



# **Avicenna International College**

*AIC Rules and Protocols*

*R-114*

*“AIC Appeals Policy for Learners”*

The “AIC Appeals Policy for Learners” is meant for the registered students of AIC and those external students who have taken any exam at the AIC exam center provided by any of our awarding bodies. This policy will define the standards and procedures to be observed if any student wishes to submit a request for re-evaluation of his/her exam and consider a re-mark.

The AIC faculty, management and those responsible for training and quality assurance and students will be aware of the contents of this policy. Students will get a copy of this policy via their student email upon arrival at AIC.

AIC will assign the “Appeal Review Committee” to review an appeal filed by the student. In special cases, AIC may invite independent, external faculty members of other colleges and universities to participate in the Appeal Review Committee.

### **Options and Time of Appeal**

Students can file their request for appeal at any time, but they can decide to follow the process officially when one of the below cases is established:

- If the student is convinced that AIC did not follow the exam and fair assessment procedures properly.
- If the student believes that the results of his/her exam or assessment are biased and do not reflect his/her abilities and knowledge.
- When a student has requested the allocation of reasonable adjustments or special consideration and he/she is not satisfied with the decisions of AIC or believes the decision is not fair or is not according to the rules, regulations or the guidelines of the awarding bodies.
- If the student disagrees with the opinion of “Disciplinary Committee” following an investigation into malpractice
- When a student believes there were errors in questions of an exam paper that could gravely impact his/her result

It is the right of any student to file an appeal, yet such appeals must be based on facts and reasoning. If an appeal is filed only because the student is not happy with his/her exam results, such appeal may be denied.

If a student appeals to an exam result due to sickness that took place at the time of the examination, then the rules of “Access Arrangements, Reasonable Adjustments, and Special Considerations Policy” will apply.

The student is expected to submit a request of an appeal online within 10 working days of the assessment/examination result being released. After this date, any filed appeals may be reviewed on a case by case basis if they win any merit.

### **Process for Filing Appeal Request**

Students must file their appeals online and submit such requests within 10 working days of the examination results have been published. The receipt of the appeal will be acknowledged. The student should specify the date and name of the exam and provide a clear explanation and reason for the appeal. Then the student should pay the appeal fee to the AIC bank account. After the receipt of the appeal fee, AIC will assign a team to review the appeal and start proper investigation according to the current rules and regulations.

### **Fees**

AIC will charge 10000 HUF or 30 Euro to review an appeal.

### **Administration Period**

AIC will acknowledge receipt of the appeal filed by the student within 2 working days. A lead investigator will be assigned to handle the appeal request which will

be a case by its tracking number. The lead investigator will be independent with no personal interest or involvement in the matter of the appeal.

In general terms, an appeal review should be completed within 15 working days. When applicable, the awarding bodies will be notified of the appeal and their guidelines and opinion will be sought and implemented. In such cases, the review period may be longer.

### **Decision**

The “Appeal Review Committee” will investigate and review the exam or assessment and will communicate their decision to the student. The reasons for the decision will be written according to AIC regulations and the regulations of the awarding bodies.

### **Second Appeal for Independent Review**

If the student does not agree with the decision of the “Appeal Review Committee”, then he/she may file a request for a second and final interview by an independent investigator or body.

Within 10 days of the publication of the decision of the committee, the student should submit his/her request online with a statement of his/her strong reasons for the request of the second review. AIC will consider the request and will inform the student within 4 days of denying this request or assigning an independent reviewer from another school, college or university who will review the request and provide his/her expert opinion within 20 days. The independent reviewer may arrange a joint discussion meeting or ask for further information. The decision of the second reviewer is final.

The student will pay 30000 HUF or 100 Euro as the procedural fee for the request of the second appeal.