

AC.3.1.3 Grading and Progression – Non-Credit Courses
Schedule A: Formal Grade Appeal Process

Who	What	When
Student Instructor Manager, advising, product and learner success	<ol style="list-style-type: none">1. A student who disputes a final grade shall first discuss the grade with his/her instructor.2. If the student is not satisfied with the outcome of the discussion with his/her instructor or is unable to contact his/her instructor, and wishes to pursue the matter further, the student may discuss the final grade with the manager, advising	Both steps must be completed within 20 calendar days of the end of the course
Student	<ol style="list-style-type: none">3. If the student is not satisfied with the outcome of the discussion with the manager, advising they may request a formal appeal of their grade by submitting a written request to the director, product and learner success and paying the grade appeal fee.4. A separate appeal and fee are required for each grade appealed.5. The appeal request shall state the grade appealed and the student's rationale for the appeal.	Within 30 calendar days of the end of the course

<p>Director, product and learner success</p>	<p>6. The director, product and learner success shall consider the student's appeal request and shall decide whether the appeal can be considered by way of a documentation review or whether a formal face-to-face meeting with the student is required.</p> <p>7. Where possible, the basis for re-evaluation of the final grade shall be the same work used to determine the original grade. The instructor re-evaluating the work shall not be the same instructor who originally evaluated the work. The director shall, to the greatest extent possible, ensure that the instructor re-evaluates the work without reference or access to the grade, comments, etc. originally assigned to or marked upon that work.</p> <p>8. In situations where the nature of the work, such as workplace experiential learning, laboratory or other types of performance work, precludes its availability, the director shall decide the basis for re-evaluation.</p>	
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	<p>If the director determines that the appeal requires a formal face-to-face meeting with the student, the student is entitled to bring the SAITSA vice president, academic or designate to the hearing for advice and support.</p>	
Director, product and learner success	<p>9. The director shall advise the student in writing of the appeal decision, which may be:</p> <ul style="list-style-type: none"> a) no change to the final grade; b) a higher final grade; or c) a lower final grade. <p>10. The director shall send a copy of that written communication to the instructor, and to the manager, advising</p> <p>11. The director's decision is final and binding. The director shall advise the student in writing of the appeal decision. A student who accepts a method to remedy a course deficiency, and who is not successful, is not eligible to appeal the original grade. Likewise, a student who is unsuccessful in appealing a grade will be unable to request a remedy of course deficiency.</p>	<p>Within ten business days of receiving the appeal request from the student</p>

Office of Continuing Education	12. If the decision results in a higher final grade for the student, the Office of Continuing Education shall refund the grade appeal fee to the student and the student's final grade will be adjusted accordingly. If the decision results in the same or lower final grade for the student, he/she shall not receive a refund of the grade appeal fee.	
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July 2, 2025