



UCT ONLINE HIGH SCHOOL

POLICIES

APPEALS POLICY

Cambridge International



in collaboration with

VALENTURE INSTITUTE



**Cambridge Assessment
International Education**

Cambridge International School

UCT Online High School is a registered
online Cambridge International School



OVERVIEW

Purpose	The purpose of the policy is to provide guidelines to aggrieved individuals, including learners, Guardians and other parties wishing to appeal the examination, assessment, application or other decision made by the UCT Online High School for the Cambridge International Curriculum.
Custodian	Head of School for Cambridge International
Approval Authority	Chief Academic Officer & Executive Head of School
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Contents

Contents	3
General	4
1. Policy Introduction	4
1.1. Scope	4
1.2. Policy statement	4
1.3. Important terms	5
2. Admissions Appeals	6
3. Academic Appeals	7
Outcome of Academic Appeals	9
3.1. Informal resolution procedure	9
3.1.1. The informal resolution process includes the following possible steps:	9
4. Progression Appeal	10

General

This policy was developed by the custodian(s) and adopted by the leadership of UCT Online High School, namely the approval authority, in collaboration with UCT Online High School (the “School”). The School reserves its rights to amend this policy.

1. Policy Introduction

1.1. Scope

The UCT Online High School's appeals policy ("Policy") applies to the UCT Online High School as a whole, including all staff, learners, and guardians of the UCT Online High School and extends to all areas of engagement.

The procedures set out in this Policy apply, and must be followed where there is a considered intention to appeal an academic decision.

1.2. Policy statement

- 1.2.1. Learners and guardians are responsible for their academic choices and for meeting the academic performance standards established by the UCT Online High School and applied to all programmes and assessments.
- 1.2.2. The UCT Online High School and staff, together with the relevant assessment body, are responsible for establishing the methods and criteria for evaluation and carrying out evaluations and assessments of the performance by learners.



- 1.2.2.1. The evaluation and assessment criteria applied, are recorded in various documents made available to learners by the UCT Online High School and will be followed during all evaluations.
- 1.2.2.2. Learners and guardians may appeal an academic decision if they believe that the decision was unfair or that the academic policies were not followed or applied incorrectly. All parties involved in the appeal have a right to a meaningful opportunity to be heard and to respond to information and documentation presented.

1.3. Important terms

- 1.3.1. **Academic appeal** - refers to a request to review a decision about an academic matter. The basis for an appeal of an academic decision must be reasonable and not frivolous. Examples of academic appeals may be either that a marking or moderation (or review of marking or moderation) error has occurred or that the awarding body did not apply its procedures consistently, properly or fairly and is applied for in respect of an awarding body examination only after the learner has received the outcome of the post-results services.
- 1.3.2. **Aggrieved individual** - a person who appeals a decision, or issues notice of a grievance.
- 1.3.3. **Assessment body examinations** - refer to the summative assessments prepared and marked or evaluated by the relevant assessment body, independently of UCT Online High School.
- 1.3.4. **Assessment body** - refers to the relevant assessment body responsible for the official assessment and oversight of qualifications made available by the UCT Online High School.



- 1.3.5. **External assessment** - means any assessment activity, instrument or programme where the design, development and implementation has been initiated, directed and coordinated by an independent Assessment body.
- 1.3.6. **Marking error** - means the awarding of a mark which could not reasonably have been awarded given the evidence available, the criteria against which learner's performance is differentiated and any procedures of the awarding body in relation to marking.
- 1.3.7. **Administrative error** - a failure to properly execute an administrative task in accordance with the applicable criteria, rules and procedures; or an unreasonable exercise of academic judgement.
- 1.3.8. **Staff** - refer to all employees of UCT Online High School
- 1.3.9. **Learner** - refers to any person that is enrolled with the UCT Online High School as a learner for an academic programme and/or qualification.
- 1.3.10. **Qualification results** - a learner's examination / final result or qualification status which is subject to the assessment policies of the Assessment body. The timing of the results for any external summative assessment is determined by the respective Assessment body.

