



Quality Assurance Policy

Atlantis College strives to ensure the delivery of continued academic programme quality and excellence and adopts the necessary criteria to establish a functional and well documented quality assurance system with a view to enable continuous improvement through self-evaluation and action planning. Atlantis College also aims to provide an outstanding student experience by ensuring the quality of our programmes, teaching, and infrastructure for learning and teaching"

Atlantis College Quality Policy has the following aims and goals:

- To ensure that appropriate and transparent governance and management structures are in place to guarantee continuous progress in implementing and supporting quality assurance and improvement measures.
- To ensure that the Colleges' strategic planning and development and quality assurance and improvement mutually inform and support each other.
- To develop a quality culture that permeates all areas of the College for the benefit of the students, staff and the local, regional and national community.
- To implement and maintain procedures relating to the approval, monitoring and review of programmes.
- To take the advice of independent external peers and organisations, in particular external examiners, professional, statutory and regulatory bodies and external assessors in internal and external reviews of academic, administrative and support units.
- To gather quantitative and qualitative data and to conduct periodic surveys to get feedback from key stakeholder groups including students and employers, for quality improvement and policy making.

The Quality Policy will be reviewed from time to time to ensure that it remains appropriate and fit for purpose. Document Name Policy

In order to protect the standards and the integrity of its awarded qualifications, the College has comprehensive policies and processes for quality assurance.



It is responsible to ensure that the quality of learning experiences is appropriate to enable students to achieve those standards. In order to discharge those responsibilities, the College has a range of policies and procedures for assuring the academic standards of awards and enhancing the quality of its educational provision. These policies and procedures are outlined in the Quality Manual. Additional policies may be implemented based on the recommendations of the Quality Assurance Committee (QAC).

Ultimately, the College Policy for Quality Assurance:

- a) supports all organisational units, committees, and members of staff to take on their responsibilities in quality assurance
- b) ensures academic integrity and freedom and protect against academic fraud
- c) guards against unfairness and discrimination against students or staff
- d) supports the involvement of external stakeholders in quality assurance

Within the College, ultimate responsibility for the Quality Assurance framework rests with the Quality Assurance committee.



Programme Monitoring and Review

The monitoring and review of programmes are essential processes within our internal quality assurance mechanism which enable us to exercise this duty and it forms a fundamental part of the academic cycle.

The College has established a Quality Assurance Committee. The College's Quality Committee and Quality Assurance System aims to improve the quality of its Study Programmes. The Quality Assurance Committee regularly meets and analyses important information and implements procedures and processes that aim to improve the quality of the programmes offered. It is to all extents and purposes a self-assessment system.

The Quality Committee and Quality Assurance system aims to:

- guarantee that the quality of the teaching programmes is well-documented, verifiable and assessable;
- facilitate access to information, making it clearer and more understandable for students, families and stakeholders in the employment sector.
- promote a process of continuous improvement in Study Programmes.

The monitoring and review of programmes are essential processes within the internal quality assurance mechanism and undertaking the processes involved, aims to ensure that learning opportunities are available to students which enable the intended learning outcomes of the programme to be achieved. It is a way of ensuring that not only are standards met, but that they are enhanced.

As a cyclical process it enables us to reflect on the learning opportunities that the students have experienced: from programme development and design to monitoring and review and to respond back to the student feedback through enhancing or recommending changes where necessary.



Programme monitoring refers to a regular systematic process. It usually takes place annually through the Annual Monitoring Evaluation Report (AMER), and provides a check on on-going learning and teaching provision at operational level.

The continuing currency and validity of the programme is considered in terms of professional and industry practice where appropriate. Changes in the external environment such as requirements of professional statutory and regulatory bodies are also considered

Programme Evaluation Committees

Programme Evaluation Committees (PECs) are formed once per semester after the completion of the final examinations and are chaired by the Programme Coordinator and all faculty members, both full-time (FT) and part-time (PT).

