

Appeals Policy

Version 1.0 · Effective September 2026 · Next review September 2027

Introduction

Masar University provides a formal route for learners on its CPD courses who wish to appeal against an assessment decision. All learners are assessed against the learning outcomes of their course and, where applicable, the criteria of the relevant certifying or professional body. Assessment decisions are made by the University's internal Assessors and are quality assured by the Internal Quality Assurer (Academic Quality Department).

Scope

This policy applies to learners enrolled on CPD courses and professional training delivered by Masar University. Degree programmes are governed by the University's academic regulations.

How assessment works on our online courses

Our courses are delivered fully online. Assessments, such as online quizzes, assignments and final assessments, are completed and submitted through the University's learning platform (Moodle, lms.masaruni.ae). The platform keeps a record of each submission, including its date and time, and of each quiz attempt. These records are the main evidence used when an appeal is investigated.

Areas for appeal

This policy enables learners to make a formal appeal against a recommendation or assessment decision relating to:

- an Assessor's decision on any element of assessment that differs from the decision of the Internal Quality Assurer (for example, where an assessment has been marked as achieved by the Assessor but the Internal Quality Assurer disagrees);
- a decision on an application for a reasonable adjustment or special consideration;
- the outcome of a malpractice investigation (see the Malpractice Policy);
- the University's final, overall assessment decision for a CPD course.

Grounds for appeal

The following examples are not exhaustive:

- a reasonable adjustment was refused without reason, or a decision to limit a requested adjustment proved to be inappropriate or insufficient;
- the learner requested special consideration, but it does not appear to have been applied;
- there was inappropriate or irregular conduct on the part of the Assessor;
- the assessment was not conducted in line with its published instructions, or a technical fault on the University's platforms affected the learner's attempt or submission.

Appeals process

Stage 1: Discussion with the Assessor

The learner should first raise their intention to appeal directly with the Assessor responsible for the decision, by message through the learning platform or by email, as soon as possible after receiving the decision. If the learner is dissatisfied with the outcome of this discussion, they should complete the Learner Appeal Application form, which can be downloaded from the policies page at masaruni.ae or requested from info@masaruni.ae. The completed form, together with any supporting evidence, must be returned by email within five working days of the date of the assessment decision. Appeals received after this time will not be heard.

Stage 2: Investigation by the Internal Quality Assurer

Once the form is received, the University's designated Internal Quality Assurer ("IQA") will investigate the appeal and respond to the learner in writing with a decision within 20 working days of receiving the form.

Stage 3: Final review

If the learner is dissatisfied with the IQA's decision, they may request a final review by the President of the University, in writing to info@masaruni.ae, within 10 working days of receiving the IQA's decision. The President's decision is final.

Additional notes

- It is extremely difficult to investigate appeals without impartial evidence. An appeal based solely on the learner's disagreement with the Assessor's decision will be considered only where it is supported by evidence, such as the submission and attempt records held on the learning platform.
- The learning platform's records of submissions, submission times and quiz attempts will be reviewed as part of every investigation. Learners are advised to keep their own copies of submitted work and of any submission confirmation.
- Before an assessment, it is the learner's responsibility to tell us about any medical or other problem that may adversely affect their performance, so that a decision can be made about a deferral, a reasonable adjustment or special consideration (see the Reasonable Adjustments and Special Considerations Policy).

- Making an appeal will not affect the way a learner is treated or assessed in future.

Contact

Email: info@masaruni.ae

Telephone: +966 56 546 5105

Approved by: Dr. Mahmoud Elgindy

Chairman of the Board and Chief Executive Officer, Masar University

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