

| Appeals Policy No - 2001 | | | |
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| Original Submission Date: | New Policy | Effective Date: | March 04, 2026 |
| Approval Body: | Focus College Management | Next Review Date: | March 03, 2029 |

1. Purpose

This policy establishes a unified, transparent, and fair framework for all appeals at Focus College. It ensures students have consistent access to due process while supporting compliance with PTIRU, EQA, and institutional governance requirements.

2. Scope

This policy applies to all students enrolled at Focus College and governs appeals related to:

- a. Academic decisions
- b. Grades and assessments
- c. Disciplinary actions and misconduct
- d. Dismissal and suspension decisions
- e. Withdrawal and refund determinations
- f. Transfer application decisions

3. General Principles of Appeal

All appeals at Focus College shall:

- a. Be submitted in writing
- b. Be based on procedural error, unfair treatment, new evidence, or misapplication of policy
- c. Be reviewed by an authority not directly involved in the original decision



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- d. Follow defined timelines to ensure timely resolution
- e. Be documented and retained in the student's academic record.

4. Grade Appeal Process

4.1 Stage 1 – Informal Resolution

- a. Student Initiates Informal Discussion: The student must first attempt to resolve the concern directly with the instructor through an informal conversation.
- b. Record the Attempt: The student and the faculty member are responsible for documenting the date and time of this informal resolution attempt.
- c. Purpose of Documentation: This record will be required if the issue is not resolved at the informal stage and the student proceeds to the next step of the appeals process.

4.2 Stage 2 – Formal Academic Appeal

- a. If the informal process does not resolve the issue, the student must submit a duly completed Student Appeal Form to the VP, Academics or designate via email.
- b. The appeal must clearly outline:
 - i. The issue being appealed
 - ii. Grounds for appeal
 - iii. Any prior resolution attempts
- c. The VP or Head of Academics will:
 - i. Acknowledge receipt within five (5) working days
 - ii. Investigate the matter
 - iii. Issue a written decision within fourteen (14) working days

4.3 Stage 3 – Academic Affairs Committee Appeal

- a. The student may appeal the Stage 2 decision within seven (7) days to the President/CEO of Focus College.
- b. The President/CEO convenes the Academic Affairs Committee, which:
 - i. Reviews documentation



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- ii. May conduct hearings or interviews
- iii. Issues a final written decision within 14 working days of the receipt of the written appeal from the student.
- c. The decision of the Academic Affairs Committee is final at the institutional level.

4.4 External Appeal

- a. Where applicable, students may escalate unresolved appeals to the relevant accreditation or awarding body, including the Private Training Institutions Regulatory Unit (PTIRU), after exhausting all internal appeal stages.

5. Disciplinary and Misconduct Appeal Process

5.1 Right to Appeal

Students may appeal disciplinary decisions related to:

- a. Academic misconduct, including cheating and plagiarism
- b. Non-academic misconduct
- c. Sanctions including probation, suspension, or dismissal

5.2 Appeal Submission

- a. Appeals must be submitted in writing to the Vice President Academic or designate through the Student Affairs Department within ten (10) working days of the decision.
- b. Notwithstanding the above, late submissions may be accepted where the student demonstrates extenuating circumstances beyond their control (e.g., hospitalization, serious illness, bereavement, or other significant hardship). Requests for consideration of a late appeal must be accompanied by appropriate supporting documentation (verifiable evidence) and will be reviewed at the discretion of the Vice President Academic or designate.
- c. Appeals must state:
 - i. Grounds for appeal
 - ii. Supporting evidence, if any



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5.3 Review Process

- a. Appeals are reviewed by an Academic Review Panel or delegated authority.
- b. The panel's decision is final.
- c. All outcomes are communicated in writing within 14 working days of the receipt of the written appeal from the student.

6. Dismissal and Suspension Appeal Process

6.1 Eligibility

Students dismissed or suspended due to:

- a. Serious misconduct
- b. Academic failure
- c. Attendance non-compliance

6.2 Process

- a. Appeals must be submitted in writing to the Vice President Academic or designate through the Student Affairs Department within ten (10) working days of notification.
- b. Notwithstanding the above, late submissions may be accepted where the student demonstrates extenuating circumstances beyond their control (e.g., hospitalization, serious illness, bereavement, or other significant hardship). Requests for consideration of a late appeal must be accompanied by appropriate supporting documentation (verifiable evidence) and will be reviewed at the discretion of the Vice President Academic or designate.
- c. Appeals are reviewed independent of the original decision-maker.
- d. Outcomes are issued in writing within 14 working days and recorded in the student file.

