

Frequently Asked Questions about Results and Appeals

Q When will the Results be released?

A All assignment or examination results will be released (latest) within 3 months after the submission date for the assignment or the date of the examination.

Q: What should I do if I failed a module?

A: You will need to re-submit the assignment or sit for a supplementary examination at no additional charges. If you should fail this resubmission or re-sit opportunity, you will be required to pay to attempt another assignment question or sit for another examination. Should you fail this attempt, you will have to retake the entire module and pay for the classes. Please contact the Admin Office or refer to your Student Contract for the fees involved.

Q:: When can I collect my Transcript/Certificate?

A: Students will be conferred with their academic transcript not more than 4 months after the end of course. The Student Services Manager will notify students that that transcripts and Diplomas are available ready to be issued to the students. Students can return to the College from Mondays to Fridays, 9:00 am to 6:00 pm to pickup their transcript and Diploma.

Q Can I receive my Transcript and Certificate by post?

A: All Transcript and Certificate must be collected in person or through an authorized third party (with authorization letter) at Academic Department (Mondays to Fridays from 9.00am till 6.00pm, except Public Holidays).

Q: What kind of decisions can a student appeal against?

A: Students have the right to appeal to the Academic Department for a review of a final decision of an academic body (OSAC International College or CTH or Pearson) which makes decisions on student progression, assessment and awards.

Q: What are grounds for making an appeal?

A: Students must be clear about the reasons why they believe that an academic decision is incorrect before lodging an appeal. You can refer to the 'Grounds for Appeals' in the respective Academic Appeal Policy for the different qualifications that are awarded by the College, CTH or Pearson BTEC.

The following circumstances will not be considered grounds for appeal:

- Extenuating circumstances not disclosed to College
- Dissatisfaction relating to the outcome or consideration of an Extenuating Circumstances claim
- Academic judgment - which includes the mark, the pass/fail decision or the grade given by the person who is marking the piece of work. If you are unhappy or disappointed with the mark you receive for a piece of work, you should seek feedback from the Faculty or the Academic Department which may help you to understand how the mark was arrived at.
- Current concerns relating to the quality of teaching, supervision or support that may be covered by the Feedback Form.

Q: Who can I speak to for more advice about making an appeal?

A: You can speak to any of the staff in the Academic Department. They will be able to advise first on whether they think that you have a case and, if so, on preparing an academic appeal.

Q: What is the deadline for making an appeal?

A: You must submit an appeal within 3 working days after you have been notified of the results.

Q: What happens after an appeal is submitted?

A: The Academic Manager will first acknowledge via email/letter the receipt of your appeal within 3 working days. This is followed by an initial consideration of your appeal. The appeal may be rejected if there are no valid grounds for consideration.

If the Academic Manager believes there may be grounds for an appeal, it will be submitted to the Examination Board for consideration.

The College has the option to keep or change the original recommendation, in which case you will be informed of this decision.

The decision of the Examination Board is final, no further appeals will be considered.

Q: How long will it take for an appeal to be resolved?

A: You are expected to receive a response from the College about the outcome of your appeal within 21 working days.

For programmes awarded by CTH and Pearson, the expected response time will take 30 – 40 days for different stages of the appeal process (refer to CTH and Pearson Appeal Process).

You will be kept notified should the College or the External Awarding Partner require more time to resolve the appeal.

Update of Particulars

It is very important for you to update your particulars by informing the Student Services Department, as all updates on changes and policy may be done via emails. You can update your particulars in person at the Admin Office during working hours from Mondays to Fridays.