

GRADE APPEAL POLICY

Policy Section:	Student & Academic Support Services	Effective Date:	September 18, 2025
Policy Owner:	Vice President Academic & Student Experience	Last Revised:	September 18, 2025
Policy Administrator:	Registrar	Review Scheduled:	Every 4 years
Approver:	Dean's Council Academic Council		

The official controlled version of this document is held with the Legislative Compliance / Policy & Procedure Coordinator.

A. POLICY STATEMENT

This policy is to ensure fairness and transparency in academic grading and provides a clear, respectful, and timely review process of an academic grading decision. This policy outlines the rights and responsibilities of the student and of Keyano College regarding an appeal.

1. Guiding Principles

- 1.1 This policy applies to any student at Keyano College and addresses an appeal related to a grade received.
- 1.2 The College has a two-stage process for adjudicating a grade appeal.
 - a. Informal Resolution
 - b. Formal Appeal
- 1.3 Students and instructors are expected to make every reasonable attempt to resolve the matter at the informal resolution stage.
- 1.4 All grades that are not final grades should be resolved at an informal level and, in exceptional circumstances, may be referred to the Chair to move to a formal review.
- 1.5 Appeals related to practicum or clinical grades must go directly to a formal appeal.
- 1.6 Grounds for an appeal include one or more of the following:
 - a. The grading scheme set out in the course outline was not followed
 - b. The grading scheme was not applied in a reasonable and fair manner
 - c. Relevant College policy was not followed in the determination of the grade.
- 1.7 Concern for the consequences of a grade, dissatisfaction with a grade, with a decision within the scope of this policy or with a College policy or procedure is not in itself a ground for appeal.

- 1.8 Grades resulting from a violation of the Academic Integrity Policy cannot be appealed through the Grade Appeal Policy.
- 1.9 The outcome of a grade appeal may include raising the grade, lowering the grade, or maintaining the same grade, depending on the findings of the Appeal process.
- 1.10 During the period of the Appeal process, the student is entitled to continued use of College services and participation in College activities, provided that the student's presence is not considered to put the well-being or safety of others at risk. Permission to attend courses for which the course under grade appeal is a prerequisite must be granted by the applicable Chair. However, students will not be permitted to attend practicums or clinical placements while a grade appeal for a prerequisite course is in progress.
- 1.11 Any costs incurred by the student in the appeal process are the student's responsibility. A fee may be applied to requests for an Appeal Hearing Panel. Such a fee must not present a financial barrier for the student. In such cases, the student may discuss with the Office of the Registrar.

B. DEFINITIONS

(1)	Appeal Hearing Panel:	means a group of people assigned to review and hear evidence about the grade appeal and make a recommendation about the appeal.
(2)	College:	means Keyano College.
(3)	Grade:	means a letter, designation, or percentile indicating a degree of cumulative achievement for any educational work in a College course which may be comprised of multiple evaluation tools recorded by the Office of the Registrar.
(4)	Policy:	means the Grade Appeal Policy.
(5)	Student:	means an individual who is formally admitted to and/or registered in a course, program, or learning activity offered by the College. A student may be full-time or part-time, domestic, or international, and may be enrolled in credit or non-credit courses.

C. RELATED POLICIES

- Academic Standing Policy
- Credit Program Grading Policy
- Examination Policy: Deferred, Supplemental and Challenge Exams

D. RELATED LEGISLATION

- *Post-Secondary Learning Act*

E. RELATED DOCUMENTS

- Academic Standing Procedure
- Credit Program Grading Procedure

F. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
09/18/2025	New policy.		Associate Dean, Academic Upgrading & Global Access	Dean, School of Business, University Studies and Academic Upgrading