

# ACADEMIC REGULATIONS

## Contents

<b>Section 1: Credit and Registration .....</b>	<b>4</b>
<b>Academic Integrity.....</b>	<b>4</b>
<b>Copyright .....</b>	<b>4</b>
<b>Course Audit .....</b>	<b>4</b>
<b>Course Designations .....</b>	<b>4</b>
<b>Credits .....</b>	<b>5</b>
CREDENTIAL MINIMUM CREDITS .....	5
<b>Ethical Review .....</b>	<b>5</b>
<b>International Students .....</b>	<b>5</b>
<b>Graduate Program Research Requirements .....</b>	<b>6</b>
SHORT PAPER .....	6
RESEARCH PAPER .....	6
MAJOR PROJECT.....	6
THESIS.....	6
DISSERTATION .....	7
<b>Plagiarism .....</b>	<b>7</b>
<b>Process for Appeals of Academic Decisions.....</b>	<b>8</b>
<b>Program Completion Deadlines.....</b>	<b>8</b>
<b>Program/Course Cancellation, Delay or Revision Policy.....</b>	<b>8</b>
<b>Registration.....</b>	<b>9</b>
<b>Deferral.....</b>	<b>9</b>
<b>Supervision of major projects and theses in graduate programs.....</b>	<b>9</b>
<b>Block Transfer.....</b>	<b>9</b>
<b>Laddering .....</b>	<b>9</b>
<b>Approval to have ‘laddering’ lower level credential documented while enrolled in a program leading to a higher level credential.....</b>	<b>9</b>
<b>Program Transfer.....</b>	<b>10</b>
<b>Transfer Credit .....</b>	<b>10</b>
<b>Maximum transfer credits allowed by program level and type .....</b>	<b>10</b>
<b>Approval of internal transfer credit.....</b>	<b>11</b>

<b>Approval of external transfer credit .....</b>	<b>11</b>
<b>Pre-approval of credit transfer for Royal Roads University students completing courses elsewhere</b>	<b>12</b>
<b>Minimum grade required for external transfer credit.....</b>	<b>12</b>
<b>The use of the same credits for multiple credentials at the same academic level .....</b>	<b>12</b>
<b>Course Challenge.....</b>	<b>13</b>
<b>Approval to complete a second undergraduate degree .....</b>	<b>13</b>
<b>Approval to complete a second graduate degree .....</b>	<b>13</b>
<b>Approval to complete a non-joint concurrent undergraduate or graduate credential .....</b>	<b>14</b>
<b>Section 2: Student Status.....</b>	<b>15</b>
<b>Leave of Absence.....</b>	<b>15</b>
<b>Medical Leave of Absence.....</b>	<b>15</b>
<b>Authorized Withdrawal (AW) from Courses.....</b>	<b>16</b>
<b>Voluntary Withdrawal (VW) from Courses.....</b>	<b>16</b>
<b>Voluntary Withdrawal (VW) from Program of Study .....</b>	<b>16</b>
<b>Required to Withdraw (RW) from Courses.....</b>	<b>16</b>
<b>Required to Withdraw from a Program of Study .....</b>	<b>17</b>
<b>Level of Study .....</b>	<b>17</b>
<b>UNDERGRADUATE .....</b>	<b>17</b>
<b>GRADUATE.....</b>	<b>18</b>
<b>GENERAL STUDIES .....</b>	<b>18</b>
<b>Visiting Students.....</b>	<b>18</b>
<b>Normal course load and full-time status.....</b>	<b>18</b>
<b>Letters of Permission .....</b>	<b>18</b>
<b>Notification of GPA Status.....</b>	<b>18</b>
<b>Graduation Criteria.....</b>	<b>19</b>
<b>Certificates of Completion .....</b>	<b>19</b>
<b>Certified Copies .....</b>	<b>19</b>
<b>Replacement Parchments .....</b>	<b>19</b>
<b>Parchment Name Standards .....</b>	<b>20</b>
<b>Convocation .....</b>	<b>20</b>
<b>Section 3: Attendance.....</b>	<b>21</b>
<b>Residency.....</b>	<b>21</b>
<b>Distance courses.....</b>	<b>21</b>

**On-Campus Courses**..... 21

**Section 4: Grading** ..... 22

**Grading Scales** ..... 22

        UNDERGRADUATE ..... 22

        GRADUATE..... 22

**Grade Notations** ..... 22

        AEGROTAT STANDING (AEG)..... 23

        AUDIT (AU) ..... 23

        AUTHORIZED WITHDRAWAL (AW)..... 23

        CREDIT GRANTED (CR)..... 23

        EXTENSION GRANTED (EG)..... 23

        ENROLLED (EN)..... 23

        FAIL (F)..... 23

        INCOMPLETE (INC)..... 23

        ON LEAVE (LV) ..... 24

        REQUIRED TO WITHDRAW (RW) ..... 24

        TRANSFER (TR)..... 24

        VOLUNTARY WITHDRAWAL (VW) ..... 24

**Repeating Courses** ..... 24

**Thesis/Project/Research Paper/Dissertation Extensions** ..... 24

**Approval of Grades**..... 24

**Release of Grades** ..... 24

**GPA Calculation** ..... 25

**Section 5: Grade Appeal Process** ..... 26

**Appeals Process**..... 26

        STEP 1..... 26

        STEP 2..... 26

        STEP 3..... 27

        STEP 4..... 27

        STEP 5..... 27

        STEP 6..... 28

**Composition of the Grade Appeals Committee** ..... 28

## Section 1: Credit and Registration

### Academic Integrity

Students are responsible for all information submitted in relation to their application and registration, including any documents that have been prepared by an educational agent on their behalf. Royal Roads University reserves the right to request and/or confirm any information necessary to support a student's application for admission. The submission of false statements and/or documents will result in the immediate and permanent cancellation of admission and/or registration to Royal Roads University. Information on falsifications will be shared with the Association of Registrars of Universities and Colleges of Canada.

Students are not permitted to start a program of study until a formal notice of acceptance has been received from the Registrar's Office. Failure to abide by this regulation will result in the immediate and permanent cancellation of the student's registration.

For further information see the [Policy on Academic Integrity and Misconduct for Royal Roads University Students](#).

### Copyright

Fair dealing is a legal concept present in the Canadian Copyright Act that states that certain types of uses are 'fair;' these types of uses do not require permission from the copyright owner, and are not considered to be an infringement of copyright. The uses regarded as 'fair' in the Act are: research, private study, criticism, review, news reporting, education, parody and satire. For more information, please see Royal Roads University's [Fair dealing policy](#). Faculty and/or students that plan to use any copyrighted materials, in any format, as part of their teaching and learning activities in the classroom or for distance education may be required to obtain prior permission, in writing, from the copyright owner or publisher. Violation of the copyright law is a punishable offense. It is strongly recommended that permissions be arranged in conjunction with the university copyright office. For further information, contact the copyright officer at 250-391-2652 or by e-mail, [copyrightofficer@royalroads.ca](mailto:copyrightofficer@royalroads.ca).

