



Syllabi – upskilling African Professionals
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Vice-Chancellor's Office, Ministry of Education, KN 7 Av, Kigali, Rwanda

Grade Appeal Policy

1. Introduction

- This policy establishes a formal procedure for students who wish to appeal a grade they believe to be incorrect, unfair, or improperly assigned. The university ensures a transparent, fair, and structured process for resolving such concerns.

2. Scope of the Policy

- This policy applies to all courses and academic programs at Syllabi University. It governs appeals related to final course grades, individual assessment components, and other grading decisions made by faculty.

3. Grounds for Appeal

- A student may appeal a grade on the following grounds:
 - Clerical or administrative errors in grade calculation.
 - Inconsistent application of grading criteria.
 - Failure to follow the grading policies outlined in the course syllabus.
 - Bias or unfair treatment impacting the assigned grade.
- Dissatisfaction with a grade alone is not considered valid grounds for appeal.

4. Grade Appeal Procedure

- Centralized Oversight: The Examination Board will provide oversight of the grade appeal process, to ensure consistency.
- 4.1 Informal Discussion
 - The student must first discuss the grade with the **examiner** within two weeks of receiving the grade.
 - The **examiner** will review the grade and provide clarification. If an error is identified, the **examiner** may request a correction.
 - The student may ask the Student Advisory Service for advice and support regarding his grade appeal.
- 4.2 Formal Appeal Submission
 - If the issue is not resolved, the student may submit a formal appeal to the Examination Board within four weeks of the grade's publication. The appeal must include:
 - A written statement outlining the reason for the appeal.
 - Supporting documentation (e.g., graded assignments, course syllabus).
 - Any relevant communication with the **examiner**.
- 4.3 Review by the Examination Board



- The Examination Board will review the appeal and may consult the **examiner**.
- Detailed Investigation: The Examination Board will conduct thorough reviews of all provided documentation, and may conduct interviews. All steps of the investigation will be documented.
- A decision will be made within 30 days and communicated in writing to the student.
- 4.4 Final Appeal
 - If the student is unsatisfied with the Examination Board's decision, a final appeal may be submitted to the Executive Organ within 10 days.
 - The Executive Organ's decision is final.
- 5. **Appeals for Failing a Module**
 - Students who fail a module after exhausting all attempts will receive a written notification of their final failure, including information on their right to appeal.
- 6. **Confidentiality and Non-Retaliation**
 - All appeals will be handled confidentially, and students shall not face retaliation for filing an appeal.
- 7. **Legal Compliance**
 - This policy is designed in accordance with the Rwandan Higher Education Council's regulations, ensuring that all academic processes adhere to national standards.
 - Right to Appeal
 - Students have the right to appeal academic decisions they believe are unjust. The university's procedures provide a clear framework for such appeals, ensuring fairness and transparency.
 - External Review
 - If internal appeal processes are exhausted without resolution, students may seek guidance from the Higher Education Council or relevant legal bodies in Rwanda for further recourse (e.g. Ombudsman).
 - By integrating these legal considerations, Syllabi University not only complies with Rwandan laws but also reinforces its commitment to providing a safe, equitable, and transparent academic environment.
- 8. **Contact Information**
 - Students seeking guidance on the complaint process may contact the Executive Organ [Syllabi@mineduc.gov.rw]
- 9. **Policy Review & Updates**
 - This policy will be reviewed annually to ensure compliance with accreditation standards and university regulations.