

<b>Ace Community College</b>		<b>September 1, 2021</b>
Name of Institution		Effective Date
<b>Grade Appeal Policy</b>	<b>Campus Administrator or Campus Director</b>	<b>September 1, 2024</b>
Name of Policy	Position(s) Responsible	Revision Date

Ace Community College provides an opportunity for students to resolve grade disputes in a fair and equitable manner. The Grade Appeal Policy applies to all Ace Community College students who are currently enrolled or who were enrolled within the 6-month period prior to the submission date of the written grade appeal. This policy does not apply to students who have been dismissed according to the Student Dismissal Policy after the dismissal date.

1. This policy governs grading complaints from students as relates to Ace Community College’s grading processes and grade determinations.
2. A student who makes or is otherwise involved in a grading complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student’s grade appeal will be handled is as follows:
  - If a student is dissatisfied with an assigned grade and can provide evidence that a higher grade is warranted, the student should first discuss this with the instructor. The instructor will review the evidence, reconsider the grade and, if warranted, assign a different grade. This must be done within 5 business days of the student receiving the initial grade.
  - If the student is not satisfied with the outcome of the appeal to the instructor, the student must submit a written appeal to the Campus Administrator or Campus Director within 5 business days following the meeting with the instructor.
  - The Campus Administrator or Campus Director will obtain a copy of the assignment or test in question from the instructor within 5 business days of receiving the student’s written appeal. The Campus Administrator or Campus Director will meet with the instructor to understand how the original mark was assigned. If warranted, the Campus Administrator or Campus Director will have another instructor independently evaluate the assignment or test in question.
  - A written response will be provided to all persons involved within 10 business days following the receipt of the student’s initial written grade appeal.
4. Possible outcomes that may occur:
  - If it is determined that the student’s grade appeal is not substantiated, the institution will provide a written explanation of the decision to the student.
  - If the student’s assignment or test is re-marked and the result is a higher grade, then the higher grade will be given. If the result is a lower grade, then the original grade will be retained. The re-assessed grade will be considered final and cannot be appealed again.



#101-102, 9486 120 St, Surrey, BC V3V 4B9  
604-603-ACE1 (2231)  
[info@acecollegecanada.com](mailto:info@acecollegecanada.com)  
[www.acecollegecanada.com](http://www.acecollegecanada.com)

- A final written decision on the grade appeal will be provided to the student within 30 business days from the receipt of the initial written grade complaint.
- The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Campus Administrator	604-603-2231 Ext. 105	<a href="mailto:manager@acecollegecanada.com">manager@acecollegecanada.com</a>
Campus Director	604-603-2231 Ext. 102	<a href="mailto:schawla@acecollegecanada.com">schawla@acecollegecanada.com</a>