



Grade Appeal Policy

Category:	A	Number:	004
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For more information about PTIB and how to be an informed learner, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

1. The Centre for Indigenous Health Leadership allows for the appeal of final grades by learners who have cause for appeal. Learners may not appeal individual items of work such as examinations, quizzes, projects, assignments, practicums, or professional practice learning artifacts except in the context of an appeal of a final grade.
2. If a learner has concerns about a grade for an individual item of work, learners are encouraged to discuss with their instructor and to document the reason for concern. This policy offers recourse to a learner who has material evidence to show that an inappropriate final grade has been assigned. The Centre recognizes the right of a learner to appeal a final grade on the following grounds:
 - a) A significant error in the assessment, evaluation, determination, and/or calculation of the final grade;
 - b) A significant error in the assessment, evaluation, determination, and/or calculation of individual components of the course;
 - c) Credible claims of instructor bias or discrimination;
 - d) Failure by the instructor to follow the evaluation profile, grade assignment, and operational details as stated in the course syllabus;
 - e) Extenuating circumstances beyond the learner's control that affected the learner's academic performance, or made it impossible for the learner to write the final test or exam as scheduled, or to complete an item of work. Learners will be expected to provide evidence to support a claim for extenuating circumstances.
3. In all cases where a learner has a disagreement with a final grade assigned in a particular course, the learner shall first discuss the matter with the instructor. Where the instructor is no longer employed by the Centre, or does not respond, the senior academic officer or designate will provide, to the best of their ability, a response in the instructor's stead.

4. If there has been a clerical or administrative error, or if after the discussion the instructor wishes to change the grade for any other reason, the instructor may change the grade in accordance with policy.
5. If the learner wishes to appeal the decision of the instructor, the learner must submit to Learner Services a Final Grade Appeal form, along with any additional documents or other evidence to support the appeal, within 14 days from the day the student has access to the assigned final grade. No appeal should be accepted by Learner Services once the fourteen days have elapsed, with the exception only of extensions granted at the discretion of Learner Services on the basis of extraordinary circumstances.
6. Upon receipt of the Final Grade Appeal form, Learner Services will determine whether or not the appeal falls within the scope of this policy. If it does, the Final Grade Appeal form, along with supporting documents, will be sent, within seven (7) days, to the instructor
7. Within 14 days of the receipt of the Final Grade Appeal form, the instructor shall send to Learner Services a written response to the appeal, including all available assignments, exams, exam keys, course syllabus, and the final mark determination scheme related to the course work being re-evaluated.
8. Upon receipt of the response to the grade appeal, or sooner if possible, Learner Services will forward all appeal information to the senior academic officer, or designate.
9. The senior academic officer, or designate, will form a Final Grade Appeals Committee of three members, one of whom will be a learner, and two of whom will be instructors who did not teach the course to the learner who has requested the appeal. At least one instructor with expertise in the discipline or related discipline shall be appointed. The senior academic officer, or designate, may appoint external faculty for the appeal if viewed by the senior academic officer, or designate, as necessary for an impartial hearing.
10. The Final Grade Appeals Committee will review the grade, the materials used to determine such grade, and, where the Final Grade Appeals Committee deems appropriate, meet with the instructor and learner.
11. The senior academic officer, or designate, will provide the outcome of the appeal, including the reason for the grade change, if applicable, to the learner and the instructor. The final grade may be revised up or down or may remain unchanged.