

Starliks Campus – Appeals Policy

Version: 1.0 | Effective Date: 01.04.2024



1. Purpose

The purpose of this policy is to ensure that all students at Starliks Campus have the right to appeal against academic and administrative decisions made by the institution. The policy outlines a clear, transparent, and fair procedure for lodging and resolving appeals.

2. Scope

This policy applies to all enrolled students of Starliks Campus who wish to challenge or appeal decisions relating to:

- Assessment results and grading
 - Academic misconduct findings
 - Course/module completion decisions
 - Disciplinary actions
 - Any other decisions affecting their academic progression
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3. Guiding Principles

- **Fairness and Impartiality:** All appeals will be handled fairly and without bias.
 - **Transparency:** The process will be communicated clearly to all parties.
 - **Confidentiality:** All appeals will be treated confidentially.
 - **Timeliness:** Appeals will be dealt with within a reasonable timeframe.
 - **Non-retaliation:** Students will not face retaliation for submitting a genuine appeal.
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4. Appeals Procedure

4.1 Informal Resolution (Stage 1)

Before submitting a formal appeal, the student is encouraged to discuss the matter with the relevant lecturer or course coordinator to seek a quick resolution.

4.2 Formal Appeal Submission (Stage 2)

If unresolved, the student may submit a formal written appeal to the Academic Coordinator via email at info@starliks.com and managingdirector@starliks.com within **10 working days** of the original decision.

The appeal must include:

- Student's full name and ID
- Detailed description of the decision being appealed
- Reasons for the appeal and any supporting evidence
- Desired outcome

4.3 Appeals Review Panel (Stage 3)

An internal Appeals Review Panel, comprising at least two academic staff members not previously involved in the case, will review the appeal.

The panel may:

- Uphold the original decision
- Modify the decision
- Overturn the decision

The outcome will be communicated to the student in writing within **15 working days** of submission.

5. External Appeal (if applicable)

If the student remains dissatisfied after the internal process, and the course is offered in collaboration with an awarding body (e.g., ABE, EduQual, Othm, Qualifi), the student may escalate the appeal to that awarding body following their own appeals procedures.

6. Record Keeping

All appeal documentation will be securely stored for a minimum of **five years**, in line with data protection and quality assurance requirements.

7. Monitoring & Review

This policy will be reviewed annually or earlier if required due to regulatory or procedural changes.

Approved by:

Managing Director

Starliks Campus

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