



**STUDENT APPEAL POLICY
MAHSA INTERNATIONAL COLLEGE, PENANG**

Responsible Officer	REGISTRAR		
Version	Authorization	Approval Date	Effective Date
1.0	The CEO, PIDC	August 2024	August 2024
1.1	The CEO, MICP	April 2026	April 2026

Purpose & Scope

This policy, together with its associated procedures, establishes the appeals process to ensure that all college policies and procedures are applied in an appropriate, fair and consistent manner to all students.

Principle

The following principles guide the College in the management of student appeals:

- a. All students have the right to be fully informed, to be heard, and to be given the opportunity to appeal against decisions relating to student conduct and academic matters;
- b. The appeals process shall uphold the principles of fairness;
- c. Appeals shall be considered in a timely manner;
- d. Appeals must be submitted in writing.



Grounds of Appeal

a. Reconsideration of assessment (Remarking)

- i. A candidate who feels dissatisfied with the result of an examination paper he / she has taken, may appeal to College to recheck the marks for the relevant paper by paying the fee for rechecking. The process of rechecking will involve confirming whether all answers have been evaluated and have been given marks that are consistent with the marking scheme, and the addition of the marks is correct.
- ii. The candidate shall submit the appeal in writing to the Programme Director, stating the grounds for the appeal, within a period of two weeks after the official release of the examination results.
- iii. The process of rechecking will be facilitated by the Programme Director's office. The appointed examiner is required to recheck the scores and submit the final marks to the Programme Director.
- iv. The Programme Director will forward the result to the exam unit for computing and release of final result.
- v. The Examinations Unit shall notify the students concerned of the results in writing within the stipulated period of time.



b. Status of Special Examination

- i. Students may submit an appeal to change the type of Special Examination by writing to the Registrar's Office (Examination Department).
- ii. Appeals must be lodged within two weeks of the announcement of the examination results.
- iii. The Academic Committee shall deliberate on the case prior to endorsement by the Academic Board.

c. Re-admission Following Failure in a Programme of Study

- i. A student who has been assigned a 'Fail' status may appeal to the College for re-admission.
- ii. A written appeal must be submitted to the Registrar's Office within two weeks of the announcement of the examination results, accompanied by a non-refundable fee of RM200.00.
- iii. The appeal shall be referred to the Appeals Committee for consideration and endorsement.
- iv. Any subsequent appeal following the decision of the Appeals Committee will not be entertained.

d. Re-admission Following Failure to Register

- i. MICP provides students with the opportunity to appeal against the application of re-admission. A student who seeks re-admission after being absent from classes for three consecutive semesters without valid reason may present his or her case to the college's Appeals Committee.



- ii. Students in this category must first submit a formal written appeal to the Registrar's Office, clearly outlining the nature of the case and the grounds for appeal.
- iii. The decision of the Appeals Committee will be reported to the College Management Committee and communicated to the students concerned.

e. Verdict on Examination Misconduct

- i. Upon receiving notification of the outcome of a hearing, a student shall be granted seven (7) days from the date stated in the letter to lodge an appeal against the verdict.
- ii. The appeal must be submitted in writing and addressed to the Registrar's Office, which will subsequently forward it to the Appeals Committee for consideration.
- iii. The decision of the Appeals Committee shall be final, and no further appeal will be entertained.

Outcome of Appeal

The outcome of an appeal shall be communicated to the student no later than one (1) week after receipt of a complete appeal document that meets the college's requirements.