a fair or equitable manner by a Faculty of the college with a direct or perceived impact on the Student's grade in an assessment of course.

Examples include but are not limited to:

- Student believes that they have not been provided with timely feedback to identify issues of performance early enough in the course of study.
- Student provides evidence that work submitted is of equal or greater merit to another Student(s) work, yet receives a grade that is substantially different.

Supporting Evidence:

- Detailed, written statement of incidents/circumstances (including any and all documentation to verify the claims made). Consent must be obtained by the Student(s) providing the comparative work.

## **3. Course Management**

Student identifies a significant departure from the course outline or academic policies, which has negatively affected the Student's academic performance.

Examples include, but are not limited to:

- Assessment of a Student's performance does not align with the information provided in the course outline.

Supporting Evidence:

- Course outline, Policy, Student Handbook, etc.
- Written explanation of how policy/procedure has been breached and how this directly impacted the Student's success in the course.

## **4. Medical/Legal/Compassionate**

Student is unable to complete required assessments/course work as required due to circumstances outside of their control, or these circumstances are perceived to have had a negative impact on performance that has not been adequately considered in the assessment.

Examples include, but are not limited to:

- Hospitalization, infectious disease.
- Medical condition that prevents the Student from completing assigned work or testing.
- Legal obligations, mandatory court appearance, etc., not included incarceration.
- Death or serious illness of a family member or loved one.

**Supporting Evidence:**

- Health Care Provider's note, record of hospitalization, death certificate, travel documents, funeral notice, police report, etc.
- Summons, subpoena, notice of Jury selection, etc.
- Evidence that the absence was unforeseen or unexpected.

**RESPONSIBILITY****Membership of Appeal Committee**

- Chair – Academic Manager
- Campus Support Supervisor (or non-academic administrative designate)
- Faculty Member (from a different program)
- One (1) other Member as deemed appropriate by the Chair (e.g. subject matter expert) – This member will act as a resource member only (non-voting)

**Academic Appeals Procedure****STAGE 1:**

- Student must arrange for an informal consultation with the Faculty Member within five (5) business days of receiving a grade within a course or within twenty (20) business days of receiving the transcript for a final grade.
- Any decision resulting in a change of grade must be accompanied by a Record of Amendment, which will be forwarded to Student Services.

**If the consultation does not resolve the disagreement, continue to STAGE 2, and complete the Appeal Application Form**

**STAGE 2:**

- Student must have a consultation with the Program Coordinator and College Advisor within five (5) business days of the unsatisfactory resolution of Stage 1 to review the grounds for an appeal and supporting evidence.
- Upon review of the evidence, the Program Coordinator and College Advisor, will provide a decision regarding the Student's appeal.
- Any decision will be conveyed to the Student and Faculty Member in writing.
- Any decision resulting in a change of grade must be accompanied by a Record of Amendment, which will be forwarded to Student Services.

**If the review or explanation does not resolve the disagreement, obtain the appropriate signatures on the Appeal Application Form and continue to STAGE 3.**

**STAGE 3:**

- Student must pay the appeal fee (\$30) to Student Services within three (3) business days of a non-resolution from Stage 2.
- Student Services will ensure all relevant materials are transferred to the Academic Manager.
- Within five (5) business days, the Academic Manager will provide a decision regarding the Student's appeal.
- Any decision will be conveyed to the Student and Faculty Member in writing.
- Any decision resulting in a change of grade must be accompanied by a Record of Amendment, which will be forwarded to Student Services.

**If the application review does not resolve the disagreement, obtain the appropriate signatures on the Academic Student Appeal Form and continue to STAGE 4.**

**STAGE 4:**

- Within three (3) business days of a non-resolution from Stage 3, the Chair will set a date for the appeal hearing.
- Student and all College Staff Members involved (faculty, coordinator, advisor, etc.) will be present during the presentation of testimony.
- If the Student wishes, they may be accompanied by a person for emotional support. The Faculty Member may also be accompanied by another Faculty Member or Union Representative. In all cases, a

list of participants must be provided to the Chair at least three (3) business days prior scheduled hearing date.