### Course Audit

Students may be permitted to audit a course upon approval from the Dean or designate. An auditing student does not participate in assignments or examinations and no credit is awarded for the course. Participation in other activities is at the discretion of the instructor. Permission to audit a course is dependent upon the class size and other factors that the instructor and the dean or designate establish. Once a course has been audited, the course is not open to course challenge and will not be considered for meeting admission, prerequisite or course requirements. An AU grade is entered for courses in which a student is registered but for which no credit is awarded. Audit courses are limited to a maximum of one per degree program, unless approved by the dean and registrar.

### Course Designations

Courses are designated by program and level. The first numeric character designates the level of study.

300 and 400 level - upper level undergraduate courses

500 and 600 level - masters level courses

700 level - doctoral level courses

800 level - executive development

900 level - executive development

Directed studies courses, with "N17" designation, are individually designed courses on approved topics undertaken in consultation with, and under the supervision of, a faculty member. Directed Studies courses are typically designed to meet specific requirements for study in areas not covered by established courses. Prior approval of the dean is required and Directed Studies courses are limited to a maximum of one per degree program, unless approved by the dean and registrar.

Courses with "N90" designation are typically reserved for a major project, thesis or professional field practice.

Courses that have more than one calendar month elapsed time between academic activity are designated as 'multi-part' courses (e.g. 500A, 500B)

## Credits

Program Credit Requirements

### CREDENTIAL MINIMUM CREDITS

Undergraduate Degree: 120; 60 credits (previously earned) plus 60 credits (degree completion)

Undergraduate Diploma: 60 credits

Undergraduate Certificate: 30 credits

Doctoral Degree: 60 credits

Graduate Degree: 30 credits

Graduate Diploma: 18 credits

Graduate Certificate: 9 credits

A course may only be offered for academic credit if it has Academic Council approval. Each credit normally requires 33 full hours of student effort, based on the University's estimate, and includes face-to-face instruction time, online learning time, and independent study time.

## Ethical Review

Each thesis or major project must comply with the terms of the Royal Roads University [Research Ethics Policy](#). Research or coursework involving human subjects requires an ethical review by the Royal Roads University Research Ethics Board (or one of its subcommittees). Research or coursework involving human subjects cannot be initiated until the Request for Ethical Review has been approved. A student may not graduate if a required ethical review has not been completed and approved.

## International Students

Students (attending domestic programs) who are not Canadian citizens or Permanent Residents are required to present their study permit and evidence of medical insurance to the Student Services Office upon arrival at Royal Roads University.

## Graduate Program Research Requirements

Graduate programs may offer students the opportunity to gain experience in the design and execution of primary and/or secondary research. For such programs that incorporate research skills, research competency can be demonstrated by a variety of assessment deliverables as outlined in this document. All research involving human participants is subject to ethical review.

### SHORT PAPER

A short paper requires students to select, critique, synthesize, and apply findings from the research literature to make recommendations for how to deal with a professional practice problem. A short paper is worth 3 credits and requires approximately 100 hours of effort.

### RESEARCH PAPER

A research paper constitutes a substantial written examination of a topic relevant to the program of study. The scope should be appropriate for the requirements of the particular program. Topics need not be original contributions to knowledge, but may constitute exercises in replication of relevant studies, application of knowledge to the field, development of instructional practices or policy analysis or development, surveys, creative work, documentary work and other types of projects negotiated with the program director. Standards of validity and academic rigor apply as appropriate to the nature of the research paper, whether it be a theoretical analysis, empirical study or naturalistic inquiry. Some, but not all, research-related learning outcomes of the program will be demonstrated in the graduating paper. The paper should require approximately 200 hours of effort by the student resulting in the awarding of 6 credit hours. The research paper will normally be assessed by a faculty member holding a doctoral degree, as negotiated with the program director.

### MAJOR PROJECT

The major project is often given alternate titles such as 'organizational consulting project', 'strategic management project', 'organizational leadership project', etc. depending on the program. The major project is an independent, typically work-based, problem-solving project. In general, the scope, breadth and structure of major projects will be more flexible than is expected in a thesis. The scope of this integrative learning activity is substantial, such that a client company or organization would normally pay a substantial consulting fee for the level of work undertaken. A major project is typically practical and data driven. Background literature underlying the project may be more selective and practical in scope and less theoretical than would typically be expected for a research thesis. Publication is not a requirement, and the major project will not be submitted to the National Library of Canada. The major project requires a minimum of two supervisors (an academic advisor and a client or sponsor). The project will be reviewed at the program level by a program head or equivalent, designated external reviewer or committee. The project should constitute approximately 200 or 300 or 400 hours of effort by the student resulting in the awarding of 6 or 9 or 12 credit hours respectively.

### THESIS

A thesis is a systematic study of a significant problem, issue, or phenomenon. The thesis demonstrates the ability to analyze existing research, collate or collect data and apply it in the context of an existing problem, issue, or opportunity. The result is a synthesis of theoretical and empirical information and/or recommendations for further action. The thesis identifies a problem or issue, states the research question, identifies major assumptions, explains the significance for the undertaking, grounds the

research in relevant literature, sets forth the methods of gathering information, analyzes the data and offers a conclusion or recommendation based on the data and theoretical framing. Appropriate quality standards such as validity, reliability, or authenticity must be consistent with the selected research tradition and evident in tool development and data collection. The finished thesis evidences critical and independent thinking, subject expertise, appropriate organization and format and thorough documentation.

Unless an exemption has been granted by the Vice Provost, Graduate and Interdisciplinary Studies, all theses must be submitted for publication in RRU's Digital Archive, Pro-Quest and Library Archives Canada to meet final graduation requirements. Theses in non-traditional formats must be accompanied by a PDF summary (minimum 2,500 words), which is the only component that is electronically submitted and archived. Oversight by a Thesis Committee, including a supervisor qualified at the doctoral level and demonstrating relevant competencies of content and methodology, is required. A public defence and review by an external academic examiner are also required. The thesis should constitute approximately 400 hours of effort by the student resulting in the awarding of 12 credits.

## DISSERTATION

A dissertation is the culminating project of a doctoral program. Successful completion of the comprehensive exams and an approved proposal is required before work on the dissertation may begin. The results of the research must make a distinct interdisciplinary contribution to applied scholarship in the social sciences. The dissertation should demonstrate a high degree of original work and understanding and knowledge of the topic area. Evidence of originality may be demonstrated by one of the following or a combination of the following: the development of a new critical analysis of a practical issue or challenge; the development of a new theory from practice; the novel application of existing theory to a practical challenge; or the discovery of a new professional approach to practice. The dissertation should be written to a standard for professional and academic communication. It should be evident that the dissertation can be the basis for a published book, a monograph or a series of articles and a significant application in the field. Unless an exemption has been granted by the Vice President Academic and Provost or designate, all dissertations must be submitted for publication in RRU's Digital Archive, Pro- Quest and Library and Archives Canada to meet final graduation requirements. Dissertations in non- traditional formats must be accompanied by a written PDF summary (minimum 2,500 words), which is the only component that is electronically submitted and archived. Work on the dissertation may not begin until a doctoral student has successfully completed the written and oral candidacy examination and proposal stage, and thereby reached doctoral candidacy status.

