

CMI Management School

– Learner Appeals Policy

**13th November 2014**

# Grounds for appeal

All participants are entitled to appeal against any decisions regarding assessment(s) leading to the award of the Certificate or Diploma on the following grounds:

* the result(s) of assessment(s) determined are unfair and/or illegal in terms of the provision under Equal Opportunities legislation and Institute policy,
* the process of assessment has been the subject of material irregularity, such as administrative errors or failure to comply with course regulations
* orthere are mitigating circumstances, which may have led to impaired performance in assessment items and which arise from factors which the participant was unable, or for legitimate reasons unwilling, to divulge. This category would include inadequate provision allowed for special needs on the part of the participant.

# Appeals procedure

Appeals must be submitted, in writing, to the Programme Director at CMIE Management Centre who will lodge the appeal with the Lead Internal Verifier.

A written acknowledgement of the appeal, stating when the appeal will be reviewed, will be issued within two working days. The Lead Internal Verifier will investigate the appeal and report their findings in writing within 28 working days.

If the participant is not satisfied with the appeal decision then this can be escalated to the CMI Awarding Body and the appropriate Quality Manager to undertake a further review.

## Further information

Participants who wish to lodge an appeal are personally responsible for ensuring that they are familiar with the regulations of the appropriate accrediting body/bodies for the course.

All appeals must be made in writing to the Programme Director, within two calendar months of the last notification of assessment results. The appeal must contain a summary of the grounds for appeal and must clearly identify the facts relating to the appeal.

The Programme Director will determine whether there are prima facie grounds for the appeal and whether such an appeal is permissible under the regulations of the relevant accreditation body. The Programme Director will then advise the participant accordingly and invite the participant to choose if they wish to continue with the appeal.

If the appeal is withdrawn, the Programme Director will formally notify the Faculty Committee of the circumstances surrounding the initial appeal and submit copies of any documentation supplied by the participant.