Scope of the PEC:

- Evaluates the extent to which the programme's aims and objectives are being achieved using instruments and procedures that the Committee considers appropriate.
- Reviews student assessment practices.
- Reviews teaching methods.
- Studies evaluations of faculty and courses by students.
- Studies data on student enrolment, performance and withdrawal.
- Studies the adequacy of human and physical resources, for the delivery of the programme and makes recommendations
- Reviews staff development issues in relation to the content and teaching of the courses.
- Prepares the Annual Monitoring Evaluation Report (AMER).
- Meets at least twice during the academic year after the final examinations of each semester.

Programme Review Committees (PRCs)

: are formed once per semester and consists of the following:

- The relevant Programme Coordinator (Chair)
- Academic Affairs Office Representative
- Quality Assurance Auditor (QAA) or other assigned representative
- All relevant faculty members
- Student representatives (1 or 2 from each year)
- Clerk
- The aim of the Programme Review Committee is to provide transparency in terms of academic quality and tackle issues that reflect the smooth delivery of the modules and the programmes (either newly developed or ongoing) in general. The student representatives are chosen by their peers in order to inform the PRC of any issues and provide feedback. All meetings are minuted, the action points are noted and sent by the QAC for feedback to the Head of the Programme for completion prior to the commencement of the next semester. The Programme Coordinator is liable to monitor the completion of all actions.
-
- Programme monitoring refers to a regular systematic process. It usually takes place annually through the Annual Monitoring Evaluation Report (AMER), and provides a check on on-going learning and teaching provision at operational level.
- The continuing currency and validity of the programme is considered in terms of professional and industry practice where appropriate. Changes in the external environment such as requirements of professional statutory and regulatory bodies are also considered.
-
- To complete the AMER, both qualitative and quantitative information in programme monitoring and review is provided. This includes data on

progression and achievement and lists action taken in response to the previous year's action plan; identifies any key themes in the current year's student feedback or performance data; gives any further comments about the running of the programme; and sets a new action plan for the year ahead. In order to complete the report, a number of documents are required, including: Course Reports, Head of Department reports, Student Evaluations, Peer Observations, Faculty Self-Appraisals, information obtained from Student Satisfaction Survey and any other meetings and other evidence of student experience as well as academic issues. These templates are completed by Faculty and Programme Coordinators for each programme. This process also allows Faculty to share areas of best practice between various programmes.

-
- The outcomes of the monitoring and review process are reported to the Quality Assurance Committee who will determine whether strategic action is required.

Annual Monitoring Evaluation Report

- The Annual Monitoring and Evaluation Report (AMER) is a comprehensive report that each Programme Coordinator needs to complete at the completion of each academic year. Newly running programmes will need to complete their first annual report one academic year after the commencement of their programme.

The report incorporates statistical information in regard to the student intake and attrition rate. It explores the faculty evaluation perspective in terms of peer reviews and student evaluations.

The report aims to set the strengths, weakness and good practices of each programme in real terms and provide a perspective as to the future of the programme. The AMER incorporates the identified needs/issues that are noted via



the PRCs and sets the timeframe for their resolution and provides an action plan for the next academic year.

The AMERs are submitted by each Programme Coordinator by the end of the Spring Semester and are ratified for action by the QAC.

Quality Enhancement

Aspects of good practice and strategies for quality enhancement are disseminated through the annual monitoring evaluation report, peer appraisal, subject group meetings and the many informal discussions between staff and students.



Policy and Process of preventing and dealing with Plagiarism

Intellectual integrity is one of the ideals for which Atlantis College stands. Students are expected to adhere to high standards of intellectual integrity and honesty.

Cheating and plagiarism are contrary to the ideals of Atlantis College.

Definition of Plagiarism

Plagiarism means to take and use another person's work, whether such work is made up of code, formulas, ideas, language, research, strategies, writing or other form(s), and to pass it off as one's own by failing to give appropriate acknowledgement in order to gain unfair advantage.

Procedure for Disciplinary Action on Plagiarism

Upon determining that a disciplinary infraction has taken place the lecturer has an immediate responsibility to inform the student.