Oversight by a dissertation supervisory committee, including a supervisor qualified at the doctoral level and demonstrating relevant competencies of content and methodology and methods, is required. Public defences as well as a review by an external academic examiner are also required.

The external examiner should have an "arms-length" relationship with the student, the supervisor(s) and members of the dissertation supervisory committee. The dissertation should constitute approximately 1,400 hours of effort by the student resulting in the awarding of 42 credits.

## Plagiarism

Plagiarism is the act of presenting the ideas or works of another as one's own. This applies to all materials, electronic or in print, including essays, work term reports or assignments, laboratory reports,

seminar presentations, computer programs, research projects and results, postings in discussion groups, and statistical data. The use of such material either directly or indirectly without proper acknowledgement (e.g. footnotes or endnotes, URL) is contrary to the norms of academic behaviour. For further information see the [Policy on Academic Integrity and Misconduct](#) for Royal Roads University Students.

### Process for Appeals of Academic Decisions

Appeals of academic decisions not included in the Policy on Academic Integrity and Misconduct or subject to the Grade Appeals Process, may be presented to successive levels of decision-making within the Faculty up to the Dean. Decisions of the Dean may be appealed to the Vice President Academic and Provost. The Vice President Academic may, at his/her discretion, refer any matter to a Review Committee. When convened, the Review Committee shall be comprised of members appointed by the Vice President Academic, and shall determine its own procedure having regard to its duty to act fairly toward the student. The University reserves the right in its discretion to modify the process as it determines may be appropriate in any particular instance.

Appeals to the Vice President Academic must be made in writing by the student within 30 (calendar) days of the Dean's decision.

Should the student wish to bring a witness(es) or advisor(s) to the meeting with the Vice President Academic or to the Review Committee meeting he/she must be informed at least 48 hours in advance. The deliberations of the Vice President Academic as well as the Review Committee are in closed session and those appearing before the Vice President Academic or review committee should consider their participation to be confidential.

### Program Completion Deadlines

Undergraduate students must complete degree programs within five years of their initial start date and graduate students must complete degree programs within seven years of their start date. Students enrolled in certificate or diploma programs must complete their programs within five years of their initial start date. Time away from the program is included in the calculation of a student's maximum program completion deadline. Students who take longer than the normal time to complete a degree program may be required to withdraw and re-apply for admission. Students may be required to repeat elements of the program in order to ensure the currency of program competencies, outcomes and knowledge at the time of degree completion. Deans are responsible for determining which elements of a program a returning student must repeat to ensure degree currency.

Due to program capacities, seats will not be reserved for students on leave. Every effort will be made to accommodate students who wish to return from a leave; however, if a seat in the program is not available when the student wishes to return, the leave will be extended to the next available intake date and the student's program completion deadline will be adjusted accordingly.

### Program/Course Cancellation, Delay or Revision Policy

Royal Roads University reserves the right to cancel, delay or revise program and/or course intake dates at its sole discretion. Applicants should note that such cancellations, delays, or revisions will only occur based upon unexpectedly low enrolment levels or unforeseen circumstances and will supersede any pre-existing offers of acceptance of students into that program, course or intake.



## Registration

The Registrar's Office is responsible for the registration of all students. Upon the return of an authorized Notice of Acceptance a student is formally registered in a program and associated courses. Students who are given a conditional acceptance into a program, and do not meet the conditions specified by the deadlines indicated in their Notice of Acceptance, will automatically have their registration deferred.

Students are responsible for ensuring that their program and course registration is appropriate and accurately recorded.

## Deferral

A student admitted to an academic program who, due to unforeseen circumstances, is unable to begin the program as scheduled may request a maximum one time deferral. Students must submit their request for deferral to the [Admissions Office](#) prior to the start date of the program. Students are required to pay the tuition deposit in order to secure a seat in the program.

## Supervision of major projects and theses in graduate programs

Candidates for graduate degrees at Royal Roads University who are required to complete a major project or thesis as part of their program will be supported with faculty supervision and guidance in accordance with the policies specific to each program.

## Block Transfer

At Royal Roads University, block transfer is used as a pre-approved basis for admission into an undergraduate program. Block transfer requires a formal institution-to-institution agreement and students are admitted on the basis of successful completion of a cluster of courses recognized as having academic wholeness or integrity, a certificate, or a diploma.

## Laddering

Academic credit earned through the completion of one credential (e.g., certificate or diploma) accepted towards the completion of another credential (e.g., diploma or degree) within the same program area. Laddering arrangements must be approved by Academic Council. Laddering arrangements enable students to build upon previously earned credentials hence the content must be identical (i.e., course completed in a certificate program must contain the same content as those in the degree program). Students who have successfully completed one credential (e.g., certificate or diploma) must apply for admission to a higher level credential program (e.g., diploma or degree) prior to starting the second credential program.

## Approval to have 'laddering' lower level credential documented while enrolled in a program leading to a higher level credential

In general, undergraduate or graduate students are eligible to receive only the credential associated with the specific program to which they have been admitted, provided they meet the program requirements (e.g., students enrolled in a master's degree program are not entitled to receive a graduate certificate or graduate diploma even if they complete these requirements as a part of their master's degree program).

1. Notwithstanding this restriction, students in degree programs starting on or after September 1, 2019, who complete the requirements for a certificate or diploma of a different name as a part

of the requirements for a degree, are eligible to receive these lower level credentials upon request, with the approval of the dean and registrar, and following the payment of the admission application fee for each credential.

2. Students who wish to withdraw from a program with a higher level credential after completing the course requirements for an embedded lower level credential may request a program transfer and, upon approval, may then be eligible to receive the lower level credential.

### Program Transfer

When programs at one or more credential level (e.g., certificate and/or diploma programs) are embedded in programs at a higher credential level (e.g., diploma and/or degree programs) in order to allow for laddering, in-course students may apply to transfer from one program to another, provided the admission requirements for the destination program are the same as those for the original program. When programs are not embedded in this way, in-course students wishing to transfer from one program to another should apply for admission to the desired destination program, either using the normal admission process (with appropriate documentation) or using an expedited admission process, when available.

### Transfer Credit

External transfer credit is academic credit earned at another institution and accepted toward a Royal Roads University certificate, diploma, or degree. Internal transfer credit is academic credit earned at Royal Roads University, either in a program or in a standalone course, and accepted toward a different Royal Roads University certificate, diploma, or degree.

Students may apply for transfer credit for Royal Roads University courses based on the successful completion of comparable courses at other recognized post-secondary institutions or at Royal Roads University. A student may not be awarded more credits for a course than those awarded by the originating institution (after conversion to the Royal Roads University credit weighting convention). External transfer credit requires the submission of official transcripts and all transfer credit, external and internal, requires the approval of the receiving dean and the registrar. Transfer credit is notated on a Royal Roads' transcript and included in the credits required for completion of the credential. No substitute courses are required in order to meet the minimum requirements for graduation.

