

## **Student Appeals Policy and Grades Appeal Procedure**

The Higher Hotel Institute Cyprus supports the need for students to have their appeals and complaints heard in a timely manner that is transparent and fair. The students have the right of submitting petitions requesting special permission for exemptions from regulations and policies of the Institute, or requesting more fair treatment in case they believe that they have been wronged by the teaching or administrative staff of the Institute. These petitions will be considered on an individual basis by the Director of the HHIC and the Senior Officer in consultation with the appropriate teaching staff and Programme Coordinator.

In particular, this policy provides the students with the right of submitting a grade appeal as follows:

### **Grades Appeal Procedure**

1. Should a student believe that the final grade achieved in a specific module does not reflect a fair evaluation of their performance, the student has a month within to appeal. A petition form (provided by the Student Welfare Office upon request) is submitted in writing to the Student Welfare Office for reassessment explaining in detail the reasons for submission.
2. This procedure is particularly intended to deal with disputes that may arise regarding the final examination. In the case of mid-term examinations/assignments/class project, the student should contact the lecturer/instructor immediately rather than wait until the end of the semester. If after the submission of the overall grade the student still believes that the grading was unfair, she/he may then proceed with an appeal.
3. The Student Welfare Office forwards the request to the Director, the Senior Officer and the Programme Coordinator who will ask the opinion of the lecturer/instructor on the matter.
4. If the Director, the Senior Officer and the Programme Coordinator consider that the grading was unfair, i.e. its rigor exceeds the reasonable grading discretion of the evaluator, then they form a committee of two independent graders (lecturers/instructors in the programme with appropriate qualifications) and the relevant documentation will be delivered to them. In this case, the final score is defined as the average of the scores given by the two independent scorers.
5. In cases where the Director, the Senior Officer and the Programme Coordinator consider that the grade given by the teacher fell within reasonable boundaries, then they do not set up a committee and the grade remains as it is.

6. In each of the above two cases the student is informed accordingly.