The lecturer must organise a meeting with the student to discuss the plagiarism. Based on the result of this joint conversation and depending on the severity of the offence, the lecturer can decide on one of two ways to proceed:

A: To impose a penalty of up to 100% of mark deduction for the specific assessment

B: To refer the disciplinary offence to the Head of the Programme

If a disciplinary measure has been agreed upon, both the lecturer and the student must sign the Plagiarism form. This form ensures that the student is clear on the disciplinary measures that will follow. Copies of the form are sent to the student's Programme Coordinator and the Academic Director.

Additionally, the form is also sent to the Department of Academic Affairs and placed in the student's permanent record.

In cases where the student and lecturer do not come to an agreement on disciplinary measures to be taken, or where the lecturer has previously deemed the offence to be severe and to be directly referred to the Programme Coordinator the case moves under the authority of the Programme Coordinator

In a case where the student admits to the infraction or where the Programme Coordinator concludes that an infraction did indeed take place, the Programme Coordinator, in close collaboration with the Academic Director and the Executive



Director, has the right to impose a penalty on the student. The penalty is always imposed by the Executive Director.

To ensure that the student is made completely aware of this decision, it is recommended that not only does the student receive the outcome in writing but also, meets in person with the Programme Coordinator, in the presence of the Academic Director to discuss the decision. This will additionally ensure that the student is made aware of the process for an appeal and the deadlines involved.

Process for Appeal

The student is allowed to submit an explanatory appeal to the Appeals Committee (AC) within ten (10) working days of the notification from the Academic Director (defined as the date of the letter). Late submission of an appeal letter to the AC will not be considered.

If the Programme Coordinator, the Academic Director and the Executive Director consider that a case constitutes a more serious offence the case is forwarded to the Disciplinary Committee. In a case where the infraction has been forwarded to the Disciplinary Committee (DC) the DC invites the student to a hearing to be held once all evidence has been collected.

The conditions for such a hearing are as follows:

- The student is informed in writing that the DC is to hear his/her case.
- The Letter must relay clearly to the student the case against them, the date and time of the hearing and the DC members who will constitute the committee.
- The accused has the right to request the replacement of a member or members of the DC in a written letter to the Executive Director, providing any reasons for the request.
- The Executive Director takes a decision on the request, and the decision is final.
- Upon receiving the Letter the student has the right to submit an explanatory statement to the DC.
- This statement must be received within ten (10) working days of the date of the Letter .
- Once the DC has received a student's statement it must then convene within ten (10) working days.
- If a student does not submit a statement, the DC will convene twenty (20) days from the date of the Letter .



During his/her defense before the DC, the student has the right to be accompanied by his/her Advisor, or by another student who may speak on his/her behalf.

S/he also has the right to call in witnesses to defend him/her. These witnesses must be made known to the Chair of the DC prior to the commencement of the hearing.

The Committee is required to inform the student of its final decision within 5 working days after the hearing. The decision is also made known to the Programme Coordinator and the Director of Academic Affairs so that the student's file is brought up to date.

This concludes any appeal process for the student and the decision of the DC is final.

The DC communicates the minutes to the Executive Director.

Plagiarism Detection and prevention

The following programmes can be used at Atlantis College to detect plagiarism

<http://plagiarisma.net/>

<http://plagiarismdetector.net/>

<https://www.grammarly.com/plagiarism?q=plagiarism>

<http://www.plagtracker.com/#>

<http://sourceforge.net/projects/antiplagiarismc/>

<http://www.duplichecker.com/>

<http://www.paperrater.com/>

<http://www.plagiarismchecker.com/help-teachers.php>

<http://www.plagium.com/>

<http://www.scanmyessay.com/>

<http://www.plagscan.com/seesources/analyse.php>

The above can be used as a tool for adopting good practice and they can also be used to assist the Faculty in identifying the extent and the source of the plagiarism



Assessment Policy & Examinations Regulations

During examinations, students are NOT allowed to:

- talk to other students or allow others to talk to them.
- look at the papers of other students or allow other students to look at their paper.
- bring with them anything other than pens, pencils and eraser or a calculator, or a dictionary and electronic spell-checkers, if required.
- enter the room after half-an-hour or leave the room before half an hour elapses.
- leave the room for any reason and return without permission. (Students who have medical reasons to leave the examination room, must notify in writing the Department of Academic Affairs at least one week before the examination. If they are allowed to leave they will be able to do so thirty minutes after the beginning of the examination and will be escorted.)
- remove from the room any questions, answer sheets or papers unless permission is given.
- exchange calculators, dictionaries, watches, cigarette packs, etc. with other students.
- copy or keep multiple-choice questions and answer sheets
- smoke, drink, eat or make noise
- use mobile phones.