### Maximum transfer credits allowed by program level and type

The following table outlines the maximum number of transfer credits allowed, excluding embedded programs (i.e., formal laddering arrangements), by program level and type. These maximum credit limits include credit awarded for external transfer credit, credit granted by way of prior learning assessment and recognition (PLAR), course challenge, and internal transfer credit (in those cases where this internal transfer credit has already been used toward another credential). Academic programs are allowed to set lower maximums of transfer credits allowed but not higher ones.

<b>TRANSFER CREDITS ALLOWED, EXCLUDING EMBEDDED PROGRAMS (I.E., FORMAL LADDERING ARRANGEMENTS)</b>	
<b>PROGRAM LEVEL AND TYPE</b>	<b>MAXIMUM TRANSFER CREDITS ALLOWED</b>
UNDERGRADUATE DIPLOMA	30
BACHELOR'S DEGREE - WITHIN THE FIRST 60 CREDITS	60

BACHELOR'S DEGREE COMPLETION - WITHIN THE FINAL 60 CREDITS	15
GRADUATE CERTIFICATE	3
GRADUATE DIPLOMA	6
MASTER'S DEGREE	12
DOCTORAL DEGREE	18

The transfer of credit requires approval of the appropriate dean and the registrar. Note that, when a student moves from one program to another at Royal Roads University, a course counted as eligible credit in both programs is not counted within these transfer limits. Exceptions to transfer credit limits are allowed for special circumstances, either as a part of specific program structures approved by Curriculum Committee and Academic Council or as a part of an individual student's program of study when approved by the appropriate dean and the registrar. Exceptions can also be granted for dual degree agreements individually approved by Academic Council.

Except in the case where undergraduate courses or diplomas lead to undergraduate degree completion programs and in the case where graduate certificates and graduate diplomas lead to higher level graduate credentials, courses completed in order to qualify for admission may not be used for transfer credit. In addition, undergraduate courses may not be used for transfer credit at the graduate level.

In any case, transfer credit is only eligible for approval when the credit in question represents learning outcomes and/or curriculum content deemed appropriate for the destination Royal Roads University program by the academic head of the program, subject to the approval of the dean and the registrar.

### Approval of internal transfer credit

An undergraduate or graduate student may apply to receive internal transfer credit towards a credential at Royal Roads University for appropriate courses at the same academic level completed at Royal Roads University, either within another academic program or as standalone General Studies courses, within the constraints outlined in these regulations and subject to the approval of the receiving dean and the registrar.

### Approval of external transfer credit

An undergraduate or graduate student may apply to receive external transfer credit, subject to the approval of the dean and the registrar, towards a credential at Royal Roads University for appropriate courses at the same academic level completed prior to admission. To receive this previously earned credit, the coursework must normally have been completed within the program completion times allowed for the Royal Roads University program, or as approved by the appropriate dean. The credit for this coursework may or may not have been applied toward the requirements for a previously completed credential, as outlined in these regulations, or when this is explicitly permitted in the program requirements approved by Academic Council or outlined in a formal agreement with an external partner institution.

## Pre-approval of credit transfer for Royal Roads University students completing courses elsewhere

An undergraduate or graduate student may apply for transfer credit toward a credential at Royal Roads University for courses at the same academic level completed at another university while enrolled at Royal Roads University. To receive transfer credit, the following conditions apply:

- i. Application for 'pre-approved credit transfer,' known as a request for a 'letter of permission' at many Canadian post-secondary institutions, shall normally be made at least one month before the course or courses start and shall be approved by the program head and the appropriate dean and the registrar.
- ii. The student must be in good standing and shall maintain normal enrolment at Royal Roads University (i.e., cannot normally be on a personal or medical leave) while completing the course or courses at another university under these provisions.

## Minimum grade required for external transfer credit

The minimum grade required for coursework completed elsewhere and accepted for transfer credit is a B for graduate level studies or a C for undergraduate level studies, because the grade achieved will not be included in the calculation of the program-based grade point average. Credit granted for transfer credit must be approved by the program head, the dean, and the registrar.

## The use of the same credits for multiple credentials at the same academic level

The number of credits already counted toward another non-embedded credential that may be used as transfer credit toward a new credential is limited. At the undergraduate level, when allowed by program requirements, this is normally only permitted for courses at the first and second year levels and for up to 15 credits in the third year, as outlined in the table below. At the master's level, when allowed by program requirements, credit earned toward a graduate level credential (i.e., a graduate certificate, graduate diploma, or master's degree) can be approved for use toward another graduate level credential by the head of the receiving academic program and the appropriate dean and the registrar, as outlined in the table below:

Credits can transfer from earned credentials below	Undergraduate diploma	Undergraduate degree	Graduate certificate	Graduate diploma	Master's degree	Doctoral degree
Undergraduate diploma	none	60 (yr 1, 2)	none	none	none	none
Undergraduate degree	none	75 (yr 1, 2, 3)	none	none	none	none
Graduate certificate	none	none	3	6	9	none
Graduate diploma	none	none	3	6	12	none
Master's degree	none	none	3	6	12	none
Doctoral degree	none	none	none	none	none	18

## Course Challenge

A student may challenge a course on the basis of prior knowledge or experience acquired outside the university. Credit may be granted for a course through either an academic assessment (e.g. challenge exam, preparing a portfolio), or completing some form of assessment as determined by the dean. Students electing to challenge for credit should continue in their enrolment in the course until the result of the challenge is determined. Credit assigned through course challenge requires the approval of the receiving dean and the registrar. The dean is responsible for documenting the formal process to be followed and the registrar retains a copy of all relevant material used for evaluation purposes for inclusion in the student's file. Students who successfully challenge a course are given credit for that course and are required to pay 50 percent of the normal prorated tuition for the course. Students who challenge a course unsuccessfully are assessed an administrative fee in accordance with the University's approved [ancillary fees](#). Courses that are successfully challenged are shown on Royal Roads University transcripts.

The maximum number of credits that can be awarded through course challenge is subject to the maximum transfer credits allowed by program level and type.

Students wishing to challenge a course must submit their request in writing to the appropriate dean and the Registrar's Office as soon as possible and no later than ten business days after the course start date.

## Approval to complete a second undergraduate degree

Students who have a bachelor's degree (either from Royal Roads University or another university) can apply to complete a second degree at the same level, and will be assessed for admission according to the requirements in place for the second degree program. Students admitted to a second undergraduate degree completion program must complete all program requirements, normally at least 60 credits; the amount of credit that may be transferred from the first degree to the second cannot exceed the limits outlined in the academic regulations.

Exceptions may be made for formal internal combined or joint degrees or for external dual or joint degrees; in these cases no more than 50 percent of the third and fourth year credits may be transferred in from another program to account for "overlapping" content. The standard regulations on transfer credit, and challenge for credit apply. A student enrolled in such a second degree program is subject to the standard maximum allowed time to completion for an undergraduate degree completion program; the clock for each of the two programs runs independently.

