



MAS EDUCATION CENTER

No. 17 (A), Pan Hlaing Avenue, Pan Hlaing Street, Sanchaung Township,
Yangon, Myanmar.

Phone : (95) 977 9922 386, 977 9922 387

Email : info@mas-education.com

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MAS Academic Appeals and Procedures

Policy Number – MASP01

Effective Date – 01/01/2024

Last reviewed Date – 31/07/2024

Summary – Policies and procedures for academic-related matters

1. Policy Statement

This policy provides a formal process for students to appeal academic decisions, including but not limited to grades, academic probation, dismissal, or other academic-related matters. The policy applies to all students enrolled in the MAS Education Center.

2. Ground for Appeal

Students may appeal an academic decision on the following grounds:

Procedural Error: A significant procedural error occurred that affected the outcome of the decision.

New Evidence: New and relevant evidence that was not available at the time of the original decision.

Bias or Unfair Treatment: The decision was influenced by bias, discrimination, or other unfair treatment.

Inconsistent Application of Policies: The academic policies or criteria were not applied consistently.



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3. Appeal Process

Step 1: Informal Resolution

Students are encouraged to first seek an informal resolution by discussing the matter with the faculty member or department involved. This step should be taken within 10 business days of the decision in question.

If the issue is not resolved informally, the student may proceed with a formal appeal.

Step 2: Submission of Formal Appeal

The student must submit a written appeal to the Academic Appeals Committee within 15 business days of the original decision or after the informal resolution attempt.

The written appeal should include:

1. The specific decision being appealed.
2. A detailed explanation of the grounds for appeal.
3. Any relevant evidence or documentation.
4. The desired outcome or resolution.

Step 3: Review by the Academic Appeals Committee

The Academic Appeals Committee, composed of faculty members and administrators, will review the appeal.

The Committee may request additional information or hold a hearing where the student and other relevant parties may present their case.

The Committee will decide based on the evidence provided and the principles of fairness and equity.



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Step 4: Notification of Decision

The student will be notified in writing of the Committee's decision within 20 business days of the appeal submission.

The decision of the Academic Appeals Committee is final and binding.

4. Confidentiality

All appeal proceedings are confidential. Information related to the appeal will only be shared with individuals directly involved in the process.

5. Retaliation

MAS Education Center prohibits any form of retaliation against a student for filing an appeal. Any retaliatory actions will be subject to disciplinary measures.

6. Record Keeping

Records of all appeals and their outcomes will be maintained by the Academic Affairs Office for a period of at least five years.

7. Review and Amendments

This policy will be reviewed annually and updated as necessary. Changes will be communicated to all members of the "MAS Education Center" community.