

---

**“APPROVED”**  
**Rector of the EI “RMU”**  
**cand. of med. sciences**  
**M.Ch. Alymkulov**



**REGULATIONS**  
**ON THE PROCEDURE FOR SUBMISSION AND CONSIDERATION OF**  
**APPEALS**  
**AND THE ACTIVITIES OF THE APPEALS COMMISSION**  
**OF THE EDUCATIONAL INSTITUTION**  
**“ROYAL METROPOLITAN UNIVERSITY”**  
**QMS-R-PSACA-9.1.2.127-2025**

**Bishkek 2025**

## **1. General Provisions**

### **1.1. Purpose and Scope of Application**

1.1.1. These Regulations constitute a local normative act of the educational institution of higher education “Royal Metropolitan University” (hereinafter referred to as the “University”) and have been developed for the purpose of establishing a unified, transparent, and mandatory procedure for the submission, registration, and consideration of appeals, as well as for regulating the organization and activities of the Appeals Commission.

1.1.2. These Regulations are aimed at ensuring:

- protection of the rights and legitimate interests of applicants, students, and graduating students;
- objectivity and impartiality in the assessment of examination and attestation results;
- transparency and legality of procedures for monitoring and evaluating learning outcomes.

1.1.3. These Regulations apply to:

- entrance examinations for admission to higher education programs;
- attestation examinations conducted during student transfers;
- state final attestation of students;
- examination and assessment sessions;
- other forms of assessment provided for by the local normative acts of the University.

1.1.4. These Regulations apply to:

- applicants, students, and graduating students;
- members of examination, attestation, and state attestation commissions;
- members of the Appeals Commission;
- structural subdivisions and officials of the University involved in organizing and conducting the above procedures.

## **1.2. Regulatory References**

1.2.1. These Regulations have been developed in accordance with:

- the Law of the Kyrgyz Republic “On Education”;
- the Labor Code of the Kyrgyz Republic;
- orders and methodological recommendations of the Ministry of Education and Science of the Kyrgyz Republic;
- the Charter of the educational institution “Royal Metropolitan University”;
- local normative acts of the University regulating admission, transfer, attestation procedures, and state examinations for graduating students.

## **1.3. Terms and Definitions**

1.3.1. The following basic terms and definitions are used in these Regulations:

**Appeal** — a reasoned written statement submitted by a student who participated in an examination (final) assessment regarding a violation of the established examination procedure and/or an assessment that, in the student’s opinion, does not correspond to the actual results, including cases where errors affected the lowering of the grade.

**Appeals Commission** — a collegial body of the University established to review appeals and make decisions within its competence.

**Examination (attestation) assessment** — a form of evaluation of knowledge, skills, and competencies (entrance, attestation, state examination) conducted in accordance with the local acts of the University.

**Applicant** — a person who has submitted an appeal (applicant, student, graduating student).

**Conflict of Interest** — a situation in which the personal interest of a commission member may influence or create the risk of influencing the objectivity and impartiality of the decision-making process.

## **1.4. Abbreviations**

1.4.1. The following abbreviations are used in these Regulations:

**EI** — Educational Institution;  
**RMU** — Royal Metropolitan University;  
**AC** — Appeals Commission;  
**SAC** — State Attestation Commission;  
**SEC** — State Examination Commission;  
**Faculty** — Teaching and Academic Staff;  
**LNA** — Local Normative Acts;  
**EMC** — Educational and Methodological Complex;  
**MES KR** — Ministry of Education and Science of the Kyrgyz Republic.

## **2. Concept and Legal Nature of an Appeal**

2.1. An appeal is a written, reasoned statement by a person who participated in an examination (attestation) assessment regarding:

- violation of the established examination procedure;
- violations affecting the objectivity of the assessment;

disagreement with the assessment results based on justified arguments.

2.2. An appeal is not a form of retaking an examination, revising academic results, or reassessing the level of knowledge, except in cases expressly provided for by these Regulations.

2.3. Only the circumstances specified by the applicant in the appeal shall be considered. Amendments or additions to the appeal after the expiration of the established deadline are not permitted.