## Approval to complete a second graduate degree

Students who have a master's or a doctoral degree (either from Royal Roads University or another university) can apply to complete a second degree at the same level, provided (1) the amount of credit to be transferred from the first degree to the second does not exceed the limitations outlined in the academic regulations, and (2) the research performed for each of the programs is either completely new or the research performed for one of the programs builds upon the research performed for the other program in a new way. A student enrolled in such a second degree program is subject to the standard maximum allowed time to completion; the clock for each of the two programs runs independently.

### Approval to complete a non-joint concurrent undergraduate or graduate credential

Students who are currently registered in an undergraduate or graduate program at Royal Roads University can apply to complete a second program at the same level concurrently, provided (1) the amount of credit to be transferred from either program to the other does not exceed the limitations outlined in the academic regulations, and (2) the research performed for each of the programs is either completely new or the research performed for one of the programs builds upon the research performed for the other program in a new way. A student enrolled in such a second program is subject to the standard maximum allowed time to completion, and the clock for each of the two programs runs independently.

Before a current student is allowed to apply to and enrol in a second non-joint program concurrently, both the original program of enrolment and the new program being applied to must be informed of, and must approve, this concurrent study plan, which is also subject to the approval of the appropriate dean or deans. Concurrent study of this kind may often be discouraged, because of the workloads required in each individual program. The maximum allowed time to completion for each of the two programs remains in place independently, and no extensions will be given due to being registered in more than one program. Notwithstanding this, a student may choose to apply for a personal leave from one of the programs while completing requirements for the other program, though time spent on personal leave will continue to count towards the maximum time to completion allowed in each case.

## Section 2: Student Status

### Leave of Absence

Students are expected to maintain continuous enrolment in their program. Subject to the approval of the Dean (or authorized designate), a student may be granted on-leave status from the university for a period normally limited to one year (in total) if exceptional circumstances arise.

Exceptional circumstances would normally include active military duty, UN Service, or significant personal or immediate family issues; workload or change in employment would only in rare circumstances be acceptable grounds for a leave. Students must present documentation to the Dean (or designate) for approval prior to the start date of the requested leave.

Students holding on-leave status are doing so for personal or professional reasons and therefore are not expected to be working on courses, theses or projects and are not normally provided with academic supervision or access to the university's facilities or services during this time. Exceptions to this policy are granted only with the express permission of the Dean.

When a student on leave of absence wishes to return, within the pre-determined timeframe, the Dean (or designate) will evaluate the request to determine the course of studies for completion of the degree requirements. The student may be required to repeat previously taken courses to ensure currency of program competencies, outcomes and knowledge at the time of degree completion. Leave time is included in the calculation of a student's program completion deadline. Due to program capacities, seats will not be reserved for students on leave. Every effort will be made to accommodate students who wish to return from a leave; however, if a seat in the program is not available when the student wishes to return, the leave will be extended to the next available intake date and the student's program completion deadline will be adjusted accordingly.

Students who do not return to the program at the end of their approved leave will have their status automatically changed to "Required to Withdraw." Exceptions to this policy require the approval of the Registrar.

### Medical Leave of Absence

Students unable to continue their studies due to a medical condition may be granted a "Medical Leave of Absence" (MLOA) from the university for a pre-determined period of time, subject to the provision of medical documentation. The student will be responsible for clearing any outstanding balance with the University when granted this leave. Students holding medical leave status are not normally provided with academic supervision or access to the university's facilities or services and exceptions are granted only with the express permission of the Dean. When a student on medical leave of absence wishes to return, within the pre-determined timeframe, further medical documentation is required to confirm his or her ability to resume course work. The Dean will evaluate the request to determine the course of studies for completion of the degree requirements. The student may be required to repeat previously taken courses to ensure currency of program competencies, outcomes and knowledge at the time of degree completion. Students who are unable to return within the pre-determined timeframe will be required to obtain further medical documentation substantiating a further extension or may have their status changed to "Required to Withdraw." Due to program capacities, seats will not be reserved for students on leave. Every effort will be made to accommodate students who wish to return from a leave;

however, if a seat in the program is not available when the student wishes to return, the leave will be extended to the next available intake date and the student's program completion deadline will be adjusted accordingly.

### Authorized Withdrawal (AW) from Courses

Students are allowed to apply for an 'authorized withdrawal' (AW) from a course at any time during the course. An AW may be approved on medical or compassionate grounds, subject to the provision of satisfactory documentation, by the student's program or school. AWs will be recorded on the student histories and will appear on official transcripts issued by the university.

### Voluntary Withdrawal (VW) from Courses

A student may voluntarily withdraw (VW) from a course in progress by notifying the Registrar's Office in writing. The date of the withdrawal will be the date the written notification was received by the Registrar's Office. Students may voluntarily withdraw up to the half-way point of a course. For courses starting on or after September 1, 2017, the voluntary withdrawal will appear on the official transcript. Should the course in progress be more than one-half complete, the student's grade will be changed to "Required to Withdraw" and this will be reflected on the student's transcript. Tuition refunds are calculated in accordance with the [Tuition Refund Policy](#).

### Voluntary Withdrawal (VW) from Program of Study

A student may voluntarily withdraw (VW) from a program of study by notifying the Registrar's Office in writing. The date of the withdrawal will be the date the written notification was received by the Registrar's Office. Students who are withdrawing from a program and are enrolled in courses in progress that are less than one-half complete will be given a "Voluntary Withdrawal." For courses starting on or after September 1, 2017, the voluntary withdrawal grade will appear on the official transcript. Should the course(s) in progress be more than one-half complete, the student's final grade will be changed to "Required to Withdraw" from the course(s) and this will be reflected on the student's official transcript.

A student who voluntarily withdraws from a program may apply for reinstatement. A request for reinstatement must be made in writing to the Registrar's Office. The Dean will evaluate the student's request and may require supporting documentation to be attached to the student's original application. The Dean will determine the course of studies required for completion of the degree requirements. The student may be required to repeat previously completed courses to ensure currency of program competencies, outcomes and knowledge at the time of degree completion. Time away is included in the calculation of a student's maximum completion deadline. Students who have exceeded their maximum completion deadline may be required to re-apply for admission. Students who are reinstated are required to pay a tuition deposit in order to secure registration.

### Required to Withdraw (RW) from Courses

A student may be required to withdraw (RW) from a course by the Dean or designate for any of the following reasons:

- Non-payment of fees
- If they are Required to Withdraw from their program of studies
- Failing to abide by any university regulations including the Policy on Academic Integrity and Misconduct or the Policy on Student Rights and Responsibilities.



A student may be required to withdraw (RW) from a course by the Registrar for non-payment of fees.

### Required to Withdraw from a Program of Study

A student may be required to withdraw (RW) from a program of studies by the Dean or designate for any of the following reasons:

- Failing to meet the program requirements, including attendance and/or participation or contribution requirements
- Failing to abide by university regulations including the Policy on Academic Integrity and Misconduct or the Policy on Student Rights and Responsibilities
- Exceeding the maximum program completion deadline (5 years for certificates and diplomas, 5 years for undergraduate degrees, 7 years for graduate degrees)
- Failing to meet the minimum academic standard (see Section 2.0 Notification of GPA Status)
- Students with four F grades within 60 credits of study will normally be required to withdraw.

