



MALTA INSTITUTE OF MANAGEMENT

ENQUIRIES & APPEALS PROCEDURE

Enquiries and Appeals Policy

The outcomes of the MIM assessment decisions are based on impartial, reliable, fair and valid judgements and aim to ensure that the decisions affecting learners are processed according to stated standards. Nevertheless, there may be occasions when the Institute's decision is questioned. To allow learners to enquire about or appeal to MIM against quality assurance outcomes or other decisions, there are clear procedures for the appellant to follow. These include:

An **Enquiry**, which can be made when a learner contests the assessment marking of the lecturer and can prove that assessment's decision has not met the unit standard. The enquiry is dealt with by the internal verifier of the specific module.

An **Appeal**, which can be made by a learner against an Institute's decision regarding his/her enquiry. It is dealt with by the Institute Director.

The enquiries and appeals procedures are intended to ensure that any communication received by MIM under this policy is dealt with quickly, fairly and effectively.

The Institute aims to resolve issues promptly. However, these matters can be complex and may require scrutiny of extensive documentation. The Institute will aim to reach its final conclusion within the published timescales outlined below.

The institute will only consider an enquiry if the following conditions have been met:

- the enquiry is submitted in writing to the Institute's administrator within 10 working days of the receipt of the assessment marking by the learner
- the enquiry includes the grounds for the appeal and any supporting documentation
- the Institute does not accept enquiries from other learners, from family members or other third parties

The Institute shall review the enquiry and communicate an outcome within 5 working days from receipt of the enquiry.

In case the learner is not satisfied with the outcome, he/she may submit an appeal directly to the Head of School, following the same procedure stated above.

The President shall review the appeal and communicate an outcome within 7 working days from receipt of the appeal. This stage is the final step in the appeals process and a final decision will be made regarding the outcome of the initial enquiry.

If an appeal on the decision is received by the President, then the council will appoint a new committee to discuss the appeal. The Appeals committee will be made of 3 external members to decide on the case and make a final decision which will be communicated to the President who in turn communicates with who made the appeal. The Appeals committee will have the final decision.