

AIU London Campus enjoys dual accreditation. For degree-seeking students one of the advantages of studying at AIU London is that, provided they are enrolled in an appropriate Bachelor's program, they have the opportunity to obtain a fully accredited British degree as well as an American degree.

The American degree will be awarded by American InterContinental University, which is accredited by the Commission on Higher Education of the Southern Association of Colleges and Schools ([www.sacs.org](http://www.sacs.org)), one of the regional accrediting commissions recognized by the Department of Education of the United States.

The British degree will be awarded by London South Bank University ([www.lsbu.ac.uk](http://www.lsbu.ac.uk)), a fully licensed British university that is a leading provider of higher education in the United Kingdom.

In 2002 AIU London successfully applied for membership of the UK Quality Assurance Agency for Higher Education (QAA) ([www.qaa.ac.uk](http://www.qaa.ac.uk)). The QAA operates a program of "Institutional Audits" to assure the quality and standards of British university programs. AIU London is the first American institution of higher education to be admitted to QAA membership. Whereas British taxpayer-funded universities have to be in membership with QAA, for AIU London this membership is entirely voluntary. All universities in membership of the QAA are expected to follow the QAA's "Code of Practice" (available at its website).

So although AIU London is a campus of an American university, it operates extra systems of quality assurance in line with all British universities. These systems include:

- The appointment of one or more "External Examiners" - experts from other British universities and industry - who oversee the assessment process for 300- and 400-level courses in the degree programs.
- Scrutiny of all project assignments and Final question papers at 300- and 400- levels in a major by the External Examiners.
- Double Internal Marking (or Grading) of all Final course assessments at 300- and 400- levels in a major.
- Sample scrutiny of all 300- and 400-level course assessments in a major by the appropriate External Examiners.

AIU London has decided that courses taken by Study Abroad Students will be subject to the same quality-assurance systems. So if a Study Abroad student takes any 300- or 400-level courses in the degree programs, the assessments will be double internally graded and may be sent to the appropriate External Examiner. By convention, the decision of the External Examiner overrides that of the (internal) Instructors. So a grade agreed internally could be raised by an External Examiner, or lowered.

Additionally, all assessments are benchmarked against a set of campus-wide generic assessment criteria, which tabulate grade-bands at Levels 100 through 400 in terms of Intellectual Skills and Attributes, Processes and Behaviours. Percentage and/or letter grades are awarded in accordance with these criteria, as follows:

Grade A – work assessed between 70% and 100%  
Grade B – work assessed between 60% and 69%  
Grade C – work assessed between 50% and 59%  
Grade D – work assessed between 40% and 49%  
Grade F – work assessed below 34% [Fail]

For each course taken at the London Campus, students will receive on their transcript the appropriate letter grade that reflects, in accordance with the generic and course-specific assessment criteria, the quality of the work submitted.

At AIU London, students are regarded as partners in the learning process. The instruction given at AIU London can best be characterized as "Anglo-American". Instructors teach wholly within the AIU curriculum, but their pedagogic approach will often assume - and encourage - more student autonomy than is the case in many American universities.

Any SAP student who experiences difficulties with an Instructor is encouraged to talk to the Instructor to see whether the difficulty can be resolved at that level. If it cannot, the student should approach the Program Dean. The Study Abroad Services office will also be happy to assist in resolving difficulties and issues of this kind.

Please note that UK and US laws prevent AIU London staff and faculty from discussing any information in a student's record (including academics, judiciary or counseling issues, etc.) with third parties. If parents/guardians wish to discuss issues related to a student's enrolment at AIU London, the student will first need to grant permission for staff to enter into this discussion with others. The Study Abroad Services office can provide students with the Consent Form that should be signed to grant this permission; this will be added to the student's file.

### **Grade Appeal Procedure Summary**

A Grade Appeal is a process in which a grade received by a student for completion of a course is believed to be unjust or unfair by the student. Many grade appeals can be resolved simply through a discussion with the faculty member teaching the course. Therefore, students appealing a grade should begin the process by talking with the instructor of the course where the grade is in question. If after the discussion, the student believes he or she has received an arbitrary grade, not based upon the course syllabus, the student can then begin the formal grade appeal procedure. It is the purpose of the grade appeal policy to outline appropriate steps the student should take to clarify any questions about a particular grade or the instructor's grading policy. It should be emphasized that there can be no appeal concerning disagreement with an instructor's academic judgment in assessing the merits of an individual academic performance. Furthermore, disagreement with an instructor over demeanor or teaching style is not grounds for a grade appeal.

To hold all parties accountable, faculty and students must provide accurate statements to back-up completed *Grade Appeal Form*. The *Grade Appeal Form* is a formal written request asking the faculty member to reconsider the grade decision based upon the argument provided in writing on the *Grade Appeal Form* by the student.