2.4. Only students who participated in the relevant examination (attestation/final assessment) have the right to submit an appeal. Appeals submitted by other persons shall neither be accepted nor considered.

2.5. An appeal shall be submitted only if the applicant clearly and specifically states the reasons for disagreement with the results of the final assessment and/or identifies procedural violations during the examination.

2.6. An appeal shall be submitted at the initiative of the student and may not be of a general or purely formal nature.

### **3. Appeals Commission**

#### 3.1. Legal Status and Formation

3.1.1. The Appeals Commission is a collegial body of the University.

3.1.2. The Appeals Commission shall be established by order of the Rector of RMU.

3.1.3. The Appeals Commission shall include:

- the Chairperson;
- members of the commission;
- experts (if necessary);
- the Secretary (technical secretary).

3.1.4. The following persons may not be included in the Appeals Commission:

- persons in an official or family relationship with the applicant;
- persons having a conflict of interest.

3.1.5. For the purpose of comprehensive, objective, and complete consideration of an appeal, the Appeals Commission shall involve the examiner (teacher) who assigned the disputed grade in the relevant examination to provide explanations concerning the examination materials, assessment criteria, and compliance with examination procedures.

#### 3.2. Powers of the Appeals Commission

The Appeals Commission is authorized to:

- accept and consider appeals within its competence;
- verify compliance with examination and assessment regulations;
- analyze examination materials, protocols, and video recordings (if available);
- request written explanations from examiners;
- adopt decisions binding for execution;
- invalidate examination results if violations are confirmed;
- schedule repeat examinations.

### **4. Procedure for Filing an Appeal**

#### 4.1. Deadlines for Filing an Appeal

4.1.1. An appeal must be submitted strictly within the following time limits: on the day the examination (attestation/assessment) results are announced; or no later than the following working day.

4.1.2. Appeals submitted in violation of the established deadlines shall not be accepted or considered, except in documented cases of force majeure.

#### 4.2. Form and Content of an Appeal

4.2.1. An appeal shall be submitted exclusively in written form according to the established template or in free form, provided that it includes:

- surname, first name, and patronymic of the applicant;
- applicant's status (applicant, student, graduate);
- name of the examination (assessment);
- date and form of the examination;
- specific description of the violations or grounds for disagreement;
- personal signature and date of submission.

4.2.2. Appeals containing general wording, emotional evaluations, or lacking specific violations may be dismissed without satisfaction.

#### 4.3. Registration Procedure for Appeals

4.3.1. An appeal shall be submitted personally by the applicant addressed to the chairperson of the relevant commission and registered in accordance with the established procedure depending on the type of examination (attestation) assessment:

- for state final attestation (state examinations) — through the secretary of the relevant State Attestation Commission (State Examination Commission);
- for attestation during student transfer — through the secretary of the Attestation Commission;

- for entrance examinations — through the Executive Secretary of the Admission Commission of RMU.

4.3.1.1. During regular examination and assessment sessions, the appeal shall be addressed to the Vice-Rector for Academic and Administrative Affairs / Dean of the Faculty.

4.3.1.2. The Dean of the relevant faculty shall submit a report on the composition of the Appeals Commission. The commission shall include:

- a representative of the Dean's Office;
- the Head of the Department responsible for the discipline;
- teachers of the профильной кафедры corresponding to the field of study (specialty).

4.3.2. Each appeal shall be subject to mandatory registration in the Appeals Registration Log, indicating the date and time of submission, the applicant's full name, and the name of the examination (attestation) assessment.

4.3.3. The applicant shall receive confirmation of acceptance of the appeal, certified by the signature of the authorized person who accepted the appeal, indicating the date (and time) of receipt.

4.4. An appeal regarding examination (attestation/final assessment) results may be submitted in the following cases:

- errors in examination tickets, written assignments, or tests;
- violation of grading procedures;
- incorrect display of symbols, signs, questions, or answer options during computer-based testing;
- absence of the full text of an assignment or parts thereof;
- incorrect wording of assessment tasks (absence of a correct answer; multiple identical or correct answers where only one answer is required; questions outside the thematic plan of the discipline approved in the EMC);

- failures in the testing system, software, personal computer, or peripheral devices;
- unauthorized termination of testing;
- power outages;
- other force majeure circumstances affecting examination results.