Students are required to follow ALL instructions of the invigilator.

For term papers and other individual or group work, students are required to avoid plagiarism by using footnotes and quotations to give credit to all sources of information. They should also keep all working notes as proof of their work.

Examination Schedule

Hour and mid-term tests should be scheduled in the course outline.

Occasionally, examinations may be given at other times in order to allow more time or to have several sections tested together.



Grading

The policy with respect to examinations and grading is:

1. For a semester course, there should be a final examination and at least one or two other tests.
2. Homework, a term paper or a project may be used as appropriate.

During the semester the lecturers assess through tests, individual work (assignments, course work) mid- term exams and / or other forms of testing.

4. The average scores obtained derive from the continuous assessment marks.

Continuous Assessment (40%)

- Attendance and class participation
- Individual work (assignments, course work)
- Mid-term exams

60% of the final grade results from the final written examination of the students.

Continuous Assessment for laboratory courses (40%)

- Attendance and class participation
- Intermediate laboratory tests

60% of the final grade for the laboratory courses is derived from the final laboratory testing of students.

- Notes:**
1. The final examination may or may not be comprehensive.
If it is not, its weight should correspond to the material covered.



2. Homework, field trips, and class participation together should not exceed 20%.

1. In certain courses, with the approval of the Programme Coordinator, assessment may be based on term papers and or projects plus a final examination.
 2. Courses that are entirely of a practical nature are not assessed through written examination.

Numerical grades can be given for all exams and homework. However, the final course grade at the end of the semester must be given as a letter as follows:

Numerical Grade	Corresponding to	Letter Grade
From 92-100	Distinction (Honors)	A
80-91	Very Good	B
67-79	Good	C
50-66	Pass	D
Below 49	Fail	E

The final mark is the sum of 40% of the marks of continuous assessment plus 60% of the grade of the final written examination. If the sum of the final grade shows a mixed number the fraction is considered as an integral unit when it is equal to or greater than half the unit.

i) The student advances to the next semester when he / she has achieved a minimum final grade of 50 in each course taken. The student is fails a course where the final grade in the course is of less than or equal to 49.

Students on the preparatory year of study and those on the intensive summer courses, may advance enter into their major field of study, when the final written exam score is at least 50.

No student may miss a final examination. Failure to take the final examination without permission or official withdrawal will receive zero in that exam. In case of unavoidable absence, students must call prior to the test, report the reason for



the absence, and give a telephone number where they can be reached. The faculty member and the Administration may ask for verifiable evidence and reserve the right to accept or reject any reason as a valid excuse. A doctor's certificate is not necessarily a valid excuse.

Students who can justify (due to illness or other reason presenting the appropriate certificates) non-attendance in the final exams of a semester, the lecturer/trainer refers the matter to the Academic Committee who decides appropriately whether to:

- a. Directs the student to further examination by other examining questions in the immediate preceding days.
- b. Provide an assignment for the student to prepare and deliver in a specified time on subjects that were not included in the examination and the score of the work will be considered as the score of the final exam or course.

The student retains the marks of the continued assessment.

iii) A student who unjustifiably fails to appear in the final written examination of the academic semester sits for a written examination in the next examination period and the grade of examination is regarded as the final mark.

iv) A student who fails three or more courses and after re-examination of the academic semester must repeat the failed courses the next semester. For International students from third countries this will be determined in accordance with the relevant laws.

v) Students can carry one or two courses in which they have failed even after the re-examination of the academic semester for review at the end of the next semester.