A student may be required to withdraw from a program of studies by the Registrar for any of the following reasons:

- Failing to provide the necessary or verifiable documentation at the time of admission
- Failing to complete the admissions process and/or not having received formal acceptance prior to starting a program of study
- Failing to meet the conditions of their acceptance
- Non-payment of fees

After one year, the student may apply for reinstatement to the program. A request for reinstatement must be made in writing to the Registrar's Office. If program admission requirements have changed or additional information is required to determine eligibility for reinstatement, the Dean may require supporting documentation from the student to be attached to the student's original application. The Dean will determine the course of studies required for completion of the degree requirements. The student may be required to repeat previously completed courses to ensure currency of program competencies, outcomes and knowledge at the time of degree completion. Time away is included in the calculation of a student's maximum program completion deadline. Students who have exceeded their maximum program completion deadline may be required to re-apply for admission. Students who are reinstated are required to pay a tuition deposit in order to secure registration.

The University also reserves the right to require a student to withdraw from their program of study if the Dean considers the student to be unsuited to the program of study or practice of the discipline for reasons unrelated to academic performance. The appeal of such a decision must follow the [Process of Appeals of Academic Decisions](#). A student who is required to withdraw for non-academic reasons may apply for admission into a different program of study without any waiting period.

### Level of Study

#### UNDERGRADUATE

Students enrolled in programs leading to a bachelor's degree or undergraduate certificate or diploma.

## GRADUATE

Students enrolled in programs leading to a master's or doctoral degree or graduate certificate or diploma.

## GENERAL STUDIES

General Studies courses are individual credit-based courses not leading to a degree, diploma or certificate. Normally, students may take up to two general studies courses from any one program. Students who successfully complete a general studies course may be eligible to transfer credit toward a certificate, diploma or degree program upon formal admission to the program. In addition, students already admitted to a program of studies may be allowed to enrol in appropriate general studies courses when those courses are approved to be taken as a part of the program or when they are approved to be taken before the official start date of the program offering. Transferability of general studies courses to certificate, diploma and degree programs is determined by the Dean or designate, upon the advice of the appropriate school and program area.

## Visiting Students

Individuals who are in good standing in credential programs at other recognized institutions and who are taking one or more courses at Royal Roads University towards their credential at their home institutions.

## Normal course load and full-time status

At Royal Roads University, a normal full course load is 30 credits per year at the undergraduate level and 15 credits per year at the graduate level. Exceptions may be approved by the Vice-President (Academic) for specified years within specified programs. A student enrolled in at least 60% of a normal full course load is considered full-time. Furthermore, a graduate-level student formally enrolled in a program requirement for graduate-level research and/or a capstone course or activity is considered full-time whether this enrolment falls within the normal prescribed timeframe or a formally approved extension period.

## Letters of Permission

A Letter of Permission is required should a student wish to enrol in a for-credit course or program at another institution while registered at Royal Roads University. A student must obtain the appropriate approvals prior to applying for admission to the other institution and must be in good academic standing. The Registrar's Office will provide a copy of the Letter of Permission to the student. It is the student's responsibility to provide a copy of this letter to the other institution. A Letter of Permission will not be issued if there are any outstanding fees owing.

Students registered at another institution applying to Royal Roads University for a course or a program must provide a Letter of Permission from their host institution.

Failure to disclose attendance at another post-secondary institution may lead to cancellation of the student's application or registration without reimbursement.

## Notification of GPA Status

The minimum academic standard in undergraduate programs is a weighted grade point average of C or 2.00; in graduate programs it is a weighted grade point average of B or 3.00. A student who falls below

the minimum grade point average at any time in their program will receive notice from the Registrar advising them of their academic status and the required academic standard they must achieve in order to continue in the program and graduate. Exceptions to the minimum graduation requirement requires the approval of Academic Council.

## Graduation Criteria

In order to graduate, students must:

- Successfully complete the necessary course requirements specified for the program. Students who do not have final grades (e.g. INC, EG, etc.) are not eligible to graduate;
- Have the required number of credits to graduate;
- Satisfy any other program requirements, including outcomes-based criteria established for the designated program of study;
- Currently be in good academic standing and have achieved a minimum 2.00 program GPA (undergraduate) or 3.00 program GPA (graduate);
- Have completed an ethical review, if required, and received approval.

Students who have outstanding tuition, fees, fines, loans or equipment owing to the university will not receive transcripts or parchments until their accounts are settled.

## Certificates of Completion

The Registrar's Office is responsible for the issuance of all letters and certificates of completion for all programs.

## Certified Copies

The Registrar's Office will provide a certified copy of a graduate's parchment upon submission of the original parchment or copy of the original. The charge for certifying a copy of a parchment is in accordance with the University's approved [ancillary fees](#).

## Replacement Parchments

Royal Roads University will only issue one parchment to each graduate. In the event of a name change or a lost/stolen parchment, the Registrar's Office will issue a reprint. A reprint is not a duplicate. Reprints are printed bearing current signatures and may be on different paper than originally issued. It will certify that you are a graduate and a notation will be included that it is a reprint.

A graduate must submit a written request and a signed statement indicating the reason for a replacement parchment. In the case of a name change, a copy of an official document verifying the name change must be submitted to the Registrar's Office along with the original parchment before a new one will be issued (see Parchment Name Standards for acceptable documentation). In the case of a damaged parchment, the original must be returned to the Registrar's Office before a new one will be issued. In the case of a lost/stolen parchment, a graduate must submit an affidavit for lost parchment form. The charge for reissuing a parchment is in accordance with the University's approved [ancillary fees](#).

## Parchment Name Standards

A student's full legal name is the only name that can be used on a Royal Roads University parchment. Names are printed on parchments using the convention: first name, middle name(s), and last name. The Registrar's Office requires proof of name change in order to update a student's official record. Appropriate documents are defined as:

- Birth certificate
- Canadian Immigration Record of Landing or Permanent Residence Card
- International Passport (for Canadians, a Canadian Citizenship card is acceptable)
- Canadian Immigration Study document
- Marriage certificate
- Documentation verifying a legal name change
- Statutory declaration
- Driver's license

## Convocation

Academic credentials (certificate, diplomas and degrees) are only awarded by the Chancellor, upon the recommendation of Academic Council. Graduates who are unable to attend their scheduled convocation ceremony may request to attend the next convocation immediately following in order to cross the stage.