*The grade appeal procedure must be submitted and the final petition in the appeal procedure received by the office of the Vice President for Academic Affairs no later than thirty after the grade is made available to the student. (Grades can be viewed on the student portal immediately after posting). Grade appeals submitted later than thirty days, as stated above, are not disputable and will remain as originally recorded.*

### **Formal Grade Appeal Procedure**

The Formal Grade Appeal procedure follows the local Campus Academic Chain of command. At each level of grade appeal review, if the student continues to believe the grade is unjust or unfair the student can appeal to the next level. Generally, the sequence is:

1. Appeal to the Faculty Member.
2. Appeal to the Program Chair/Dean
3. Appeal to the Vice President for Academic Affairs. This is the final Grade Appeal level.

A local Grade Appeal Form must be completed in order to file a formal Grade Appeal. The Grade Appeal Form may be obtained from the Registrar's office. The form should be completed and submitted to the Dean/Program Chair who will record the date of receipt and submit the form to the appropriate Faculty member, Program Chair/Dean or Vice President for Academic Affairs, depending on the level at which the appeal has progressed. The Faculty member, Program Chair/Dean or Vice President for Academic Affairs will respond in writing on the form.

The total period for the grade appeal process should not take more than three months for AIU London students and not more than six months for study abroad students whom are no longer on campus.

If after ten days the Grade Appeal Form is not returned or the Dean/Program Chair is not contacted, in writing, by the faculty member, Program Chair or Vice President for Academic Affairs, depending on the level at which the appeal has progressed, requesting additional time (no more than an additional 10 Business Days), the student may move the Grade Appeal to the next level without receiving a response from the Faculty member.

In higher level courses at AIU, in compliance with the requirement of the UK Quality Assurance Agency for Higher Education, assessments are double-graded internally and are then subject to moderation by one or more External Examiners-senior academicians from other institutions of higher education and/or practitioners with considerable professional and industrial experience. External Examiners generally review a sample of assessments, but may review an entire cohort. As a result of their review and recommendation, a grade given internally may be lowered or raised.

In respect of British degrees, the final degree outcome is decided by a program-specific Board of Examiners, which includes the relevant External Examiners. Following a board meeting, there is a limited period in which students may appeal, but only on administrative or procedural grounds. These are set out in the Student Handbook. Disagreement with the academic judgment of an Examining Board cannot by itself constitute grounds for an appeal.

### **Grade Appeals and the Role of the University Appeals Board**

Grade appeals may not be appealed to the Appeals Board except in cases where the student contends that University policies or procedures have been violated in attempting to resolve the grade appeal. In such cases, the student may appeal to the Appeals Board, in writing, either directly or through the Ombudsman, and must declare that he or she believes that University policies or procedures were not followed in resolution of the Grade Appeal.

The Appeals Board may rule in favor of the student, in which case the appeal is sent back to the Vice President for Academic Affairs with instructions to resolve the appeal by following University procedure, or the Appeals Board may deny the student's allegation of violation of University procedure at which case the appeal ends.

To submit an issue to the Appeals Board, contact the campus Ombudsman at your campus to obtain a copy of the Student Complaint Form. The completed form should be returned to the Ombudsman.

### **SAP students who are no longer on the AIU London Campus:**

SAP students should first contact the Head of Study Abroad Programs ([sap@aiulondon.ac.uk](mailto:sap@aiulondon.ac.uk)) or their relevant instructor to receive a grade breakdown. A response will be given detailing the breakdown of the grade along with any explanation provided by the instructor. The grade appeal form must be completed and emailed to the Head of the Study Abroad Programs if the student wishes to launch an official grade appeal.

The Head of Study Abroad Programs will submit the Grade Appeal Form to the instructor and Program Dean, obtain a response to the query and respond to the student accordingly.

An Appeal must be filed within thirty (30) days following the date in which the grade was made available to the student. There are NO exceptions to this rule. Please note that if you have not paid your tuition and housing fees in full, you will not receive your transcript in a timely manner (which normally happens a few weeks after the end of term). This is not an excuse for filing a late Grade Appeal.

Please note that if you decide to launch an official Grade Appeal, all the work you submitted for the course may be reviewed and assessed again. You are responsible for providing AIU London staff and faculty with copies of any work that was returned to you.

If you are still attending AIU London the term after you received the grade in question, please follow the procedures outlined above. You must first arrange a meeting with your instructor to discuss the grade. If you need additional clarification, you must arrange a meeting with the Program Dean. He/She will discuss the appeal with instructor and will give the you, the student, an official interpretation of the grade.