

## APPEALS/CONDUCT COMMITTEE GUIDELINES

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This Policy is reviewed periodically and may be updated from time to time. Any changes will be published on our website and will become effective upon posting. Where changes are material, we may also provide additional notice, such as by email or through a prominent notice on the website.

This policy sets out the principles, structures, and procedures governing academic appeals and conduct-related matters within the institution. The goal is to ensure that Learners are treated with fairness, respect, and dignity, and that institutional integrity is maintained. The policy aligns with the commitments outlined in the Learner Handbook, Application and Selection Policy, and other related governance documents.

### 1. Who we Are

ALX Holdings Limited, a private company registered in Mauritius under licence number GB24203649 and with its registered office address at 5th Floor, The CORE Building, No. 62, ICT Avenue, Cybercity, Ebene, Mauritius (“ALX”, “we” or “us”). Any reference to the Company includes its parent, subsidiaries, affiliates, and successors.

We act as a ‘controller’ of the personal data to all information collected through our website ([www.alxafrica.com](http://www.alxafrica.com)), “Website”, “ALX Africa” or collected for the Services, as identified below. Appeals/Conduct Committee Guidelines.

### 2. Purpose

- 2.1. To establish a transparent, just, and accessible framework for addressing Learner appeals and conduct concerns. The procedures aim to:
  - 2.1.1. Promote accountability, procedural fairness, and Learner protection.
  - 2.1.2. Provide clear mechanisms for addressing grievances and misconduct.
  - 2.1.3. Uphold institutional standards and community values.

### 3. Scope

- 3.1. This Policy applies to all active learners (the “Learners”) enrolled in one or more ALX programmes, regardless of the nature of the programme, learning modality (including in-person, online, or hybrid formats), or geographic location. It addresses:
  - 3.1.1. Academic Appeals: Decisions relating to grades, progression, assessment integrity, exclusions, and academic withdrawals.

- 3.1.2. Conduct Matters: Incidents involving alleged misconduct including but not limited to harassment, discrimination, academic dishonesty, and violations of institutional codes of behaviour.

#### 4. Definitions

<p><b>Active learner</b></p>	<p>An Active Learner is defined as any individual that meets all the following conditions:</p> <ul style="list-style-type: none"> <li>• Subscription Status: Has an ongoing, valid subscription plan (monthly, annual, or other payment frequency) that has not been canceled or terminated.</li> <li>• Access Rights: Actively holds access to the platform's services, content, or features based on their subscription tier.</li> <li>• Payment Compliance: Has successfully made the required payment for the current billing period and has no outstanding or overdue payments.</li> <li>• Engagement: Has been actively engaged on the platform within the last 12 months (e.g., submitted an assignment, completed a module, logged meaningful activity).</li> </ul>
<p><b>Appeal</b></p>	<p>A formal request by an Active Learner to the Committee asking the Committee to review an ALX decision concerning their academic performance or conduct.</p>
<p><b>Committee</b></p>	<p>A Committee refers to either the Appeals Committee or the Conduct Committee, established to investigate, deliberate, and make final determinations on relevant matters.</p> <p>The Appeals Committee is convened when a formal challenge is submitted against an academic, disciplinary, or administrative decision. The Conduct Committee is convened when there is an alleged violation of the institution's code of conduct or disciplinary rules. Each committee operates in line with institutional policies to ensure fairness, accountability, and due process.</p>
<p><b>Appeals Committee</b></p>	<p>The Appeals Committee is a formally designated body responsible for reviewing and making decisions on appeals submitted by active learners who wish to contest an academic, disciplinary, or administrative decision. The committee ensures that due process is followed, considers the merits of the appeal, and issues a final, impartial determination in accordance with institutional policies and regulations.</p>