•Any decision resulting in a change of grade must be accompanied by a Record of Amendment, which will be forwarded to Student Services.

**Academic Appeal Hearing Steps for Stage 4:**

**STEP 1.** All previously submitted documentation and supporting evidence will have been made available to the entire Committee in advance of the hearing. Exceptions, including time limits may be made at the discretion of the Chair. The Chair may interrupt or terminate portions of the presentation that are deemed to be irrelevant or inappropriate.

**STEP 2.** Student will present an opening statement which will outline the basis of the appeal. The student will be allowed to present their statement without interruption; they may present the documentation that has been sent to the Chair.

**STEP 3.** Committee Members will be given the opportunity to question the testimony and to further examine any documentation that has been introduced and ruled as relevant and admissible.

**STEP 4.** Student and Faculty Member may make a reply without interruption and may present the documentation that has been provided to the Chair.

**STEP 5.** Student and Faculty Member will each be given the opportunity to question the testimony and to examine any documentation that has been introduced and ruled as relevant and admissible.

**STEP 6.** Chair may question all in attendance and ask for any additional information that is required from the appropriate source.

**STEP 7.** After all testimonies have been heard, and submissions reviewed, the Committee will deliberate and come to a decision without the presence of the Student or Staff Members.

**STEP 8.** Chair will notify the Student and Staff Members involved of the decision, in writing, within three (3) business days. The decision will be final.

**Attachments: Appendix A** – Appeal Application Form

**Appendix B** – Academic Student Appeal Hearing Process AGENDA

**Appendix C** – Student Appeal RESPONSE LETTER TEMPLATE

**Appendix D** – Students REFERENCE GUIDE for Academic Appeal Stages

### Appeal Application Form

#### Individual Course Final Grade

\*\*\*Information in the first two boxes must be filled out by the student in full

Student Information	
Last Name: _____	First Name: _____
Student ID #: _____	Date of Admission: _____
Phone #: _____	Program: _____
College Email: _____	

  

Appeal Final Grade Information	
Section Code: _____	Course Name: _____
Academic Semester in which the course was taken: _____	
Final Grade Awarded: _____	
Reason for Appeal: _____	

<b>Stage 1-</b> Date: _____	Student Signature: _____
<b>Stage 2-</b> Date: _____	Student Signature: _____
<b>Stage 3-</b> Resolved: YES <input type="checkbox"/> NO <input type="checkbox"/>	Date: _____
* Please attach a separate letter to explain further in details of the reason for dissatisfaction if "No" is checked.	
Academic Manager Signature: _____	Student Signature: _____

*Note: You can only apply to file ONE appeal at a time. If you want to appeal for multiple courses, you need to wait for an appeal in process to conclude before submitting another "Appeal Application Form".*

Internal Use ONLY	
Student Attendance Report: _____%	Approved for Stage 3: YES <input type="checkbox"/> NO <input type="checkbox"/>

Comments: \_\_\_\_\_

Conclusion: \_\_\_\_\_

*STAGE 2 – DOCUMENTATION*

*Please complete each of the following questions.*

*Attach your response and supporting documentation to this form.*

1. **Please explain why you are appealing the grade in the course listed and why your expectations about a grade change are reasonable. Does your rationale meet the criteria for appeal listed in Academic Appeal Policy?**
2. **What outcomes are you expecting as a result of this review?**
3. **Please state clearly the evidence you are bringing forward to support this grade appeal.**
  - *Attach any relevant documentation (tests, assignments, labs, etc.–if the faculty has retained any assignments or tests, it is the student’s responsibility to provide a copy for the review process).*
  - *The supporting documentation that you and your faculty provide here will be used throughout the remaining appeal process.*

**NO ADDITIONAL documentation in support of your appeal will be accepted.**



**Academic Student Appeal Hearing Process Agenda****1. Welcome**

- Introduction of the Chairperson (1-2 minutes)
- Summarize what the Academic Appeal is looking to resolve—what is the issue
- Confirmation that both parties have received each other's supporting documentation