VI) A Senior student who fails a course or courses, in the final exam, of the last semester is referred for re-examination at the next examination period. For courses that have been failed in this review, the student shall be able to retake them during exam periods within two years and four opportunities are available to review these courses.



For International students, third country nationals, the right to review other opportunities for courses that they have failed will be determined in accordance with relevant laws.

VII) A final year student is eligible to attend only once, and retake a specific course that he has passed with low marks in previous semesters to improve the analytical score.

If the score of the examination he/she receives for these courses is greater than the previous mark, then the final rating of the course will be considered on the score of the last examination.

For courses that ensure a lower score than the previous, the initial scores will remain the primary grades.

VIII) A student successfully graduates a class when he/she successfully completes all classes in the course and attains a score in all subjects at least 50.

ix) Conditions for the granting of any degree/diploma.

Final Examination

No student may miss a final examination. Failure to take the final examination without official withdrawal will ordinarily be considered as evidence of failure and a grade of "F" must be reported.



The Protocol for marking examinations and second marking

Marking Criteria

Each faculty member sets the marking criteria for his/her course in reflection of the learning outcome of the course(s). The criteria are audited by the Programme Coordinator for scrutiny. In case the Programme Coordinator or another faculty member is unable to scrutinize the marking criteria for any specialized course, then the assistance of an external faculty member is requested. All courses carry a marking criteria scheme based on the demands of the learning outcomes. The Programme Coordinator is liable for ensuring that each of his/her faculty members have the correct marking criteria in place.

Moderation Marking

Moderation Marking is a procedure that seeks to enhance transparency in providing the correct marking throughout the examination scripts. A faculty member chooses randomly up to five (5) examination papers and audits the final marking based on the marking criteria. In case the marking provided by the moderator differs over 10% from the original marking, then the Programme Coordinator acts as the arbitrator (third marker) and audits the marked scripts in order to identify any miscalculations or errors in marking. In case the third marker (Programme Coordinator) concludes that the marking needs re-adjustment he/she monitors that the correct action is taken for all examination scripts. The third marker reserves the right to adjust the marking scale for all scripts by $\pm 10\%$, without further action by the faculty members.

Marking is to be completed by the relevant course lecturer and their associates, with the lead lecturer (Course Tutor) carrying out the first marking and their associates performing the second marking (moderation). The Schedule of First and Second Markers is organized by the Programme Coordinator.

It is essential that marking and second marking is completed promptly and within the deadlines (notified on the schedule).



Candidates can upon request access their marked exam scripts. This is not a route to appeal, but students may see any comments made on their work. It is important to bear this in mind when marking students' work and ensure not to write anything which might be misinterpreted by the student. Auditors are looking for concise and clear evidence of justifications for marks **which reflect marking criteria** – it is often useful to use brief comments directly from the criteria for your course. Above all there should be clear, auditable trails of evidence to show that the paper has been read and judged **(in the form of ticks, brief comments, crosses and marker's initials or signature)**.



Students with Special Needs

It is the intention of Atlantis College to give all applicants who desire to study at the college the opportunity to acquire a quality education regardless of sex, gender, race, nationality, religion, age, disability and sexual orientation.

We sincerely encourage applicants with disabilities to enrol and participate in student life, provided that they are capable of carrying out and completing the course of their choice. Atlantis College is always open to suggestions and recommendations that will improve services concerning students with disabilities.

A student with special needs is a student who is in one of the following conditions:

- a) Physical impairment (visual impairment, hearing impairment, physical movement – muscular impairment, epilepsy, diabetes, etc.).
- b) Learning disability (e.g. dyslexia and other similar conditions).
- c) Psychological condition (extreme stress, serious anxiety, depression and other similar problems of a personal or family nature).

Unless a condition is obvious a student must provide a specialist report that verifies its existence.

The College acknowledges its proactive duty to serve the educational needs of such students by doing its utmost to secure the necessary means, facilities and personnel.

Such measures may include:

- a) Physical access to buildings and facilities.
- b) Psychological/personal counselling services.
- c) Alternative assessment methods (e.g. more time allowed, oral examinations, leniency for spelling mistakes, simpler tests, etc.).
- d) Other measures as and when they are professionally prescribed (e.g. electronic notes and texts, braille, individual tutoring if necessary, etc.).

