

International House Vancouver

Name of Institution

03987

Institution Number

Grade Appeal Policy

Name of Policy

May 5, 2025

Effective Date

May 1, 2025

Revision Date

At International House Vancouver (the “Institution” or “Institute”), we believe in providing a fair and transparent academic environment for our students. Our grades appeals policy ensures that students have the opportunity to resolve concerns regarding their marks in a just and equitable manner.

Grades for coursework are meticulously compiled, considering various assessments completed throughout each chapter or unit. These assessments encompass various activities, such as projects, assignments, class tests, presentations, participation in class activities, and evaluations of appropriate competences. Each assessment is assigned a score, and these individual scores are combined to calculate the final grade for a given course.

Grade disagreement process:

1. Where a student disagrees with a grade received or any decision resulting from the application of the rules, policies, and regulations referenced in the Institution’s policy in its entirety, the student shall discuss the matter with their instructor or the Director of Studies in an attempt to resolve the problem.
2. Both individual and/or group complaints should be handled as outlined above. Most complaints are resolved informally with the instructor or faculty member responsible for grading that student/group of students. Faculty members endeavor to be open and fair in dealing with students’ concerns, thus students are encouraged to speak with the faculty member(s) involved in the matter.
3. Students have five (5) business days from the day they receive the grades to request a retake or re-assessment of the task, assignment, or exam.

The process of appealing grades at International House Vancouver is as follows:

- 1) A student who feels there have been extenuating circumstances that adversely affected his/her academic outcome/progress may appeal to the Director of Student Services. A student who is dissatisfied with the decision of first instance may appeal to the Director of Studies.
- 2) Students have five (5) business days from the day they receive a decision that

affects their academic progress to request an appeal on the outcome of the decision. The Dispute Resolution Policy will apply.

If there are further questions about our Grade Appeal policy, please reach out to the Director of Studies or Student Service Support.

Students can also contact the Director of Studies at academics@ihvancouver.com.