**2. Introduction of Appeal Committee Members****(1-2 minutes)****3. Overview of the Appeal Hearing Process****(1-2 minutes)**

- Abbreviated version of Agenda items #4 to #11 below

**4. Student's Opening Statement and Presentation****(up to 15 minutes)**

- Uninterrupted overview of evidence and supporting documents
- Testimony of material witnesses—character witnesses are not necessary
- Chairperson will rule on what is relevant and admissible information

**5. Appeal Committee Members and Faculty Member can ask Questions of Student's Evidence, Documentation and Testimony****(5 minutes)****6. Faculty Member's Opening Statement and Presentation****(15 minutes)**

- Uninterrupted overview of evidence and supporting documents
- Testimony of material witnesses, if any
- Chairperson will rule on what is relevant and admissible information

**7. Appeal Committee Members and the Student can ask Questions of College Evidence, Documentation and Testimony****(5 minutes)****8. Chairperson can ask Questions of Evidence, Documentation and Testimony****(5 minutes)****9. Chairperson's Request for Additional Information****(if necessary, 1-2 minutes)**

- Chairperson reinforces that a written response to the Appeal will be delivered to the Student, the Faculty Member(s) and all members of the Academic Appeal Committee within three (3)

Address: 200&amp;300 – 1450 Midland Ave. Toronto, ON. M1P 4Z8

Tel: 416-290-5558, Fax: 416-498-5570

Website: [www.pures.ca](http://www.pures.ca) Email: [ask@pures.ca](mailto:ask@pures.ca)

business days

- Student and the Faculty Member(s) are asked to leave the room

**10. Academic Appeal Committee Deliberation****(10–15 minutes)**

- Academic Appeal Committee deliberates
- Chairperson summarizes the discussion

**11. Chairperson adjourns the Academic Appeal Committee Hearing**

*[Date inserted]*

**Pures College**

*[Student's address and/or email inserted]*

**APPEAL REFERENCE:** *[Student name & Student # inserted]*

**Dear** *[Student name inserted],*

**On** *[Date inserted]*, an appeal meeting was held to review *[integrity situation inserted]* in the *[program and specific situation inserted]*.

**Rationale cited for your** *[results inserted- e.g., unsuccessful grade]* **was based on the following:**

- *[list of actions or results inserted-as bullet points]*

*(Add paragraph: Discussion of expectations on performance and the relationship to the performance demonstrated in this case)*

**RESULT OF APPEAL:** Your request for appeal is *[DENIED/UPHELD]*.

*(Add paragraph: Follow-up plan as required-who to speak to, what happens next, etc.)*

**Sincerely,**

*[Name of Dean/Chair inserted]*

*[Title of Dean/Chair inserted]*

**cc:** *[as appropriate]*

**Student Reference Guide for the Academic Appeal Stages  
Condensed Version**  
(Reference Academic Policy A-5 and Procedure A-5 PR-1)

**Academic Appeal Stages**

**STAGE 1**  
Student arranges informal consultation with Faculty Member Five (5) business days of receiving a grade within a course  
**OR**  
Twenty (20) business days of receiving the transcript

Resolved

Faculty arranges for a Record of Amendment to be completed  
**OR**  
Student is satisfied with the justification of the grade received.

NOT Resolved

**STAGE 2**  
Student consults Program Coordinator and College Advisor within five (5) business day to review the grounds for an appeal and supporting evidence.

Resolved

Coordinator arranges for a Record of Amendment to be completed  
**OR**  
Student is satisfied with the justification of the grade received.

NOT Resolved

**STAGE 3**  
Student pays the appeal fee within three (3) business days of non-resolution from Stage 2. Student Services ensures all relevant materials are transferred to the Academic Manager

Resolved

Academic Manager arranges for a Record of Amendment to be completed  
**OR**  
Student is satisfied with the justification of the grade received.

Within five (5) business days, the Academic Manager will provide a decision regarding the Student's appeal.





