



## The American Institute of Extended Studies (AIES) Appeals Policy

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### A. Introduction

**AIES** has comprehensive and rigorous quality assurance procedures in place for maintaining the standards of its qualifications and their delivery. In the event that these systems fail, an appeal may be made to the **AIES**.

**AIES** is committed to ensuring that the services of its approved centers or appointed representatives are conducted in an efficient and effective manner at all times.

The **AIES** recognizes that if this service does fall below what may be considered to be an acceptable level, does not reflect the level of quality assurance expected or fails to demonstrate fairness or equity of application, an appeal may be made.

The **AIES** will treat all appeals with equal importance and consideration. It understands the need to ensure that appeals are dealt with in a thorough and comprehensive manner.

### B. An Appeal

An appeal is a formal request by a candidate or a named representative from an Approved Centre to the **AIES** to undertake an investigation (on the grounds outlined below) and to arrive at a decision.

### C. Grounds for Appeal

- An appeal may be made by individual candidates or centers when the systems and procedures are deemed to have failed;
- Candidates and centers may lodge an appeal on the grounds of maladministration or malpractice;
- Candidates and centers can make an appeal against an external verification decision;

**Candidates cannot appeal against individual results or against practices and procedures carried out by an approved center when the center's own appeals procedure has not been exhausted.**

Appeals will be considered individually on the merits of each submission made to the **AIES**.

## **D. Malpractice**

In either case where malpractice is suspected through the nature of an appeal, the **AIEE** Malpractice Policy will be invoked.

## **E. Procedures for registering an appeal**

1. An appeal must be submitted in writing to the Director of Professional and Technical Development **AIES** within 14 days of a grievance being identified; or within 14 days of the notification of an internal appeals decision which has been made by an approved center. The written appeal **must** contain the following:

- Name of person making the appeal.
- Name of Approved Centre.
- Name of candidate(s) involved in the appeal (if applicable).
- The **AIES** program being studied by candidate/s (if applicable).
- Year in which candidate(s) registered for the course (if applicable).
- Clearly specify grounds for the appeal.
- If the appeal has been lodged against an assessment decision, the assessed item(s) of work must be returned with the appeals letter (subject to aforesaid guidance).

The appeal will be acknowledged by the **AIES**. At each stage of the appeals process the appellant will be kept fully informed. The Director of Professional and Technical Development **AIES** will determine if an appeal can be lodged based upon the information provided to the **AIES**.

2. Where the appeal is accepted, an investigation will be conducted by the **AIES** Grievance and Appeals Board set up by the **AIES** Management Committee.

Following investigation, evidence will be submitted to **AIES** Council.

3. The **AIES** Grievance and Appeals Board shall have powers of remedy where they conclude that there has been an incorrect application of procedure or process. The Board will comprise 10 corporate members\* representing as far as possible, a balance between regions, disciplines, gender and race.

*\*Note: for the purpose of statutory regulation, at least one member of the panel must be independent who is not, and has not been at any time during the past seven years, a member of the **AIEE** Board or Committees, or as an employee or examiner of **AIES**.*

4. The **AIES** Grievance and Appeals Board will be set up as soon as possible following receipt of a written appeal being lodged to the **AIES**. Evidence may be collected from the center and/or the **AIEE** External Verifier for the center.

5. Appellants will be kept notified at each stage of the Appeals process. The duration of the Appeals process is dependent on the nature and complexity of the appeal.

6. The decision of the **AIES** Grievance and Appeals Board will be reported to **AIES** Councils for ratification.

7. Appellants will be notified in writing of the final decision of the **AIES** Grievance and Appeals Board, subject to the ratification of **AIES** Councils within 10 working days of the final decision of **AIES** Council being made.

#### **F. Independent Review**

If the appellant disputes the findings of the **AIES** Grievance and Appeals Board, the appellant must write to the Secretary of the **AIES** Council (Chief Executive of the **AIES** within 30 days of the issued decision. This will be issued to the **AIES** President who will appoint an Independent Review Panel to assess the findings. The Independent Review Panel will consist of:

- 3 Past Presidents of **AIES**\*
- Appointed **AIES** member of staff to act as Secretary to the Panel.

*\*Note: at least one member of the panel must be independent who is not, and has not been at any time during the past seven years, a member of the **AIES** board or committees, or as an employee or examiner of **AIES**.*

The decision of the Independent Review Panel will be reported to **AIES** Councils for ratification. **The decision of AIES Council will be final.**

#### **G. Costs and fees**

The **AIES** aims to set and maintain reasonable fee levels for conducting an appeal or independent review. Fees will be set and reassessed on an annual basis and appellants informed of associated costs.

These will be set out within the acknowledgment of an appeal.

Details are also available on the **AIES** part of the website at [www.aiesus.org](http://www.aiesus.org)\*

\*Example

#### **H. Annual Evaluation**

The **AIES** will continuously monitor and evaluate the nature, conduct and outcomes of its appeals arrangements. It will report on the operation of its service and share relevant data with the regulatory authorities upon request.