## Section 3: Attendance

Attendance by students is expected in all on-campus and online course activities as of the start date of the program (including all mandatory activities such as pre-residencies, residencies, lectures, seminars, tutorials, and laboratories). Students who do not meet attendance requirements may be excluded from their final assignment/examination(s), assigned a letter grade of F (Fail), or may be required to withdraw from a course and/or the program of study. Students who are absent because of illness, accident, family problems or other extenuating circumstances should bring the matter to the attention of their instructor and may be required to provide supporting documentation. Simply ceasing to attend does not constitute withdrawal from the University. Students wishing to withdraw must notify the Registrar's Office in writing in accordance with the Voluntary Withdrawal procedures. A student who does not engage in a course within the first seven calendar days (for example, by signing into an online course or appearing in person for an on-campus course) will be considered a 'no-show' and will be withdrawn from the course and may also be withdrawn from the program.

### Residency

A student will be required to retake the residency in a subsequent session if he or she is unable to complete the entire residency period and is unable to demonstrate to the satisfaction of the instructor(s) of the uncompleted course(s) the competencies associated with that component of the program. With the consent of the dean of the appropriate faculty, the student may be allowed to take a course or courses equivalent to the missed components of the residency.

### Distance courses

A student will be required to retake the distance component of a program in a subsequent session if he or she is unable to complete the distance component and is unable to demonstrate to the satisfaction of the instructor(s) of the uncompleted course(s) the competencies associated with that component. With the consent of the dean of the appropriate faculty, the student may be allowed to take a course or courses equivalent to the missed distance component.

### On-Campus Courses

A student will be required to retake an on-campus course in a subsequent session if he or she is unable to complete the entire course and is unable to demonstrate to the satisfaction of the instructor(s) of the uncompleted course the competencies associated with that component of the program. With the consent of the dean of the appropriate faculty, the student may be allowed to take an alternative course or courses equivalent to the missed on-campus course.

## Section 4: Grading

### Grading Scales

#### UNDERGRADUATE

LETTER GRADE	PERCENTAGE	GRADE POINT
A+	90-100	4.33
A	85- <90	4.0
A-	80- <85	3.67
B+	77- <80	3.33
B	73- <77	3.0
B-	70- <73	2.67
C+	67- <70	2.33
C	63- <67	2.0
C-	60- <63	1.67
D	50- <60	1.0
F	0- <50	0.0

#### GRADUATE

LETTER GRADE	PERCENTAGE	GRADE POINT
A+	90-100	4.33
A	85- <90	4.0
A-	80- <85	3.67
B+	77- <80	3.33
B	73- <77	3.0
B-	70- <73	2.67
F	0- <70	0.0

### Grade Notations

DESIGNATION	EXPLANATION
AEG	Aegrotat Standing
AU	Audit
AW	Authorized Withdrawal
CR	Credit Granted
EG	Extension Granted
EN	Enrolled
F	Fail
INC	Incomplete
LV	On Leave
TR	Transfer
RW	Required to Withdraw
VW	Voluntary Withdrawal

#### AEGROTAT STANDING (AEG)

A grade of AEG is a transcript notation, accompanied by a final letter grade, authorized by the Dean or equivalent in situations when a student has been unable to complete their course work or write a final examination due to documented illness or personal circumstance but who has achieved an overall satisfactory standing in the course.

#### AUDIT (AU)

Students may be permitted to audit a course upon approval from the Dean or designate. An auditing student does not participate in assignments or examinations and no credit is awarded for the course. Participation in other activities is at the discretion of the instructor. Permission to audit a course is dependent upon the class size and other factors that the instructor and the Dean or designate establish. Once a course has been audited, the course is not open to course challenge and will not be considered for meeting admission, prerequisite or course requirements. Audited courses are limited to a maximum of one per degree program, unless approved by the Dean and Registrar.

#### AUTHORIZED WITHDRAWAL (AW)

Student withdrew from module or course upon approval by program or school on medical or compassionate grounds.

#### CREDIT GRANTED (CR)

A CR indicates that credit has been granted for a course. This grade is used primarily for Pass/Fail courses.

#### EXTENSION GRANTED (EG)

A student may be granted an extension for completion of the requirements of a course due to unanticipated and/or extenuating circumstances. This is a temporary grade and must be accompanied by an extension deadline date. The new deadline date must be forwarded by the School Director (or faculty designate) to the Registrar's Office. Failure by the student to complete the requirements of the course by the deadline will result in a grade of F.

#### ENROLLED (EN)

An EN indicates that the student is enrolled in the course and grades for the course have not yet been assigned.

#### FAIL (F)

This grade is used when a student has not met the minimum course requirements (including, when specified, successfully completing a final exam or assignment), has not fully met the course attendance and/or participation requirements, or has not successfully cleared an INC or EG grade within the designated time deadline.

#### INCOMPLETE (INC)

INC is a temporary grade that is assigned when the required course work has not been completed by the course end date or to the satisfaction of the instructor. This is used only when a student's performance has been satisfactory and successful completion of the remaining assignments or final examination would enable the student to pass. A maximum grade achievable on completion of the requirements is a "D" for undergraduate and a "B-" for graduate courses. To cover additional grading costs, students will be assessed a fee in accordance with the University's approved ancillary fees. If the outstanding course

work is not completed satisfactorily within 20 working days of the course end date, a student will automatically receive a grade of F.

#### ON LEAVE (LV)

An LV is assigned when a student has been granted On Leave status.

#### REQUIRED TO WITHDRAW (RW)

This grade is used exclusively when a student has been required to withdraw or has withdrawn after the half-way point of a course.

#### TRANSFER (TR)

A TR grade is assigned when further course work in the form of a re-enrolment is required due to the design of the course. Once the student has completed the additional enrolment, the TR grade will remain on the original enrolment and a final grade assigned to the last enrolment.

#### VOLUNTARY WITHDRAWAL (VW)

A VW grade is assigned if a student voluntarily withdraws, which may be done up to the half-way point of a course.

### Repeating Courses

Students who wish to attempt the same course more than twice require approval of the Dean.

### Thesis/Project/Research Paper/Dissertation Extensions

Graduate students who do not complete their thesis, final project, research paper or dissertation by the specified course end date will be required to extend their registration or will be withdrawn from the course and program. Students who wish to extend their registration and are approved for such extension will have their registration in the course extended by three months and may be assessed a fee in accordance with the University's approved ancillary fees. The Dean or authorized designate must approve thesis/project extensions prior to the start date of the requested extension. Failure to make arrangements for these extensions will result in a grade of RW (required to withdraw) and withdrawal from the program.

Please login to [MyAdmin](#) to request your extension.

### Approval of Grades

Grades must be approved by the head of an academic unit (i.e., the School Director or equivalent) or designate authorized by the Dean. The Registrar's Office must be formally advised as to the names of those who may approve grades. Grades must normally be submitted by the instructor to the 'grade approver' within ten business days and to the Registrar's Office within 15 business days of the course end date. This includes final grades required to clear INC or EG grades.

### Release of Grades

Student records are confidential. Grades will only be released by the Registrar's Office to a third party with the student's written permission. Royal Roads University staff cannot release grades over the phone or by email.



## GPA Calculation

A student's grade point average (GPA) for a group of courses is calculated by determining the grade point value for each course which has been assigned a grade, multiplying the course credit value by the numerical equivalent of the grade, adding up all the resulting values, and then dividing by the total number of course credits for the period under review. Grades for which there is no point value are not used in the calculation (AEG, AU, CR, EG, LV, RW, VW, AW).