<b>Conduct Committee</b>	<p>The Conduct Committee is a designated group responsible for reviewing cases involving alleged violations of the institution's code of conduct by learners. The committee investigates incidents, conducts hearings if necessary, and determines appropriate outcomes or sanctions to uphold the integrity, safety, and ethical standards of the learning or working environment.</p>
<b>Misconduct</b>	<p>Any act or omission that breaches any ALX policy, code of conduct, or applicable law, whether committed on or off our learning platforms or at our ALX Hubs. It includes, but is not limited to:</p> <ul style="list-style-type: none"> <li>a) Academic dishonesty (such as plagiarism, cheating, fabrication or falsification of information);</li> <li>b) Harassment or abuse (including bullying, discrimination, threats, or any unwelcome behaviour that creates an intimidating, hostile, or offensive environment for others);</li> <li>c) Disruptive behaviour, including conduct that interferes with the learning environment, disrespects faculty, staff, or peers, or undermines the functioning of any program or activity;</li> <li>d) Misuse of institutional platforms or resources, including unauthorised access, sharing of offensive or harmful content, or use of systems in a way that violates community standards;</li> <li>e) Violation of local or international laws.</li> </ul> <p>We reserve the right to determine whether a specific behaviour constitutes misconduct, taking into account the context, impact, and applicable norms.</p>
<b>Sanction</b>	<p>A disciplinary measure imposed following the confirmation of a violation of institutional policies, codes of conduct, laws and regulations or other operational documents. Sanctions are intended to uphold community standards, promote accountability, and prevent future misconduct. They may vary in severity depending on the nature and impact of the violation, and may include, but are not limited to warnings, probation, suspension, expulsion, or revocation of certification or access.</p>

## 5. Guiding Principles

- 5.1. The appeals process is grounded in the following set of core principles designed to uphold the rights of all parties, ensure procedural integrity, and promote trust in institutional decision-making:

- 5.1.1. **Fairness:** All parties have the right to a fair and transparent process. This includes timely and adequate notice of decisions being appealed, access to relevant information, and a meaningful opportunity to present their case and respond to any evidence.
- 5.1.2. **Impartiality:** Appeals must be reviewed by individuals who are unbiased and independent from the original decision. Any person involved in the initial decision or with a real or perceived conflict of interest must recuse themselves.
- 5.1.3. **Confidentiality:** All appeal proceedings, documentation, and communications shall be treated as confidential and handled in accordance with applicable data protection laws and institutional privacy policies. Identities of involved parties will be protected to the extent possible, subject to internal rules and legal and procedural requirements.
- 5.1.4. **Accessibility:** The appeals process must be clearly communicated and reasonably adapted to meet the diverse needs of Learners. This includes making information available in plain language and providing accommodations for learners with disabilities or other specific needs.
- 5.1.5. **Timeliness:** All appeal-related steps must be completed in accordance with the timelines set out in this Policy. Where delays are unavoidable, the learner shall be informed in writing of the reason and expected timeframe for resolution.
- 5.1.6. **Non-Retaliation:** No Learner, staff member, or participant will face retaliation for lodging an appeal, supporting another party's appeal, or participating in appeal procedures in good faith.
- 5.1.7. **Right to Appeal:** Subject to the authorised grounds of appeal in these Guidelines, Learners have the right to appeal decisions that materially affect their academic status, certification, or standing, including disciplinary outcomes. These decisions are initially made by relevant bodies such as the Assessor, Moderation Committee, Academic Committee, Examinations Board, Conduct Committee, or designated administrative offices, depending on the nature of the issue. Promote accountability, procedural fairness, and Learner protection. The Appeals Committee serves as the reviewing body for such decisions.
- 5.1.8. **Proportionality:** All outcomes or remedies arising from the appeals process must be appropriate and proportionate to the original decision, the nature of the issue raised, and the impact on the parties involved.
- 5.1.9. **Presumption of Good Faith:** All appeals shall be received and considered on the presumption that the Learner is acting in good faith, even if the appeal is ultimately unsuccessful.

## 6. Committee Composition

- 6.1. Each committee must be constituted based on the matter being reviewed and must include:

<b>Appeals Committee</b> The Appeals Committee is convened when a formal challenge is submitted against an academic, disciplinary, or administrative decision.	<b>Conduct Committee</b> The Conduct Committee is convened when there is an alleged violation of the institution’s code of conduct or disciplinary rules. Each committee operates in line with institutional policies to ensure fairness, accountability, and due process.
<ul style="list-style-type: none"> <li>• One senior academic staff member (Chairperson)</li> <li>• One learner support or academic advising representative</li> <li>• One academic/faculty member not involved in the original decision</li> <li>• Optional: Legal or HR advisor (non-voting)</li> </ul>	<ul style="list-style-type: none"> <li>• One learner conduct officer or equivalent administrator (Chairperson)</li> <li>• One academic staff member not involved in the matter</li> <li>• One learner life or wellness representative</li> <li>• Optional: Legal or HR advisor (non-voting)</li> </ul>

6.2. Note: A quorum requires a minimum of three voting members present in each Committee to proceed with deliberations or make final determinations.

