

OBJECTIVE

The University has established this Procedure to safeguard the interests of its applicants and formalize the appeal process to the University.

DEFINITION OF APPEAL

An appeal is defined as a request for the reconsideration of a decision on an application. The outcome of a successful appeal would be to reconsider the candidate's application with a view to either changing or upholding the original decision.

GROUNDS FOR APPEAL

Applicants can submit an appeal against the University's decision based on the following grounds:

1. Procedural irregularity or injustice, where the applicants believe that the University has not adhered to its own stated procedures;
2. The emergence of new material information which may have affected the decision. In such cases the applicants must also provide details of why the new material information was not made available at the time of application. Please note that if this information was available or known to the applicants at the time of application and was not included for whatever reason, it will not be considered as new material information;
3. Ex-students appealing to return from partner schools to complete their study in the University provided that they have not been terminated by the partner schools.

APPEAL SUBMISSION TIME LINE

An appeal should normally be submitted within 14 working days from receiving a decision to an application.

PROCESSING OF APPEAL

The University practices a 3-stage appeal process and the stages are:

Stage 1 – Feedback

Prior to initiating an appeal, if they have not already done so, applicants are recommended to request feedback on their application from the Admissions Department. The University encourages providing feedback to enable applicants to reflect on their progress through the application process and does not constitute a reconsideration of an

application or a challenge to the University's decision on an application. Feedback may be given in person, over the telephone or in writing, at the discretion of the Admissions Department.

Stage 2: Formal Appeal

If the applicants are not satisfied with the feedback received at Stage 1, they may make a formal written appeal. In order to do so, the applicants are required to write a formal appeal letter addressed to the Dean of the admitting School and to submit it to the Admissions Department. Applicants will be advised to include all required information to support their appeal.

Upon receipt of the appeal letter, the Admissions Department will forward it to the admitting School for further investigation. The University will normally respond in writing to the applicants within 14 working days from the receipt of the appeal.

Stage 3: Re-appeal

If the applicant is not satisfied with the outcome of the appeal, it can be escalated further to the final stage for the consideration by the Admissions Committee. This should normally be done within 7 working days from receipt of the response to the appeal at Stage 2.

A re-appeal should be sent in writing to the Admissions Department, clearly listing the reasons for escalating the appeal to Stage 3 and the supporting evidence(s). The request should include all relevant information relating to the outcome of the previous two stages and additional information to strongly support the escalation of appeal to Stage 3.

At this stage, an investigation will be undertaken by the Head of Admissions acting as the secretary to the Admissions Committee in consultation with the Dean of the admitting School. The findings will be presented to the Admissions Committee for consideration and approval. A written response will normally be sent to the applicant within 7 working days after the Admissions Committee has made the decision on the re-appeal. Stage 3 completes this Procedure and no further appeal will be entertained.

STORAGE AND PROCESSING OF APPEALS

By submitting a formal appeal, the applicants have agreed that the University can process the disclosed information for all purposes relating to this Procedure, and to their application to the University. The information will be stored and processed in accordance with Personal Data Protection Act (200). It may be disclosed to those members of the University who have a need to see it, and will be stored as part of the University's record of their application.

APPEAL PROCESS FLOW

