



Graduate School

How to Guide:-

**➔ Final Assessment appeals process
Group 1**

Marketing • Supply Chain • Business

info@immgsm.ac.za | 0861 IMM 476 | www.immgsm.ac.za

Preparation for your Final Assessment

- Prepare a space in your home or office where you will be able to sit and work uninterrupted. Ensure the signal strength is optimal.
- Ensure your space is well lit and well ventilated.
- Check your data and top up if necessary. Lost internet access during the final assessment will be very disruptive.
- Make sure your laptop, tablet and/or mobile device is fully charged and keep it on charge for the duration of the final assessment in case of any power outages.
- Have an exam pad, stationery and all required resources ready and prepared.
- Read through all the How to Guides which are available on eLearn.
- Practise the Final Assessment submission method daily up to the Final Assessment day.
- Plan your time - check question mark allocations.
- Take a deep breath: in through your nose (fill your lungs) and a slow exhale through your mouth.
- Stay calm - read through the questions, read it again to make sure you know what is being asked, then start your answer.
- Good Luck!

This How to Guide covers the appeals process for the October 2020 Final Assessment regarding two scenarios:

Section A - Issues experienced on the day

- This appeal process covers challenges experienced during the actual completion of the Final Assessment

Section B - Inability to commence the Final Assessment

- This appeal process covers instances where a student could not start the Final Assessment due to illness or a personal emergency.

Section A: Issues experienced on the day

1. Grounds for appeal

Students may submit an appeal for the following reasons:

1. Unplanned load shedding or area power outage
2. Connectivity issues - internet service provider failure
3. Device hardware issues
4. Device software issues
5. Uploading the incorrect file
6. Uploading the correct file to the practice module

Appeals will not be considered for the following reasons:

- Incomplete submissions
- Missed final assessment sessions
- Submitting the incorrect file format (only PDF is allowed)
- Submitting a file that is corrupt or damaged or which cannot be opened

Section A: Issues experienced on the day

2. Appeal application content

In order to submit the online final assessment appeal, the following criteria must be met:

1. State the applicable reason for the appeal as provided for on the [online Final Assessment Appeal form](#) by selecting the relevant option(s)
2. Supporting documentation to be supplied
3. A fully completed appeal application must be received within 48 hours of the Final Assessment end time

Section A: Issues experienced on the day

3. Supporting documentation required

Reason for appeal	Compulsory required supporting documentation
1. Unplanned load shedding or unplanned power outages	<ul style="list-style-type: none">● Electricity supplier reference number for the logged fault and any supporting documentation (eg: announcements made via their website, their Twitter account or similar)
2. Connectivity issues - service providers	<ul style="list-style-type: none">● Internet service provider reference number for the logged fault and any supporting documentation
3. Device hardware issues	<ul style="list-style-type: none">● IT provider's formal report of the hardware issue
4. Device software issues	<ul style="list-style-type: none">● IT provider's formal report of the software issue
5. Uploading the correct file to the practice module in error	<ul style="list-style-type: none">● Confirmation of submission receipt as emailed by eLearn● A screenshot of your submission made.
6. Uploading the incorrect file	<ul style="list-style-type: none">● The correct PDF file which has not been opened or amended after the closing date and time of the final assessment.

Section A: Issues experienced on the day

4. How to submit an appeal

1. Appeals must be submitted via the online form below
2. Click [here](#) to complete the [online Appeal Application Form](#)
3. Complete the online Appeal Application Form in full - incomplete applications will not be considered
4. Only one online Appeal Application Form must be submitted per module
5. Supporting documentation as stated on the previous page must be uploaded

Do not send appeal submissions to helpme@immgsm.ac.za or any other email address. Only the Online Appeal Application Form must be used

Section A: Issues experienced on the day

5. Appeal application processing

Once an appeal has been received via the online Appeal Application Form, the following process will be followed:

1. Each application will be reviewed individually to ensure a full application has been received. Students will be notified within 48 hours if an application is incomplete or does not meet the requirements
2. A confirmation email will be sent to advise the appeal is complete when it meets all criteria
3. The appeal application will be reviewed by the appeals committee
4. Feedback on the appeal application will be communicated via email within 14 days of an appeal application.

Section A: Issues experienced on the day

6. Appeal application outcome

Where an online appeal has been approved, the following important points must be taken note of:

1. You will be granted the opportunity to complete a supplementary examination in the current semester
2. The relevant supplementary examination fees apply
3. The supplementary examination criteria regarding a 50% average for the assignment will apply

Section B - Inability to commence the Final Assessment

1. Special Cancellation Application Process

The IMM Graduate School cancellation policy makes provision for any emergency situations that may arise on the day of the final assessment. This is referred to as a special cancellation as described on the [Cancellation Application form](#).

Special cancellation applications will be considered for the following reasons **only**:

1. Medical emergencies*
2. Death of a close family member*

* The relevant supporting documentation must be provided as per the [Cancellation Application form](#). Refer to the next page for additional information

Note : Work commitments will not constitute grounds for a special cancellation and will not be considered

Section B - Inability to commence the Final Assessment

2. Supporting documentation required

Reason for special cancellation	Compulsory required supporting documentation
1. Medical emergency - hospitalisation*	<ul style="list-style-type: none">● Medical certificate covering the date of the exam● Hospital admission/discharge documents dates must cover dates of examination (where applicable)● IMM Graduate School Cancellation Application form
2. Death of a close family member*	<ul style="list-style-type: none">● Death certificate/supporting medical documents● IMM Graduate School Cancellation Application

**Original certified documentation must be dropped off at your nearest IMM Graduate School office within 14 days of the Final Assessment date.*

Section B - Inability to commence the Final Assessment

3. Special Cancellation Application Process

To submit an special application request, please follow the below process:

1. Click [here](#) to download the [Cancellation Application form](#)
2. Complete the Cancellation Application form in full. Indicate on this form if you would like to apply for a cancellation of the module, or if you would prefer to be considered to write a supplementary examination.
3. All supplementary examination requirements will apply and a minimum average of 50% must be achieved for the module assignment(s).
4. Cancellation Application forms as well as all supporting documentation must be emailed to cancel@immgsm.ac.za within 14 days of the last Final Assessment date

Section B - Inability to commence the Final Assessment

4. Special Cancellation Application Process

Once the special cancellation application has been received, the following process will take place:

1. Each special cancellation application will be reviewed individually to ensure a complete application has been received. Students will be notified if an application is incomplete or does not meet the special cancellation requirements
2. In order for an application to be considered by the committee all original certified documentation must have reached an IMM Graduate School regional office within 14 days of the last Final Assessment date
3. All approved applications will be submitted to the special cancellation committee, who will review all applications in the week of 16 November 2020
4. The outcomes of the decisions by the special cancellations committee will be communicated via email directly to the student no later than 23 November 2020



Graduate
School

Thank you

Marketing • Supply Chain • Business

info@immgsm.ac.za | 0861 IMM 476 | www.immgsm.ac.za