



SPEEDLINK

Institute of Technology and Innovation

SPEEDLINK INSTITUTE OF TECHNOLOGY AND INNOVATIONS (SITI)

Policy and Procedure: Student Appeal Process

Policy Number: SITI-TD-APL-001

Version: 1.0

Effective Date: 1st, February 2026

Approved By: SITI Board of Directors

1. Purpose

To establish a clear, fair, and timely process for students to formally challenge or seek review of academic decisions, assessment outcomes, or administrative actions that they believe to be inconsistent with SITI's published policies, procedures, or standards of natural justice. This procedure upholds SITI's core value of Integrity by ensuring that all parties are heard and decisions are reviewed objectively.

2. Scope

This procedure applies to all students enrolled in any SITI training pathway, including:

- Individual Training (tutor-led and self-paced)
- Corporate Training programs
- Partner/Donor-supported initiatives
- NYSC and SIWES training programs

This procedure covers appeals related to:

- Final course or program grades/assessments
- Academic progress decisions (e.g., probation, dismissal)
- Certificate issuance or withholding
- Alleged procedural error in student evaluation or conduct processes
- Scholarship or laptop provision decisions (where applicable)

This procedure does not apply to:

- General complaints about course difficulty or personal dissatisfaction without specific procedural grounds.
- Matters already resolved through informal discussion between the student and tutor/coordinator.
- Discrimination, harassment, or misconduct complaints (refer to separate SITI Grievance and Disciplinary Policy).

3. Definitions

SN	Term	Definition
1	Appellant	The student filing the appeal.
2	Respondent	The tutor, staff member, or department whose decision is being appealed.
3	Grounds for Appeal	A valid reason for an appeal, including demonstrable procedural error, bias, miscalculation of marks, or failure to follow published SITI policies.
4	Informal Resolution	An initial discussion between the student and the relevant tutor/coordinator to resolve the issue without a formal appeal

5	Appeal Committee	A panel of three impartial individuals convened to hear Level 2 appeals.
6	Working Days	Monday through Saturday, excluding Thursdays and SITI-observed public holidays.

4. Guiding Principles

- **Timeliness:** Appeals must be filed within specified deadlines. Decisions will be rendered within stated timeframes.
- **Impartiality:** Appeal reviewers will have no direct involvement in the original decision.
- **No Retaliation:** Students may use this procedure without fear of penalty or adverse treatment.
- **Burden of Proof:** The appellant bears the responsibility to demonstrate why the original decision should be modified or overturned.
- **Confidentiality:** All appeal records are confidential, shared only with those directly involved in the review.

5. Procedure

5.1 Step 1: Informal Resolution (Required First Step)

Before initiating a formal appeal, the student must attempt to resolve the issue informally.

Action: The student contacts the relevant Tutor (for grade/assessment issues) or the Training Coordinator (for administrative decisions) within 5 working days of receiving the decision or result.

Process: The student explains their concern. The Tutor or Coordinator reviews the matter and provides a written response (email or LMS message) within 3 working days.

Outcome:

- If resolved, the matter ends, and both parties acknowledge the resolution in writing.
- If unresolved, the student receives a written explanation and may proceed to a Level 1 Formal Appeal.

5.2 Step 2: Level 1 Formal Appeal – Training Department Review

Deadline to File: Within 10 working days of receiving the informal resolution response (or within 15 working days of the original decision if no informal response was provided – this constitutes a procedural failure).

How to File: The student submits a completed SITI Appeal Request Form (Appendix A) to the Training Coordinator via email or physical submission to the Admin office. The form must include:

- Appellant's full name, program, and cohort.
- The specific decision being appealed (date, tutor, nature).
- Clear grounds for appeal (e.g., calculation error, missed evidence, bias, policy violation).
- Supporting evidence (e.g., graded assignment, screenshot, communication records).
- The desired remedy (e.g., regrade, re-evaluation, certificate issuance).

Review Process:

1. The Training Coordinator acknowledges receipt within 2 working days.
2. The Coordinator investigates by:
 - Reviewing the student's file, LMS records, and submitted evidence.
 - Consulting the Tutor/Respondent for a written explanation.
 - Checking against SITI's published grading rubrics and SOPs.
3. The Coordinator issues a written decision within 10 working days of receipt, including:
 - A summary of the issue.
 - Findings of fact.
 - Decision (grant appeal in full, grant in part, or deny).
 - Rationale citing relevant SITI policies.
 - Any corrective action to be taken.

Outcome: The Coordinator's decision is final at this level unless the student requests a Level 2 Review within the specified timeframe.

5.3 Step 3: Level 2 Appeal – Institutional Appeal Committee

Eligibility: The student may request a Level 2 appeal only if:

- The Level 1 decision is unfavorable, OR
- The student believes the Level 1 process itself was procedurally flawed (e.g., Coordinator bias, failure to consider evidence).

