



TYPE: Policy and Procedure

SUBJECT: APPEALS

REFERENCE: LWP14

DATE: 1st October, 2020

LAST REVIEWED: 1st October, 2021

APPROVED BY:
Board of Directors

1. Introduction.

1.1 An appeal is a petition to change a decision particularly about an academic matter. The basis for a student's appeal of an academic decision may be either that the academic judgment was unfair in the view of the student or that the institution's academic policies were applied incorrectly in the view of the student.

1.2 Students are responsible for their academic choices and for meeting the standards of academic performance established for each course in which they register.

1.3 Students may appeal an academic decision if they believe that an academic judgment was unfair or that the institution's academic policies were not followed or were applied incorrectly. Both student and lecturer or decision-maker involved have a right to a meaningful opportunity to be heard and to respond to information and to documentation presented.

2. POLICY & SCOPE

Learning Works is committed to respect the dignity of the individual and seeks to respect and promote the principles of diversity and inclusion. Learning Works adopts a zero-tolerance policy on matters related to aggression, harassment (physical and/or verbal), aggression and unfair discrimination.

3. CONFIDENTIALITY

All cases are bound with full confidentiality and non-disclosure. Learning Works adopts a strict policy of confidentiality on all cases.

4. PROCEDURE

The institution's appeals process includes an informal resolution procedure as well as a procedure for formal appeal of an academic decision. The institution expects the student to attempt an informal resolution before making a formal appeal.

At the informal resolution process the student should discuss the matter directly with the party involved and make a reasonable effort to resolve the issue. If this does not lead to resolution a formal procedure needs to be made consisting of the following process:

- a. The student and/or staff members logs in a formal, documented complaint to any member of Learning Works top management team of his/her trust. If the relevant administrator made the original decision about which the appeal is being raised, an appropriate administrator will be assigned to the administrative role in the appeals process.
- b. A written report is forwarded directly to the head of the institution. The latter evaluates the case and appoints an ad hoc board to investigate the case. The Head of the Institution chairs the ad hoc board,
- c. A formal hearing is scheduled by the ad hoc board within a maximum of 8 days of appointment. The ad hoc board calls in any individual it deems fit for the effective proceedings of the hearing.
- d. Following the formal hearing, the ad hoc board formulates the required action/s and informs the appellant of the decision taken.

5. APPEALS

The decision of the appeal board is final.

6. RECORD KEEPING

A documented record of all appeals is kept at the administration office of Learning Works. A dedicated file is allocated, which will also contain recorded decisions taken by the appeals board. All records are kept for a minimum period of six years.

Charlo Bonnici
CEO

Section B

Type of Appeal

Indicate the type of appeal you are making.

Specify whether it refers to:

A. Final Grade in a Course:

B. Application of the Regulation of the Institution:

C. Any other type of appeal. Clearly describe the nature of your appeal:

Section C

An outline of the action you have taken so far:

A. Name of the individual against whom the complaint or grievance was filed?

B. With whom was the initial complaint/grievance filed?

C. Why did you remain dissatisfied with the response to your complaint?

Section D

Desired Outcome:

Student Signature

Section E

For Office use:

Appeal form received on _____

IQA report issued on _____

Board final decision reached on _____

Elaine Bonnici
Administration Manager