

GRADE APPEAL POLICY

PTIRU Institution #4423 | DLI #O266418531812

Policy Title: GRADE APPEAL POLICY

Institution: Story Institute

Effective Date: September 25, 2026

Revision Date: September 25, 2026

Responsibility: Senior Educational Administrator and Instructors

Applies To: All Story Institute students, instructors, staff, contractors, volunteers, guests and other persons participating in Story Institute activities.

1. PURPOSE

Story Institute provides students with a fair and reasonable process to appeal a grade received in a course or assessment that forms part of an approved program of instruction.

2. WHO MAY APPEAL

A currently enrolled student, or a student who was enrolled in the applicable program when the grade was issued, may submit a grade appeal. A student may appeal a course grade, final assessment, or other grade that materially affects program completion.

3. GROUNDS FOR APPEAL

An appeal should identify the grade being challenged and the basis for the concern. Examples include a calculation error, material inconsistency with the published assessment criteria, procedural error, or other information that reasonably supports reconsideration of the grade. A student may not appeal solely because they are disappointed with a grade.

4. STEP ONE — DISCUSSION WITH INSTRUCTOR

Where reasonable and safe to do so, the student should first discuss the grade with the instructor and provide the basis for the concern. The instructor will review the concern and may correct the grade if an error is identified.

5. STEP TWO — WRITTEN APPEAL

If the concern is not resolved with the instructor, the student may submit a written appeal to the Senior Educational Administrator. The appeal should identify the assessment, grade, grounds for appeal, and relevant supporting information.

6. REVIEW

The Senior Educational Administrator will review the assessment criteria and relevant records. Where appropriate, the assessment may be reviewed or re-marked by another qualified instructor who was not responsible for the original grade.

The reviewer will assess the work against the applicable assessment criteria and will not change a grade solely because another evaluator would have used a different subjective judgment where the original assessment was reasonably supported.

7. OUTCOME

The outcome may confirm the original grade, correct an administrative or calculation error, or assign a revised grade where the review establishes that a change is warranted.

Where a re-mark is conducted, Story Institute will apply a fair and consistent approach and will document the outcome and reasons.

8. WRITTEN DECISION

The student will receive the decision and, where applicable, the reasons for the decision. The student will not be penalized for making a good-faith appeal.

9. FURTHER REVIEW AND DISPUTE RESOLUTION

Where the grade appeal process has been completed, a student who remains concerned may use the Student Dispute Resolution Policy where the matter falls within that policy. The grade appeal process does not limit a student's statutory or regulatory rights.

10. RECORDS

Story Institute will retain the appeal, supporting information, review materials, and decision in accordance with applicable student-record requirements.