

Student Grade Appeal Procedure

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Records of changes

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V1.0	12/6/2024	12/6/2024	Developed by: The Office of University Registrar Reviewed by: Educational Affairs Committee Approved by: Provost	First release
V2.0	21/1/2026	21/1/2026	Developed by: Accreditation, Testing & Quality Assurance Department (AQA) Reviewed by: AQA Manager, Registrar Manager Approved by: Vice Provost of Academic Administration	Updates on department role and appeal payment

1. Purpose

This guideline establishes a transparent and equitable process for students to address concerns about their grades. It clarifies the procedures, timelines, and responsibilities involved in grade appeals, ensuring academic integrity and fairness while safeguarding students' rights to contest and correct their grades promptly.

2. Scope and Principles

Grade appeals are limited to final course grades. Instructors (including faculty and teaching assistants) have the exclusive right to assign grades based on their professional judgment, and they strive for accuracy, fairness, and transparency throughout the grading process. Students have the right to appeal grades which they believe were affected by clerical errors or were awarded in a biased or arbitrary way. It is the student's responsibility to initiate the appeal process, and they must provide proof to support their claim. Students should begin the grade appeal process directly with the instructor as soon as possible after grades are released before escalating to higher authorities.

3. Grade Appeal Procedure

Steps	Individual/Department in charge	Tasks	Timeline	Note
1 – Initial Review	Student / Instructor	<ul style="list-style-type: none">- First consult directly with the instructor to discuss the grade and understand the basis for the grading decision.- If the result does not produce a satisfactory resolution of the student request, or if the student feels the grading was prejudiced, arbitrary, or capricious, the student may appeal in writing in step #2 below.	As soon as possible after the grade is released	<ul style="list-style-type: none">- Requests to the instructor should be made by email, not informal channels like verbal, Teams messages, etc.- The instructor updates the grade on Canvas if there are any changes, before submitting the formal gradebook to Registrar's Office.
2 – Formal Appeal	Student / AQA (Testing Unit)	<ul style="list-style-type: none">- Submit a formal written appeal (see <u>Grade Appeal Form</u>) detailing the reasons for disputing the grade and any efforts made to resolve the issue, including all relevant supporting documentation to AQA (Testing Unit).- Pay the Exam Score Review fee and submit proof of payment before the appeal can be processed, in accordance with the University's	Within five (05) working days after the official grade posting on Canvas	AQA (Testing Unit) will review the student's appeal form and send it to the College.

		<p><u>Financial Regulations and Tariff (for student) (Section II – Item 4: Academic Administrative Fee)</u></p> <ul style="list-style-type: none"> - Send the completed form and documentation to both the instructor and AQA (Testing Unit) via email at qualityassurance@vinuni.edu.vn. 		
3 – College Review	Program Director / Designated Committee of the College	<ul style="list-style-type: none"> - PD reviews the student's appeal, consults with the instructor, and possibly convenes a meeting including the student, instructor, and AQA (Testing Unit) to discuss the appeal further. 	Within five (05) working days from receipt of the appeal from the AQA (Testing Unit) .	If an in-depth investigation is required or if there are a significant number of requests for a single program to manage, the timeline may be extended.
4 – Decision	Program Director / Designated Committee	<ul style="list-style-type: none"> - PD decides on the appeal – either uphold, amend, or reject the grade based on the appeal's merits. If the appeal is rejected, provide a detailed explanation. - If the student is dissatisfied with the outcome, they may escalate the appeal to the University Appeals Committee (refer to Step 5). 	Two (02) working days to decide and communicate the decision	<ul style="list-style-type: none"> - PD makes the final decision, signs the form, and sends it to AQA (Testing Unit). AQA confirms the outcome of the appeal and signs. - AQA (Testing Unit) sends an email to inform the student and the instructor of the decision, with the Registrar copied for reference. - The instructor revises the grades for students on Canvas if there is any change and submits finalized gradebook to Registrar's Office.
5 – Further Appeal	University Appeals Committee	<ul style="list-style-type: none"> - Review the appeal in its entirety, including all documentation and prior decisions. 	A final decision must be made within three (03) weeks after final grades have been posted on Canvas	<ul style="list-style-type: none"> - Members of the University Appeal Committee may come from the Educational Affairs Committee. - The decision made by the university-wide committee is typically final and binding.

6 – Record Keeping	AQA (Testing Unit) / Registrar's Office	<ul style="list-style-type: none"> - AQA archives all appeal documents according to university regulations. - Registrar's Office updates the Student Information System with any changes in course results. 	One (01) working day after receiving the signed form	<ul style="list-style-type: none"> - AQA is responsible for notifying students of the appeal outcome. - Maintain strict confidentiality throughout the process, ensuring that all appeal-related documents are securely stored and only accessible to authorized personnel. - Registrar's Office is responsible for maintaining accurate and up-to-date course results for students.
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