Measures to Facilitate Students with Special Needs:

S/N	CONDITION	FACILITATING MEASURES
1.	Severe Impairment Visual	1. Use of recorder 2. Oral exam 3. More time allowed for exam 4. Electronic notes, texts and brail 5. Individual tutoring if necessary



2.	Severe Hearing Impairment	<ol style="list-style-type: none"> 1. More time allowed for exam 2. Simpler tests 3. Leniency for spelling mistakes 4. Individual tutoring if necessary
3.	Muscular Dystrophy	<ol style="list-style-type: none"> 1. More time for exam 2. The exam may be taken individually 3. Notes in electronic form
4.	Diabetes (Hypoglycaemia)	More time allowed for exam, if needed
5.	Dyslexia	<ol style="list-style-type: none"> 1. Oral exam, if necessary and feasible 2. Leniency for spelling mistakes 3. More time allowed for exam 4. Individual tutoring if necessary
6.	Disability	<ol style="list-style-type: none"> 1. More time allowed for exam 2. Extra notes if necessary
7.	Epilepsy	More time allowed for exam, if necessary (cases of crises) & seizures

Notes:

- 1) The facilitating measures for each person are determined by an appropriate Specialist.
- 2) All faculty members and other administrative staff members involved should be informed of the above measures and general policy.

General Academic Support

Atlantis College requires that all students provide the College with all recent necessary documents and evaluations (diagnosis, Doctors report etc). The students' needs will be assessed continuously and recommendations for their support will be discussed in order to fit their specific needs.

The necessary recommendations guided by the suggestion of experts, concerning each individual's unique case will be made available to faculty or other college staff where necessary.



Students are requested to provide the College with official documentation regarding the disability. All data collected are confidential and will be kept secured in accordance with Cyprus Law.

Faculty members are encouraged to meet with the students and discuss possible adjustments that need to be made to ensure that they are suitable to the specific needs of each individual.

The Counselling service will also be more than willing to offer their support.

Procedure for Students with suspected learning disabilities

It is possible for a student with a learning disability to go undiagnosed. In this case, the staff or faculty member suspecting that there is a problem should complete the form reporting the suspected disability and they should contact the counselling service for help and advice.



Equal Opportunity and Anti-Discrimination Policy

Atlantis College Equal Opportunity and Anti-Discrimination Policy aims to :

- Ensure that there is no discrimination against any group of students or staff, in access to College facilities;
- Establish and maintain mechanisms within the College to deal with complaints concerning discrimination;
- Ensure that all College policies, procedures and official documentation and publications accord with equal opportunity principles and are amended as necessary to accord with these principles.

The College will not tolerate discrimination against any student or staff member in relation to access to the College facilities and services. Its policies and guidelines aim to ensure that discrimination does not occur. Managers and supervisors have a particular responsibility to ensure that the workplace is free from discrimination and discriminatory harassment, and that relevant policies and guidelines with regard to the resolution of complaints are followed. Unlawful discrimination will not be tolerated under any circumstances. Disciplinary action will be taken against any member of staff who breaches the policy and this may result in termination of employment.

In accordance with equal opportunity law, the college will take all reasonable steps to:

- provide equality of opportunity between persons of different sex, age, marital status, race and other specified attributes
- prevent discrimination against employees and students
- provide equal opportunities in employment for all employees
- encourage reporting of inappropriate behaviour and provide an effective procedure for resolving complaints in a sensitive, fair and timely manner and as confidentially as possible
- encourage reporting of inappropriate behaviour and provide an effective procedure for resolving complaints in a sensitive, fair and timely manner and as confidentially as possible



- ensure student rules on matters such as harassment and use of the College's computer network prohibit any conduct that would be regarded as offensive or which treats people in a discriminatory manner
- prevent victimization of employees and students who intend to make a complaint, or have complained about discrimination, or who are involved in the processing of a complaint in any way (giving evidence, supporting the complainant, supplying information, etc.)
- promote appropriate standards of conduct at all times
- foster an environment where all members of the College Community are treated with dignity, courtesy and respect
- implement training and awareness-raising strategies to ensure that everyone knows their rights and responsibilities

Discrimination occurs if a person treats, or proposes to treat, someone with an attribute less favourably than the person treats or would treat someone without that attribute, or with a different attribute, in the same or similar circumstances.