In the event that a student takes the same course more than once, prior to completion of their academic program, the higher grade will be used in the calculation of their program GPA.

## Section 5: Grade Appeal Process

A student may appeal the final grade for a course if there are grounds to believe that:

- Evaluation criteria for the course were changed from those articulated;
- Evaluation standards are substantially unreasonable or different from those applied to other students; or,
- Evaluation was determined on some basis other than performance.

Please note that grades related to participation, contribution or oral work are not subject to appeal, effective for courses starting after December 5, 2012.

Furthermore, grades based on a breach of academic integrity and misconduct are also not subject to a grade appeal. Please refer to the [Academic Integrity and Misconduct Procedures for Students](#).

### Appeals Process

Royal Roads University is committed to the success of our students. All efforts are made to ensure evaluation criteria are clearly explained and that students receive feedback from their instructor as to their grades. Before launching a formal appeal, a student should make every effort to resolve the issue informally with the instructor(s) involved.

Following an informal process, should a student still disagree with his or her final grade, he or she may request a formal review.

#### STEP 1

The student must request that the instructor (or designate, such as the head of the academic program in the instructor's absence) review the assigned grade with the student before a formal appeal is launched. This request must be received by the instructor, in writing, within five business days of the student's grade being posted to his or her online Statement of Grades. The instructor must discuss the matter with the student and confirm his/her decision to the student, in writing, within five business days subsequent to receiving the request for an informal review. Should the matter take longer than five business days (for example, due to the time required to co-ordinate a meeting or discussion), the instructor is to notify the student of an extension, in writing, and specify a date by which this review step will be completed.

#### STEP 2

In the event that the matter is not resolved informally with the instructor, the student may request a review by the head of the academic program (if applicable). This request must be received by the head of the academic program, in writing, within five business days of the student's receipt of the instructor's written decision, per Step 1.

The head of the academic program must discuss the issue with the student and instructor(s) in an attempt to reach resolution. The decision of the head of the academic program shall normally be given in writing to the student not later than 10 business days subsequent to receiving the request for an informal review. Should the matter take longer than 10 business days, the head of the academic program is to advise the student, in writing, that an extension is required. Should the head of the academic program determine that the final grade should not be changed, an explanation and rationale for the decision is to be provided to the student.

### STEP 3

In the event that the matter is not resolved informally with the instructor or the head of the academic program (if applicable), the student may request a review by the head of the academic unit, e.g. Associate Dean or School Director level. The head of the academic unit must receive this written request within five business days of the instructor's or (if applicable) head of the academic program's written decision, per Step 2.

The head of the academic unit must discuss the issue with the student and instructor(s) in an attempt to reach resolution. The decision of the head of the academic unit shall normally be given in writing to the student not later than ten business days subsequent to receiving the request for an informal review.

### STEP 4

In the event that the matter is not resolved with the head of the academic unit the student may then request a formal review by the Dean. The student must notify the Registrar's Office of his/her intent and complete the grade appeal form (pdf). The student must submit the completed [Grade Appeal form](#) to the Dean within five business days of the head of the academic program's written decision with a copy to the Registrar's Office. At this point, any changes to the student's academic records will be suspended, pending resolution of a formal grade appeal.

The formal Grade Appeal request must state clearly:

1. the student's name and student number;
2. the course, course dates, and grade received;
3. the basis for the appeal;
4. the rationale for the student's belief that a better final grade is warranted;
5. the steps that have been taken to resolve the issue per Steps 1, 2 and 3.

All relevant information and documentation should be attached. Pleas on compassionate grounds should not form part of the statement.

The Dean or designate (such as the Associate Dean), must discuss the issue with the student and the head of the academic unit and/or instructor and (if applicable) head of the academic program in an attempt to reach resolution. In some cases, the Dean (or designate) may request an independent review by a third party, in which case the student is to be advised and provided with an estimate of the length of time this process will require, which will not normally exceed one month.

The decision of the Dean shall normally be given in writing to the student not later than 10 business days subsequent to receiving the request for a formal review. Should the matter take longer than 10 business days, the Dean is to advise the student, in writing, that an extension is required. Should the Dean determine that the final grade should not be changed, an explanation and rationale for the decision is to be provided to the student. The Registrar's Office is to be advised, by the Dean, of his/her decision.

### STEP 5

In the event that the matter is not resolved with the Dean the student may request a formal review by the Vice President Academic. The student must submit the completed Grade Appeal form to the Vice President Academic within five business days of the Dean's written decision with a copy to the Registrar's Office.

The Vice President Academic must discuss the issue with the student and the Dean as well as, if appropriate, the head of the academic unit, head of the academic program and/or instructor. In some cases, the Vice President Academic may request an independent review by a third party, in which case the student is to be advised and provided with an estimate of the length of time this process will require, which will not normally exceed one month.

The Vice President Academic and Provost may either:

1. raise the grade, lower the grade, or leave the grade unchanged. The decision of the Vice President Academic and Provost is final, however, an explanation and rationale for the decision is to be provided to the student. OR
2. convene a Grade Appeals Committee to review the matter and make a decision.

#### STEP 6

The Grade Appeals Committee will be convened and a meeting scheduled at a time when the student and instructor (or head of the academic program or unit) are both available. In the event of a non-resident student or instructor, the committee may, at its discretion, choose to hear the appeal through alternate means such as teleconferencing.

Should either the student or instructor wish to bring a witness(es) or advisor(s) to the hearing, the Chair of the Committee must be informed at least 48 hours in advance. In keeping with the principles of due process, both parties will be afforded a period of time (normally two weeks) and access to relevant information to prepare for the hearing. The deliberations of the committee are in closed session and those appearing before the committee should consider their participation to be confidential.

The Grade Appeals Committee shall consider the request for a formal review and consult with anyone it deems necessary, including the use of an independent assessor.

The decision of the Grade Appeals Committee may be to:

1. raise the grade, lower the grade, or leave the grade unchanged; and/or,
2. recommend other courses of action that are appropriate, given the individual circumstances.

The Chair of the Grade Appeals Committee shall provide the committee's decision in writing to the student, the instructor, the Dean, the Vice President Academic and the Registrar. The Grade Appeals Committee may also, at its discretion, make recommendations to the Vice President Academic regarding evaluation standards or grading procedures that may result from the grade appeal process.

#### Composition of the Grade Appeals Committee

The Grade Appeals Committee consists of a minimum of three members appointed by the Vice President Academic and include: at least one, and preferably two, faculty members (selected from academic programs other than the student's), at least one student (at the same level, i.e. undergraduate or graduate, as the student selected from academic programs other than the student's), the Director, Student Services, and, if appropriate, one other member to be appointed by the Vice President Academic.

The members of the Grade Appeal Committee will select a chair by majority vote and shall determine its own procedure, having regard to its duty to act fairly toward the student. Decisions of the Grade Appeal Committee shall be final and not subject to further appeal.