Deadline to Request: Within 7 working days of receiving the Level 1 written decision.

How to Request: The student submits a written notice of appeal to the SITI Assistant General Manager (not the Training Coordinator) stating:

- The specific errors in the Level 1 decision.
- Any new evidence (if applicable, with justification for why it was not provided earlier).
- Confirmation that the student has exhausted Steps 1 and 2.

Composition of the Appeal Committee:

The Assistant General Manager convenes a three-person committee within 10 working days, consisting of:

- One representative from SITI's Board (Chair of the committee)
- One department head not involved in the original decision (e.g., Marketing, Technical, Admin)

- One external independent member (e.g., partner organization representative or industry professional) – optional for serious appeals.

Committee Process:

1. The Committee Chair notifies all parties of the hearing date (within 15 working days of the appeal request).
2. The student may submit a written statement and request to appear in person (or via video call) for up to 20 minutes.
3. The Tutor/Respondent may also appear or submit a statement.
4. The Committee reviews all documentation and may ask clarifying questions.
5. The Committee deliberates in private and issues a written decision within 5 working days of the hearing.

Possible Outcomes:

- Uphold the Level 1 decision.
- Overturn or modify the decision (e.g., change grade, direct certificate issuance).
- Order a new evaluation by a different tutor.
- Recommend a policy change to the Board.

Finality: The Appeal Committee's decision is final and binding on all parties. No further internal appeals are available.

6. Special Considerations

6.1 Time Extensions

The Training Coordinator or Appeal Committee Chair may grant a reasonable extension to any deadline for good cause (e.g., illness, family emergency) upon receipt of supporting documentation.

6.2 Representation

Students may be accompanied by a support person (not a legal representative except in exceptional circumstances) during any hearing. The support person may not speak on behalf of the student.

6.3 Appeals Involving the Training Coordinator

If the Level 1 appeal concerns a decision made personally by the Training Coordinator, the appeal is automatically elevated to Level 2, and the Assistant General Manager appoints an Acting Reviewer for Level 1.

6.4 Expedited Process

For time-sensitive matters (e.g., certificate denial affecting employment), the student may request an expedited review. The Training Coordinator must respond within 3 working days to either grant expedited status or explain why normal timelines apply.

7. Documentation and Records

S N	Document	Responsible Party	Retention Period
1	SITI Appeal Request Form (Step 2)	Training Coordinator	3 years after program end
	Level 1 written decision	Training Coordinator	3 years
	Level 2 appeal notice and Committee decision	Assistant General Manager	5 years
	Audio/video recording of hearing (if any)	Assistant General Manager	3 years

All appeal records are maintained separately from student academic files but cross-referenced.

8. Reporting

The Training Coordinator includes the following appeal metrics in the monthly report to the Board (as required by Section 5.2 of the main SOP):

- Number of appeals filed (Levels 1 and 2)
- Grounds for appeal (categorized)
- Resolution outcomes (granted, denied, partially granted)
- Average resolution time (working days)
- Recommended SOP improvements arising from appeals

9. Related Documents and Policies

- SITI Comprehensive SOP (Version 2.0, April 2026) – Sections 4.3 (Core Training Execution) and 5 (Documentation & Compliance)
- SITI Code of Conduct for Students (to be developed)
- SITI Grievance and Disciplinary Policy (to be developed)
- SITI Grading and Assessment Rubric (internal document)

10. Policy Review

This Appeal Procedure will be reviewed as part of SITI's biannual SOP review (per Section 5.3 of the main SOP) and updated as necessary to ensure fairness, clarity, and alignment with best practices.

Appendix A: SITI Appeal Request Form (Level 1)
(To be reproduced as a fillable PDF or paper form)

Field Information

1. Student Name
2. Program / Cohort
3. Student ID (if any)
4. Date of Filing
5. Tutor or Staff Member Involved
6. Decision Being Appealed (describe the grade, action, or decision)
7. Date of Original Decision
8. Date of Informal Resolution Attempt
9. Informal Resolution Outcome (attach email or written response)
10. Grounds for Appeal (check all that apply) Miscalculation of marks
Procedural error (specify) Bias or unfair treatment New evidence not
previously available Failure to follow SITI policy Other (describe)
11. Detailed Explanation (attach additional pages if needed)
12. Supporting Evidence (list attachments)
13. Desired Remedy
14. Student Signature
15. Date

For Official Use Only (Training Coordinator):

- Received on: _____
- Acknowledged on: _____
- Decision rendered on: _____
- Outcome: Granted Partially Granted Denied
- Rationale attached: Yes
- Sent to student on: _____