The following are the attributes on the basis of which discrimination is prohibited:

- age
- trade union and industrial activity
- lawful sexual activity/sexual orientation
- marital status
- impairment including a physical, psychiatric or intellectual disability, it also includes someone with HIV/AIDS or Hepatitis C
- spent and irrelevant criminal record
- physical features
- political belief or activity
- pregnancy
- race, colour or nationality
- religious belief or activity
- sex
- status as a parent or carer



- personal association, whether as a relative or otherwise with a person who is identified by reference to any of the above attributes
- breastfeeding (includes the act of expressing milk).
- Discrimination may be direct or indirect – both are against the law. Direct discrimination means treating someone unfairly or less favourably because of one of the personal characteristics listed above or because of their association with someone identified with one of those characteristics. Indirect discrimination happens when a rule, practice or policy appears to be neutral, but in effect has a disproportionate impact on a particular group. It arises with practices which are fair in form and intention but discriminatory in impact and outcome.

The College has a responsibility to ensure that the workplace is free from discrimination and discriminatory harassment, and that relevant policies and guidelines with regard to the resolution of complaints are followed. Students and staff of the College will be informed of the processes and procedures relating to the handling of complaints of discrimination and discriminatory harassment.



Appeals Policy

The Appeals Policy applies to appeals against academic decisions, exclusion, suspension and decisions of the Disciplinary Committee. The appeal regulations set out the specific grounds under which an appeal may be submitted. The College reserves to consider each request on the grounds of its merit and the grounds that enclose the appeal.

Definition

Applicants should be aware that the College is committed to carrying out its academic activities in an honest, open and ethical manner. The College however understands that there are occasions in which extenuating circumstances, that is circumstances beyond a student's control, adversely affect a student's performance. The appeal process is available to reconsider the suitability of sanctions or penalties imposed upon a student in light of information brought forward by the student concerning such extenuating circumstances. An appeal procedure can take place only once for the grounds that is presented upon.

The Appeals procedure will:

- Give the applicant full opportunity to raise matters of proper concern without fear of disadvantage and in the knowledge that privacy and confidentiality will be respected.
- Ensure that fair and appropriate decisions are reached having regard to the internal regulations.
- Ensure that appeals are dealt with in a timely manner, using simple and transparent procedures.
- Ensure that where an appeal is upheld, appropriate remedial action is implemented.

Every student or faculty member reserve the right to proceed to an appeal based on the following grounds to dispute against:

- an academic decision
- exclusion or expulsion
- a disciplinary action/decision

The applicant's appeal must set out the specific grounds under which an appeal may be submitted. The fact that the applicant believes that they deserve a different outcome cannot constitute a ground for appeal.



Appeals Committee

The Appeals Committee (AC) hears and decides on grievances of faculty or administrative staff members and students against decisions taken by the College and affecting them and/or disciplinary proceedings or measures taken against faculty, staff or students.

The AC is chaired by the Executive Director and consists of the following:

- One Programme Coordinator
- The Academic Director
- One faculty representative (other than the one belonging to the Disciplinary Committee)
- One student representative (other than the one belonging to the Disciplinary Committee)
- One external faculty representative

Where the student applicant feels that there is a reason to question an assessment or decision he/she should approach the faculty member or appropriate individual(s) involved to discuss the issue in the first instance.

If the matter remains unresolved, the applicant may request a personal interview with the Programme Coordinator or the Director that is directly related with the decision.

If, after any action taken by the Programme Coordinator or Director, the applicant remains dissatisfied, he/she should proceed with the formal procedure.

