

## North America Grade Appeal Policy

OIEG Oxford International Education Group

Name of Institution

**4<sup>th</sup> November, 2024**

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**Grade Appeal**

Name of Policy

Effective Date

Revision Date

1. The process by which a student may appeal a grade received in a course at OIEG Oxford International Education Group is as follows:
  - Student grade appeal requests must be made in writing, addressed to the Director of Studies, and in their absence, the School Director.
  - When a student grade appeal request is received in writing, the Director of Studies, and in their absence, the School Director will respond in writing within 2 working days, acknowledging receipt of the request, stating that the request will be dealt with within 5 days of reception.
  - The Director of Studies will conduct a thorough review of the student’s attendance, academic progress and assessments.
  - In order to complete the review, the student may be asked to complete a writing task and/or participate in an interview with the Director of Studies, and in their absence, the School Director.
  - The student will receive a written notice, and the Director of Studies will explain the outcome of the appeal to the student. A copy of the final written decision will be kept with the students’ records.
  - If a student wishes to appeal their initial assessment, the student’s placement results will be reviewed by a second academic staff, such as a senior teacher, and

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an explanation of the decision will be provided in writing to be attached to the student's records.

Student grade appeal requests must be directed to the local managing team of each Oxford International North America campus:

	<b>School phone number</b>	<b>1<sup>st</sup> contact</b>	<b>2<sup>nd</sup> contact</b>
<b>Halifax</b>	+1 (902) 491 - 1526	<b>Director of Studies:</b> Gareth Jenkins gjenkins@oxfordinternational.com	<b>School Director:</b> Katie Christie kchristie@oxfordinternational.com
<b>Toronto</b>	+1 (416) 542 - 1626	<b>Director of Studies:</b> Byron Chan bchan@oxfordinternational.com	<b>School Director:</b> Kelly Rooney krooney@oxfordinternational.com
<b>Vancouver</b>	+1 (604) 688 -7942	<b>Academic Director:</b> Nathalia Carmo ncarmo@oxfordinternational.com	<b>VP of Language Programs:</b> Alex Dolata adolata@oxfordinternational.com
<b>New York</b>	+1 (212) 967 - 9927	<b>Director of Studies:</b> Jamie Grafton jgrafton@oxfordinternational.com	<b>School Director:</b> Phillip Wright pwright@oxfordinternational.com

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