

## Policy on remarking students' work

Guidelines for handling students who are dissatisfied with their marks are as follows:

- 1 A candidate wishing to make any appeal against his/her examination results shall do so within 30 days from the date of publication of the final results.
- 2 All appeals for re-marking shall be addressed to the chairperson of the Faculty/Institute/School Examinations Committee and a copy given to the Lecturer concerned.
- 3 Candidates shall make their requests in writing clearly specifying the grounds upon which the appeal is being made including, but not limited to the following:
  - a) Miscomputation of Marks
  - b) Bias on the part of the Lecturer
  - c) Marks generally out of step with one's over-all performance.
- 4 The Faculty/Institute/School Examinations committee shall communicate its decisions to the affected student within a period of 14 days of its deliberations.
- 5 From the time the decision to remark is made by the Faculty/Institute/School Examinations committee, remarking shall be completed within two weeks and the new mark awarded shall be approved by the Dean of behalf of the Faculty/Institute/Schools Board of Studies.
- 6 If a candidate decides to withdraw his/her appeal before it is considered by the Committee, such withdrawal shall be done in writing.

## Policy on Retention and Disposition of Examination Scripts

Due to lack of space for storing large volumes of scripts, the Senate has decided on the following measures in handling examination scripts:

- i) The Academic Units shall store/retain all assessment examination scripts of students for a period of two years with effect from the end of the semester of a particular assessment. This retention shall allow the University to address any complaints or appeals and also to use the scripts for Quality Assurance purposes.
- ii) It is the responsibility of each Dean/Director to ensure that Examination Scripts are disposed off in a secure and appropriate manner at the end of the defined period (**two years from the semester of a particular assessment**).
- iii) Academic Units shall ensure prompt return of course work scripts/assignments/ class tests at least not later than two weeks before the beginning of the semester Final Examinations to enable students to know their progress and/or learn from past mistakes.