



Northlands College Policy Appeal for Learners

POLICY STATEMENT

Northlands College acknowledges the potential for disputes between learners and faculty regarding academic decisions and program discontinuations. To address these issues effectively and fairly, the college has established a comprehensive Learner Appeal Process. This policy ensures that learners can challenge decisions impacting their academic standing or grading in a transparent and timely manner.

PURPOSE:

The purpose of the Learner Appeal Process is to provide a structured framework for resolving disputes related to equity, fair treatment, academic standing, grading, and program discontinuation. This policy aims to uphold fairness, transparency, and accountability in addressing learner concerns.

GUIDING PRINCIPLES:

1. **Equity:** Ensuring equal opportunities for learners to appeal academic decisions.
2. **Timeliness:** Resolving disputes promptly to minimize disruptions to the learning process.
3. **Fair Treatment:** Upholding fairness in evaluating appeals and reaching decisions.

SCOPE:

This policy applies to all learners at Northlands College enrolled in credit and non-credit programs where grades are recorded. It covers appeals related to individual assignment grades, exams, final cumulative grades, and program discontinuations.

POLICY:

1. Academic Dispute Resolution Process:

- Learners are encouraged to first attempt informal resolution by discussing concerns with the instructor privately.
- If informal resolution fails, learners can escalate the issue to learner advisor by completing a Learner Appeal Request Form.
- The Program Head/Director will facilitate a meeting with all involved parties to address the dispute. The Director arranges a meeting with the instructor to obtain insights from their perspective. The instructor might be requested to provide their response to the dispute in written form.
- If necessary, a meeting will be scheduled with all relevant parties (learner, instructor, advisor, and head/director) to reach a resolution. If an agreement cannot be reached, the head/director may request an Appeal Committee may review allegations and evidence to make a decision.



Northlands College Policy Appeal for Learners

2. **Academic Grade Appeal Process:** Different processes exist for certificates/diploma learners and university learners based on specific timelines and procedures. Learners can pursue informal or formal appeals depending on the nature of the dispute and the level of escalation required.

Appeal Procedure for Northlands College: Certificates and Diploma Learners

Informal Appeal:

- 2.1 The learner will discuss the issue with the instructor within 5 academic days of receiving the mark to attempt a resolution through private conversation. The instructor will provide a response within 5 academic days.
- 2.2 If a resolution cannot be reached, the learner can escalate the issue to the College Program Head/Director, who will then forward it to the Program Head at the credit-granting institution within 5 academic days of the instructor's decision. The Program Head will reevaluate the grade and provide a decision within 5 academic days. Timelines may be extended upon mutual agreement.

Formal Appeal:

- 2.3 If the informal process fails to resolve the matter, the learner may file a formal appeal using the credit-granting institution's appeal form within 5 academic days of the decision from step 2.2. This form* should be submitted to the credit-granting institution's registration services along with any required appeal fee paid by the learner. The Program Head will make a decision within 10 academic days of receiving the form and fee.

University Learners

University of Saskatchewan:

- 2.4 Communicate with the instructor within 30 academic days of receiving the mark to attempt resolution through private conversation.
- 2.5 If the informal process is unsuccessful, initiate a formal appeal by completing the Request for and Report of the Re-Assessment Form* within 30 days of the informal appeal decision. Submit the form and pay the re-read fee to the Department or Dean's Office.

University of Regina:

Appeal While Course is in Progress:

- 2.6 Speak with the instructor as soon as possible to resolve the issue through private conversation.
- 2.7 If unresolved, appeal to the Department Head.



Northlands College Policy Appeal for Learners

Appeal When the Course is Completed:

2.8 Communicate with the instructor within 6 weeks of the mark being posted online for private resolution.

2.9 If informal resolution fails, initiate a formal appeal by completing the Reassessment of Final Grade Form* within 6 weeks of the mark being posted online. Submit the form and pay the re-assessment fee to the Registrar's office. The re-assessment will be conducted by the Head of the Department or Dean.

*Forms may be obtained from the local College Learner Advisor.

2. Program Discontinuation Appeal Process:

- Learners challenging program discontinuations can refer to the Learner Discontinuation Withdrawal Policy for specific procedures.

RELATED NORTHLANDS COLLEGE POLICIES AND LINKS:

- Northlands College Learner Assessment Policy (409)
- Northlands College Learner Discontinuation Policy (410)
- Sask. Polytechnic Grade Appeal Procedures – [Grade Appeal](#)
- University of Regina: [Appeal Guide for Students](#)
- University of Saskatchewan – [Student Appeals](#)

DEFINITIONS:

Academic Appeal

The learner challenging an academic decision related to grades or evaluations.

Appeal Committee

A group responsible for reviewing evidence and making decisions on appeals.

Discontinuation Appeal

Learner challenging a program discontinuation decision.

AUTHORITY:

The implementation and oversight of the Appeal Policy #413 at Northlands College fall under the Vice-President of Academics, ensuring adherence to established guidelines and principles in handling learner appeals effectively.



Northlands College Policy Appeal for Learners

Policy Originated: April 20, 2024	Approved by: Board of Governors
Last Approval Date: April 20, 2024	Approval Motion Number: 04-20-24-2917