

APPROVED
in the meeting of Academic
Council of Vilnius Business
College (05- 01-2012, No. AT-01)

THE PROCEDURE FOR DEALING WITH APPEALS AT VILNIUS BUSINESS COLLEGE

I. GENERAL PROVISIONS

1. The Procedure for Dealing with Appeals (hereinafter - the Procedure) of the Vilnius Business College (hereinafter- the College) determines the procedure for submitting and dealing with appeals. This procedure applies to college students.

2. The appeal is a written, motivated request by the student to consider an evaluation of the learning outcomes of the semester of the subject/module studied or violations of the procedure for evaluation of the learning outcomes of the semester of the subject/module studied or final (qualification) examination/thesis/project defence and/or evaluation procedure (hereinafter – procedure for final evaluation). Repeated defence of final thesis/project or resitting of the final (qualification) examination is not organised.

3. Appellant – a student submitting an appeal.

4. Appeals Commission - a commission, which consists of 3-5 members, and is formed, if necessary, by the Study Department and approved by the College Director. The Appeals Commission should include at least one representative of Student Representation.

5. The student (s) personally or through the Student Representative has the right to appeal to the College Director for violation of the rights or legitimate interests established by law, the College Statute, and other regulatory acts.

6. The appeal procedure is prepared in accordance with the Statute of the College, the Study Regulations, and other legal acts.

7. The procedure is equally applied when the appeal is filed by one or more students (group of students).

I. SUBMISSION OF STUDENT APPEALS

1. The student's appeal is legitimate, if:
 - 1.1. it is submitted in writing no later than one working day after the violation became apparent;
 - 1.2. it contains the names, surnames, and positions of the persons directly related to the violation of interests, as well as the circumstances, justifications, and evidence on which the student bases the violation of his/her interests;
 - 1.3. it is submitted, registered and examined according to the established procedure.
2. The student has the right to appeal:
 - 2.1. evaluation of the semester learning outcomes of a study subject/module;
 - 2.2. violation of procedure for evaluating the semester learning outcomes of a study subject/module;
 - 2.3. violation of the procedure for evaluating the final thesis/project of the final (qualification) examination.
3. An appeal can be made against both satisfactory and unsatisfactory final assessment of the learning outcomes of the learnt study subject/module.
4. The applicant must submit an appeal to the Director of the College no later than one working

day after the announcement of the evaluation of the semester learning outcomes of the subject/module or the announcement of the final evaluation of the learning outcomes.

5. An appeal regarding the final thesis/project evaluation or evaluation of the final (qualification) examination is not accepted or considered.

II. COMPOSITION OF THE COMMISSION, ITS FUNCTIONS AND RIGHTS

6. After receiving the appeal, the Department of Studies submits the composition of the Appeals Commission to the Director of the College for approval no later than within 3 working days.

7. The Appeals Commission for the assessment of the learning outcomes of the semester of the subject/module is composed of lecturers of the study field to which the study subject is assigned. A teacher whose assessment has been appealed cannot be a member of the Commission.

8. The Appeals Commission for violations of the procedure for the evaluation of the learning outcomes of the semester of the subject/module is composed of representatives of the administration of the College and the Department to which the student is assigned under the study programme.

9. The Appeals Commission for the procedure of final evaluation of the learning outcomes consists of a representative of the College administration, the Chairperson of the Qualification Commission, and a member of the Commission.

10. The Appeals Commission:

10.1. examines appeals;

10.2. makes decisions on the requirements stated in the appeal;

10.3. provides information about the decisions made in accordance with the established procedure.

11. The rights of the Appeals Commission:

11.1. to invite experts;

11.2. to receive information related to the analysed appeals;

11.3. during the hearing, to submit additional questions related to the examination of the appeal to the appellant and the lecturer of the subject/module;

11.4. to invite all the necessary persons to attend the meeting.

12. The Commission guides its work on documents regulating studies and the evaluation of learning outcomes.

III. DEALING WITH APPEALS AND MAKING DECISIONS

13. The Appeals Commission examines the appeal within three working days from the approval of the composition of the Appeals Commission by the order of the Director of the College.

14. Appeals are considered, and decisions are made at the meeting of the Appeals Commission.

15. The meeting of the Appeals Commission is organized and chaired by the Chairperson of the Appeals Commission.

16. Having analysed the appeal regarding evaluation of the semester learning outcomes of the subject/module and violations of the procedure for the evaluation of the learning outcomes of the semester of the subject/module, the Appeals Commission may make one of the following decisions:

16.1. to change the evaluation of the learning outcomes of the subject/module of the semester (to reduce or increase the evaluation);

16.2. to offer the appellant to resit the exam (assessed credit) if procedural violations of the procedure for resitting the subject/module exam (assessed credit) were identified.

17. The Appeals Commission, having examined an appeal regarding a violation of the procedure for the final evaluation of learning outcomes, may make one of the following decisions:

17.1. the procedure for the final assessment of learning outcomes was not violated, therefore

the previous assessment remains valid;

17.2. the procedure for the final assessment of learning outcomes was violated, but it did not affect the assessment, therefore the previous assessment remains valid;

17.3. the procedure for the final evaluation of learning outcomes was violated and affected the evaluation of the results, therefore the evaluation may be changed (reduced or increased) by the decision of the Appeals Commission.

18. The resitting of the subject/module exam (assessed credit) is organized by the Department to which the student is assigned according to the study programme. The appellant is evaluated by a group of subject lecturers appointed by the Director. The date of the resitted examination (assessed credit) cannot be appointed later than 10 days after the examination session is over.

19. The Appeals Commission submits its decision in writing to the Director of the College no later than within three working days from the date of the appeal examining. The change in the evaluation of the study subject/module in the examination register is done by the Deputy Director for Academic Affairs. A copy of the decision of the Appeals Commission on the appeal is attached to the appellant's personal file. The documents of the appeal (the Director's order, minutes, etc.) are stored in the file "Appeals, Complaints and Proposals, Their Examination" and their Register V2.

IV. FINAL PROVISIONS

20. The appellant is notified of the decision of the Appeals Commission in a signed form no later than three working days after the adoption of the decision.

21. The decision of the Appeals Commission is communicated to the applicant by the Director of the College or his/her authorized person.

22. The decision of the Appeals Commission is final and irrevocable.