7. Withdrawal and Refund Appeal Process

7.1 Grounds for Appeal

Students may appeal decisions related to:

- a. Withdrawal processing determinations



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- b. Refund calculations

7.2 Submission

- a. Appeals must be submitted in writing to the VP or Head of Academics, through Student Services, within ten (10) business days of the decision.
- b. Appeals must include:
 - i. Relevant documentation
 - ii. Clear grounds for reconsideration

7.3 Decision

- a. The VP, Academics reviews the appeal and issues a written decision within ten (10) business days.
- b. The decision is final.

8. Leave of Absence (LOA) Appeal Process

8.1 Right to Appeal

Students may appeal decisions related to:

- a. Denial of a Leave of Absence request
- b. Duration or conditions attached to an approved Leave of Absence
- c. Determinations that a Leave of Absence request does not meet institutional or regulatory requirements

8.2 Grounds for Appeal

Appeals may be based on:

- a. Procedural error in the review of the Leave of Absence request
- b. New or additional supporting documentation not previously considered
- c. Misapplication of the Leave of Absence Policy

8.3 Submission Process



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- a. Appeals must be submitted in writing to the Vice President, Academic or designate through the Student Affairs Department within ten (10) business days of receiving the Leave of Absence decision.
- b. The appeal must clearly state:
 - i. The decision being appealed
 - ii. Grounds for appeal
 - iii. Supporting documentation, such as medical or compassionate evidence

8.4 Review and Decision

- a. Appeals are reviewed by the VP, Academics or designate who was not directly involved in the original decision.
- b. A written decision will be issued within ten (10) business days of receipt of the appeal.
- c. The decision is final at the institutional level.

9. Dispute Resolution Appeal Process

9.1 Scope of Dispute Appeals

This section applies to disputes arising between students and the institution relating to:

- a. Application of college policies
- b. Administrative decisions not otherwise covered under academic, disciplinary, or withdrawal appeals
- c. Alleged unfair treatment or unresolved complaints following internal resolution attempts

9.2 Eligibility to Appeal

A student may submit an appeal if:

- a. The dispute has gone through the applicable internal complaint or resolution process; and
- b. The student remains dissatisfied with the outcome.



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9.3 Submission Process

- a. Appeals must be submitted in writing to the President/CEO within ten (10) business days of receiving the outcome of the dispute resolution process.
- b. The appeal must include:
 - i. A summary of the dispute
 - ii. Steps already taken to resolve the issue
 - iii. Grounds for appeal
 - iv. Supporting documentation

9.4 Review and Decision

- a. The President/CEO or an appointed independent representative will review the appeal.
- b. The reviewer may:
 - i. Examine existing documentation
 - ii. Request additional information
 - iii. Meet separately with the student and relevant staff, where necessary
- c. A written decision will be issued within fourteen (14) business days.
- d. The decision represents the final internal determination of Focus College.

9.5 External Resolution

- a. Where applicable, and after exhausting all internal processes, students may pursue external regulatory dispute resolution by submitting a complaint to the Private Training Institutions Regulatory Unit (PTIRU).

10. Institution or Program Transfer Decision Appeal Process

10.1 Right to Appeal

- a. Students whose transfer applications are denied may appeal the decision.

10.2 Process

- a. Appeals must be submitted in writing to the President/CEO within ten (10) business days of denial.



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- b. Appeals must clearly state grounds for reconsideration and include supporting documents.
- c. The President/CEO reviews and issues a final written decision within 14 working days of the receipt of the written appeal from the student.

11. Representation During Appeals

Students may be accompanied during formal appeal hearings by:

- a. A fellow student
- b. An agent
- c. A legal representative, where applicable

12. Documentation and Record Keeping

- a. All appeal submissions, decisions, and supporting materials are retained in the student's academic record by the Academics Department.
- b. Records are maintained in accordance with Focus College's records management policy and PTIRU requirements.

13. Finality of Decisions

- a. Unless otherwise stated, decisions made at the final stage of each appeal process represents Focus College's final internal determination.

14. Conflict of Interest in Appeal Proceedings

To ensure procedural fairness, impartiality, and transparency, any individual who was involved in the original decision that is the subject of an appeal shall not participate in the review, deliberation, or determination of that appeal.

14.1. This includes, but is not limited to:

- a. An instructor whose academic or conduct decision is being appealed.



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- b. A Vice President Academic (or designate) who made or contributed to the original decision.
- c. Any administrator or staff member who participated in refusing a Leave of Absence (LOA) or any other decision now under appeal.
- d. Any individual who has a personal, professional, or supervisory relationship with the student that could reasonably be perceived as creating bias.

14.2. Where a potential or actual conflict of interest exists, the matter shall be referred to an alternate decision-maker designated by the College who has had no prior involvement in the original decision. The alternate decision-maker shall have appropriate authority and shall conduct the appeal independently.

14.3. All individuals participating in the appeal process are required to disclose any real, potential, or perceived conflict of interest immediately upon becoming aware of it.



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