## 7. Appeals Procedure

### 7.1. Submission:

- 7.1.1. Learners must submit an appeal within ten (10) business days of receiving the original decision.
- 7.1.2. Ground of Appeal: Learners have a right of appeal on the following grounds and subject to the timelines stated in these Guidelines:
  - 7.1.2.1. New material evidence not previously considered;
  - 7.1.2.2. Newly discovered investigational errors;
  - 7.1.2.3. Identification of substantial procedural errors;
  - 7.1.2.4. Evidence of improper bias that influenced the investigation outcomes or Committee determinations;
  - 7.1.2.5. The disciplinary action and/or sanction is excessive or unduly assigned given the severity of the incident.
  - 7.1.2.6. Any other grounds for appeal stated in the Learner Code of Conduct.
- 7.1.3. Appeals are to be submitted through <https://tech.alxafrica.com/report-offense> with:
  - 7.1.3.1. A clear statement of the grounds of appeal
  - 7.1.3.2. Supporting documentation (e.g., marked assessments, correspondence, medical records).

- 7.2. Initial Review:
  - 7.2.1. The Appeals Committee will acknowledge the appeal submission within 3 days of its submission.
  - 7.2.2. The Appeals Committee will review the submission within 5 business days to determine eligibility.
  - 7.2.3. If the appeal is deemed ineligible, the Learner shall be notified in writing, including the reason for ineligibility. This determination is final and not subject to further review or appeal.
  - 7.2.4. If eligible, a full review is initiated in accordance with the timelines stated below.
- 7.3. Hearing (if required):
  - 7.3.1. If the Appeals Committee determines that a full appeal review and investigation is required, it may convene a hearing to gather additional information or oral testimony:
    - 7.3.1.1. At the Committee's discretion, the hearing will be held in a confidential setting, either in-person or virtually, depending on context and accessibility.
    - 7.3.1.2. The Learner will be given the opportunity to participate in the hearing and present information. Relevant staff members may be invited to provide clarification or respond to matters raised in the appeal, as determined by the Committee.
    - 7.3.1.3. All participants will receive written notice of the hearing at least 5 business days in advance. This notice will include the hearing date, time, format (in-person or virtual), participants, and a summary of the matters to be addressed. Extensions may be granted on a case-by-case basis where necessary to ensure fairness.
    - 7.3.1.4. Learners may be accompanied by a support person or advisor, provided they notify the Committee in advance.
    - 7.3.1.5. Hearings may be audio or video-recorded, with prior consent from all participants, to ensure an accurate and verifiable record of the proceedings. Recordings will be kept confidential, accessed only by authorized personnel, and will not be used for any other purpose. They will be retained in accordance with the data and privacy policies. If any participant declines to consent to recording, alternative documentation methods—such as a designated note-taker or a sworn written statement—will be used.
    - 7.3.1.6. If a Learner is unable to attend the hearing or prefers not to participate orally, they may submit a written statement in advance. The Committee will make reasonable efforts to accommodate the Learner's preferred mode of participation, including written submissions, virtual attendance, or other accessible formats.

- 7.3.1.7. Special accommodations will be made where necessary to protect the safety, dignity, privacy or wellbeing of any party, particularly in cases involving sensitive matters such as harassment, discrimination and mental health. Accommodations may include virtual participation, the use of support persons, separate waiting areas, or alternative methods of providing testimony.

7.4. Decision:

- 7.4.1. A written outcome will be communicated to the Learner within five (5) business days of the Appeals Committee reaching its decision. The written outcome will include:
  - 7.4.1.1. A clear statement of the decision
  - 7.4.1.2. The reasons for the decision, including a summary of key evidence and considerations
  - 7.4.1.3. Any changes to the original outcome or sanction (if applicable) and,
  - 7.4.1.4. Any required next steps by the Learner or ALX.
  - 7.4.1.5. The written outcome will also be shared, on a confidential and need-to-know basis, with relevant staff members or business units responsible for implementing or recording the decision (e.g. talent management, facilitators and/or the ALX legal team).
  - 7.4.1.6. In exceptional cases where additional time is required to finalize the written outcome, the Learner will be notified of the delay, the reason for it, and the expected date of communication.
  - 7.4.1.7. All decisions by the Appeals Committee will be final and not subject to further review or appeal.