The applicant should apply using the relevant form(s) as indicated below stating clearly the grounds of the appeal. It is your responsibility to obtain all the required evidence. The College will not contact any third parties on your behalf nor will we complete the application for you. All medical certificates must be from a qualified Doctor either in English or Greek. The College reserves the right to verify if all submitted evidence is genuine. You will be notified if your appeal contains valid grounds. In case there are no valid grounds you will be notified in writing that your application is not accepted. Each appeal is reviewed individually and a decision will be based on the merits and the documentation provided.

Academic Appeals

There are three (3) grounds under which an academic appeal can be initiated:

1. There were circumstances (medical or other) that materially affected your performance, for which supporting evidence exists and these were not known to



the examiner(s) at the time the decision was taken and it was not reasonably practicable for you to make them known to your examiner before the decision.

2. Alleged irregular procedure or improper conduct during the examination(s).

3. Evidence of prejudice or lack of due diligence in the examination on the part of any of the examiners.

Appeals which simply challenge the academic judgment of the examiner(s) will not be considered. You may not appeal if your results are not as good as you had hoped so or worse than you believe you deserve.

The applicant should fill in the Appeals Application Form

Appeals Committee's Decisions

The Executive Director (Chair of the Appeals Committee) determines the date for the hearing of the appeal referred to the Appeals Committee (AC). The date is then made known in writing to the student at least five (5) working days in advance.

The AC takes the final decision on the appeal and communicates its decision to all members involved.

In considering cases referred on the aforementioned grounds, the AC will be able to determine one (1) of the following outcomes:

- Confirm the original decision.
- Confirm that an offence has occurred, but reserves the right to adjust the penalty.
- Decide that an offence has not occurred, and remove the original penalty.
- Decide that the original decision was unjust and proceed to correction.
- Impose a more severe penalty.



Grievance Policy

The Grievance Policy applies to all students of the College. The purpose of the Grievance Policy is to resolve issues in the most effective manner. It provides a framework within which to deal with complaints, and allows for complaints to be resolved informally where possible, or through a formal grievance procedure where necessary.

Definition

The grievance occurs when a person is dissatisfied with any aspect of the College's services and activities, including both academic and non-academic matters, for example:

- the enrolment, induction/orientation process
- academic issues, including student progress, evaluation, curriculum and awards
- access to personal records and/or handling of personal information
- particular way of treatment towards someone
- the quality of education
- the quality of services

This grievance procedure illustrates the actions to be taken by students, or persons seeking to enroll in a course of study with the College, to submit a grievance of an academic or non-academic nature.

Matters for Which a Grievance Can Be Submitted:

These include cases which are related to decisions and actions involving administrative or academic services, including: financial matters, application procedures, fines and payments, exclusion from events and facilities, interactions with Atlantis College staff and breaches of privacy of personal information (e.g. student fees, student loan, etc.).

- 1) Complaint: A formal complaint takes place if a grievance cannot be resolved informally (for example, the affected parties discussing the matter) and is written down for official processing.
- 2) Appeal: If a person is not satisfied with a decision made by the College, he/she has 20 (twenty) working days from the date stated within the written notification in which to lodge an appeal to have the case reviewed. This involves decisions in relation to complaints outcomes and evaluation appeals, as well as notifications of unsatisfactory continuous course



assessment, unsatisfactory attendance, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.

During all stages of this procedure the College will take all steps to ensure that:

- The complainant and the respondent will not be victimized or discriminated against.
- The complainant has an opportunity to formally present his/her case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings.
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or the respondent.
- Where the internal grievance handling or appeal process results in a decision that supports the complainant, the College will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome.
- There is no cost to the complainant for utilizing this grievance and appeals process.

Grievance Committee

The Grievance committee consists of the following:

- The Executive Director (Chair)
- The Academic Director or other appointed representative
- The Director of Student Affairs or other appointed representative
- One faculty member
- One student elected representative

The committee must be renewed every two (2) years. Any relevant documents should be kept by the committee members for a minimum period of five (5) years after the resolution. The members should not be in any case related to the individuals involved in the complaint to avoid any biased result and/or decision. If a committee member is related to a case, he/she must be replaced by another individual.