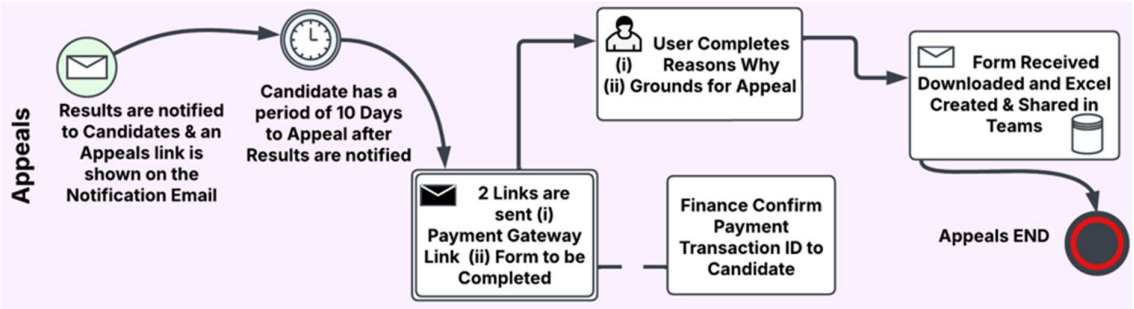
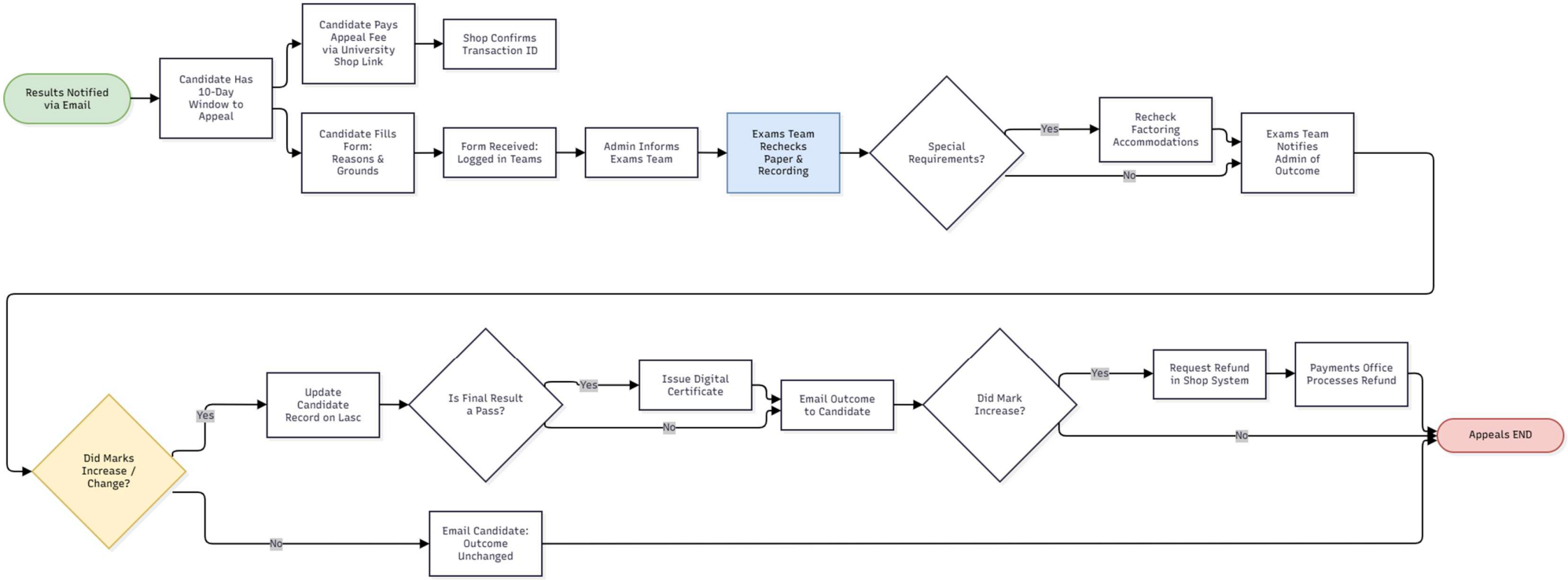
Appendix C – TEG Appeals Process



1. **Initiation & Payment:** The candidate initiates the appeal using links provided in their results email notification. The window for initiating an appeal is 10 days after results have been notified. The candidate pays the appeal fee via the University Shop portal and completes the online appeal form, which alerts the TEG Administrative Team that an appeal process has commenced.
2. **Internal Escalation:** The TEG Administrative Team logs the request and notifies the Examinations Team that an appeal has been lodged.
3. **Examination Recheck:** The Examinations Team conducts a full recheck of the candidate's written exam paper and oral recording. Any candidate special accommodations (e.g., dyslexia or hearing impairments) are again taken into account during this review.
4. **Outcome Logging & Record Update:** The Examinations Team notifies the Administrative Team of the outcome via email. If marks are altered, the Examinations Team updates the candidate record in the current candidate management system (Lasc) with the revised marks while preserving the original marks for audit history in a dedicated Excel file.
5. **Candidate Notification & Certification:** The TEG Administrative Team communicates the final appeal outcome to the candidate by email. If the recheck results in a mark change and a passing grade is achieved, an updated digital examination certificate is issued.
6. **Fee Refund Processing:** If the appeal results in an increased mark, the candidate is entitled to a full refund of the appeal fee. The TEG Administrative Team submits a refund request through the University Shop portal for execution by the University Payments Office.


Results Notified via Email
Candidate Has 10-Day Window to Appeal
Candidate Pays Appeal Fee via University Shop Link
Shop Confirms Transaction ID
Candidate Fills Form: Reasons & Grounds
Form Received: Logged in Teams
Admin Informs Exams Team
Exams Team Rechecks Paper & Recording
Special Requirements?
Yes
Recheck Factoring Accommodations
No
Exams Team Notifies Admin of Outcome
Did Marks Increase / Change?
Yes
Update Candidate Record on Lasc
Is Final Result a Pass?
Yes
Issue Digital Certificate
No
Email Outcome to Candidate
Did Mark Increase?
Yes
Request Refund in Shop System
Payments Office Processes Refund
No
Appeals END
No
Email Candidate: Outcome Unchanged