2. Admissions Appeals

- 2.1. Should a guardian disagree with the UCT Online High School's decision to admit the learner, an appeal may be lodged within one calendar week from the date on which feedback was sent to the said guardian.
- 2.2. The relevant appeal form must be sent to the Admissions Consultant.
- 2.3. All appeals must be accompanied by additional supporting evidence.



- 2.4. All evidence will be reviewed by The UCT Online High School's Committee in consultation with any other official or specialist whose input may be required.
- 2.5. A response will be given within 3 work days of submission of the appeal.
- 2.6. The decision of the UCT Online High School is final and no further internal appeals will be entertained.

3. Academic Appeals

Learners or Guardians may submit an appeal about the results of their Formal Assessments, their Internal Cycle Tests and Examinations and their final report grades. There are a number of grounds for submitting an academic appeal. These are detailed in the table below.

Please note that all appeal applications **MUST** be accompanied by relevant documentation/evidence to support the appeal. **Applications that are not supported by the appropriate evidence will immediately be denied and will not be investigated.**

Grounds for Academic Appeal	Details of Appeal
Illness (physical or psychological)	A valid medical certificate as issued by a registered medical practitioner must be submitted
Family Bereavement	The death of an immediate family member as supported by a death certificate



Natural Disaster	These refer to events outside of human control. You are required to submit evidence of such event(s) having occurred and/or reports from counsellors, psychiatrists etc as needed.
502/504 Error	Please include a screenshot of the 502/504 error message. The screenshot should include the date and time of the error message.
Report Calculation Error	You believe that there has been a calculation error on the report.
Incorrect Paper Graded	The paper that was graded was not the paper that your learner submitted
Incorrect 0	Incorrectly received a mark of 0 for my Cycle Test/Formal Assessment: Please submit a copy of your correct, complete submission for us to compare against what was submitted on the Online Campus and/or TIA.
Clerical Error	All parts of an examination script/formal assessment/Cycle Test have not been marked and that the marks were totalled and/or recorded incorrectly.
Marking Error	A review of the original marking to check that the mark scheme was applied correctly.



Outcome of Academic Appeals

Outcomes of an academic appeal will be communicated to the learner or guardian in writing, within 10 school days. The following will not constitute a valid reason for submitting an appeal and will be dismissed.

- a. You disagree with our internal grade thresholds.
- b. A learner's Cycle Test or Examination results are outside their expected range.

3.1. Informal resolution procedure

3.1.1. The informal resolution process includes the following possible steps:

- 3.1.1.1. Informal resolution with the staff member responsible for the academic decision: Where appropriate in the circumstances, guardians should put in writing that they request a resolution on an academic outcome. This request should be submitted to the learner's support coach, within 5 school days of the issue arising. The staff member responsible has 5 school days to respond, in writing, to the request with an outcome.
- 3.1.1.2. Informal resolution by a senior representative of the Faculty or Student Experience division: Where the applicant and the staff member cannot resolve the matter or the circumstances are not appropriate for the individual to approach the staff member directly, the individual must submit a written informal resolution request to the support coach within 5 (five) school days of the matter arising or 5 (five) school days of the learner's receipt of the informal appeal. The senior representative of the Faculty or Student Experience division, will facilitate an informal resolution between the learner and staff member where appropriate or



take reasonable steps appropriate to the circumstances of the situation on a case by case basis.

- 3.1.1.3. The UCT Online High School reserves the right to request the applicant to provide reasons for requesting the senior representative to facilitate the informal resolution.

4. Progression Appeal

A guardian has a right to appeal the final decision made by the school to progress or retain a learner and must follow the following process;

- 4.1. To appeal a progression decision, the guardian must submit a written request by the first day of the school year, specifying the reasons why the progression decision is being contested. An appeal that is based on one or more of the following reasons bears prospects of success and could potentially succeed.
 - 4.1.1. Physical and/or emotional Health
 - 4.1.2. Trauma
 - 4.1.3. Bereavement
 - 4.1.4. Natural Disaster
- 4.2. The appeal must be referred to the progression committee for consideration and decision.
- 4.3. The onus shall be on the guardian as the appealing party to show why the progression or retention decision should be overturned.
- 4.4. The committee shall, within fourteen (14) days of the start of the term, make a final determination in this regard; and will be communicated, in writing, to the guardian.