7.5. Remedies:

- 7.5.1. Once they've reviewed an appeal or completed the appeal hearing, the Appeals Committee may take one or more of the following remedial actions, as appropriate to the circumstances and consistent with institutional policy:
  - 7.5.1.1. Uphold the original decision or outcome in full.
  - 7.5.1.2. Amend the original outcome or sanction (e.g. reduce a penalty, modify conditions, or adjust timelines).
  - 7.5.1.3. Overturn the original decision and remove or expunge related sanctions or records.
  - 7.5.1.4. Order a new investigation or hearing, particularly in cases involving significant procedural error or conflict of interest.
  - 7.5.1.5. Recommend academic or non-academic support, such as access to counseling, learning accommodations, or mentoring, where appropriate to address root causes.
  - 7.5.1.6. Issue a warning, advisory note, or non-disciplinary intervention, in cases where conduct did not rise to the level of a violation but still warrants concern.

- 7.5.1.7. Refer the matter to another institutional body or authority (e.g. legal) for further action, where outside the Committee's scope.
      - 7.5.1.8. Take any other proportionate action deemed necessary to remedy the effects of the misconduct or ensure procedural fairness, provided it is within the Committee's mandate.
    - 7.5.2. All remedies must be clearly documented in the written outcome and communicated to relevant parties in accordance with ALX confidentiality and data protection policies.
  - 7.6. Finality of Decisions:
    - 7.6.1. Once communicated in writing to the Learner, appeals decisions are considered final and binding. However, a request for reconsideration may be submitted within five (5) business days of the outcome only in the following exceptional circumstances:
      - 7.6.1.1. New material evidence has become available that was not reasonably accessible or known at the time of the appeal and that could significantly affect the outcome; or
      - 7.6.1.2. A significant procedural error occurred during the appeal process that may have materially impacted the fairness or validity of the decision.
    - 7.6.2. Requests for reconsideration must be submitted in writing, clearly outlining the grounds and supporting documentation.
      - 7.6.2.1. The Appeals Committee (or a designated senior official not involved in the original decision) will determine whether the criteria for reconsideration are met.
      - 7.6.2.2. If accepted, the matter may be referred for limited review by a newly constituted panel. The original Appeals Committee will not review the matter substantively a second time.
      - 7.6.2.3. A limited review is restricted to evaluating the specific grounds on which the reconsideration was granted – i.e., the impact of newly presented material evidence or the effect of a significant procedural error on the original decision. The reviewing body will not re-evaluate issues that were already considered and decided in the original appeal, unless directly affected by the new information. Following a limited review, the reviewing body may take one or more of the following actions:
        - 7.6.2.3.1. Uphold the original appeal decision;
        - 7.6.2.3.2. Amend or clarify the original decision, if warranted by the new evidence or identified procedural error;
        - 7.6.2.3.3. Remit the matter to a new Appeals Committee for full re-hearing, in exceptional circumstances where fairness requires a broader review; or
        - 7.6.2.3.4. Take other reasonable corrective action necessary to remedy the specific issue identified, without reopening the full case.

- 7.6.2.4. Unless a full re-hearing is deemed appropriate, the decision of the reviewing body will be final and binding and not subject to any further review or hearing.
  - 7.6.2.5. If a request to reconsider the decision of an Appeals Committee is not received within the stipulated 5 days, or if a request is deemed ineligible, the decision will remain final, and no further appeal or review is available.
  - 7.6.2.6. Where a review and rehiring are deemed necessary, such review and/or rehiring will be subject to the terms of these appeals guidelines.
- 7.7. Record Keeping
- 7.8. All case-related records (evidence, decisions, communications) must be securely stored per institutional data privacy and protection policies.
- 7.9. Communication
- 7.9.1. Communication must be:
    - 7.9.1.1. Respectful
    - 7.9.1.2. Clear
    - 7.9.1.3. Timeous
    - 7.9.1.4. Documented

## 8. References

[Registration and Selection Policy](#)  
[Assessment Policy and Procedure](#)  
Community Guidelines ([Onsite](#) and [Online](#))  
[Learner Code of Conduct](#)

## 9. How to Contact us

Lot 02, Floor 1,  
CentrePoint, Trianon,  
Mauritius

Email: [appeals@alxafrica.com](mailto:appeals@alxafrica.com)

Any legal notice or formal communication relating to this Guideline must be submitted in writing and delivered to the institution at the official email address given above. No other method of delivery will be deemed valid for purposes of legal notice, unless expressly agreed to in writing by the institution.