



Noroff
University
College

GUIDELINES CHAPTER 7



Guidelines on Chapter 7 Appeals procedure

Details of appeals and complaints

As a student, you have the right to make a complaint if you believe that mistakes have been made in relation to studies or exams.

Complaints against formal errors in connections with exams

If you as a student believe that formal errors have been made in connection with your test or exams you are entitled, pursuant to the [Act Relating to Universities and Colleges 5-2](#), to complain about formal examination errors (for instance in the examination papers, in the way the examination is conducted or in the grading process).

- Deadline for complaint: Within three weeks after you are or should have been aware of a matter that justifies any complaint
- Complaints about formal errors should be directed to study administration through the support portal
- Complaints are processed continuously
- If the complaint is not considered, it will be handled by the school's Appeals Committee

In cases where errors have been made that may have influenced your exam performance or the assessment of the exam, the grade awarded shall be annulled. In cases where the error may be rectified by a new assessment, such an assessment should be made. If not, a new examination should be arranged.

Appeals against individual decisions

As a student, you have the right to appeal against individual decisions made by the university college, cf. the Public Administration Act § 28. According to the Public Administration Act § 2b, an individual decision is a decision that applies to the rights or obligations of one or more specific persons.

Examples of individual decisions; decisions on admission, decisions on credit transfers and exemptions, decisions on leave, decisions on annulment of exams or tests, decisions on exclusion or expulsion and decisions on special facilitation due to special needs.

- The deadline is three weeks from the moment you get the decision
- Appeals against individual decisions must be addressed to the unit/department that made the decision
- If the appeal is not considered, it will be handled by the school's Appeals Committee
- The decision made by the Appeals Committee is final and cannot be appealed

See "**Guidelines for the Noroff University College Appeals Committee**"

Justification and appeals against grades

As a student, you are entitled to request an explanation of your grade pursuant to the Act relating to Universities and Colleges section 5-3 (1). We recommend that you ask for an explanation before you consider an appeal against the grade

A request for an explanation must be submitted within one week after the grade has been published.

The explanation will normally be given within two weeks after the student has requested this. The examiner chooses whether the explanation is to be given orally or in writing, and the explanation must account for the result that has been given.

The deadline for appeals against grades is three weeks after the result has been announced, or within three weeks after the explanation has been received.

Please note that the result after an appeal becomes the final grade - and may be the same, better, or worse than the original result. You can request an explanation for an appeal result, but not appeal the result, nor is it possible to withdraw an appeal once the result has been announced.

Appeal process

In the event of an appeal against a grade, a new examiner (s) is appointed. The appeal examiners will have access to your answer, the assignment text and the examiner's guide. The appeal examiners do not have access to your original grade, the original examiner's reasons for this or your own reasons for the appeal.

If the appeal examiners set a grade that deviates by two grades or more from the original grade, further assessment must be carried out before a new grading decision is made after the appeal. This assessment is made by appeal examiners and original examiners jointly, and in this assessment the examiners are given access to all information about the examination (including the original grade and preliminary grade after a new examination).

Other vital information regarding re-grading after an appeal:

- Re-grading after an appeal is independent of other deadlines. This means that e.g., the registration deadline for the re-sit examination is not affected by the deadline for the re- grading.
- There is an **individual right of appeal at a group examination**. Any change of grade after an appeal will only apply to the person who has appealed.
- In the case of an oral or practical examination, you must request an oral justification immediately after the grade has been announced. You cannot appeal against the grade on an oral or practical exam.

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1.1	Hjørdis Gudmundsen (Advisor)	Anita Karlsen (Head of administration)		04.07.2023