## **5. Procedure for Consideration of Appeals**

5.1. An appeal shall be considered by the Appeals Commission:

- on the same day or no later than 2 working days from the date of submission;
- in the presence of the applicant (if desired).

5.2. A meeting of the commission shall be considered valid if at least two-thirds of the commission members are present.

5.3. The commission has the right to hear:

- the applicant;
- examiners;
- members of examination commissions;
- technical specialists.

5.4. Consideration of the appeal shall be documented in minutes according to the established format.

## **6. Decisions of the Appeals Commission**

- 6.1. Based on the results of consideration, the commission shall adopt one of the following decisions:
  - rejection of the appeal;
  - satisfaction of the appeal;
  - annulment of the examination result;
  - scheduling of a repeat examination;
  - change of grade

6.2. The decision shall be adopted by open voting with a simple majority of votes.

6.3. The decision of the Appeals Commission shall be final, shall enter into force from the moment of adoption, and shall not be subject to reconsideration.

## **7. Repeat Examination**

7.1. A repeat examination shall be conducted only if the appeal is satisfied.

7.2. The repeat examination shall be organized:

- within the time limits established by the Appeals Commission;
- in the presence of a representative of the Appeals Commission.

7.3. No appeal may be submitted regarding a repeat examination.

## **8. Rights and Obligations of Participants in the Appeals Process**

8.1. Rights of the Applicant (Applicant, Student, Graduating Student)

The applicant has the right to:

8.1.1. Submit an appeal in accordance with the procedure and deadlines established by these Regulations.

8.1.2. Receive confirmation of registration of the appeal indicating the date and time of its acceptance.

8.1.3. Be present during the consideration of the appeal by the Appeals Commission personally or through a legal representative (in cases предусмотренных законодательством).

8.1.4. Provide oral and/or written explanations regarding the submitted appeal.

8.1.5. Review the decision of the Appeals Commission and the minutes of the meeting concerning their appeal.

8.1.6. If the appeal is satisfied, undergo a repeat examination (attestation) assessment in accordance with these Regulations.

8.2. Obligations of the Applicant

The applicant shall:

8.2.1. Comply with the deadlines, form, and procedure for filing an appeal established by these Regulations.

8.2.2. Provide accurate information and specific circumstances forming the basis for the appeal.

8.2.3. Observe standards of professional ethics and proper conduct during submission and consideration of the appeal.

8.2.4. Attend the meeting of the Appeals Commission (if invited) or timely notify of inability to attend.

8.2.5. Comply with decisions of the Appeals Commission adopted within its competence.

### 8.3. Rights of the Appeals Commission

The Appeals Commission has the right to:

8.3.1. Request and obtain necessary documents, materials, and explanations from structural subdivisions of RMU, examination commissions, and attestation commissions.

8.3.2. Involve examiners, teachers, technical specialists, and experts in meetings for the purpose of providing explanations.

8.3.3. Adopt decisions on rejection or satisfaction of appeals, annulment of examination (attestation) results, and scheduling of repeat examinations.

8.3.4. Reject appeals submitted in violation of these Regulations.

### 8.4. Obligations of the Appeals Commission

The Appeals Commission shall:

8.4.1. Ensure objective, impartial, and comprehensive consideration of each appeal.

8.4.2. Consider appeals exclusively within the arguments stated by the applicant.

8.4.3. Observe the established deadlines for consideration of appeals.

8.4.4. Ensure confidentiality of personal data and appeal materials.

8.4.5. Document the results of appeal consideration in minutes according to the established format.

### 8.5. Rights and Obligations of the Chairperson of the Appeals Commission

The Chairperson of the Appeals Commission has the right to:

- organize and supervise the work of the Appeals Commission;
- schedule the date, time, and place of meetings;

- distribute responsibilities among commission members;
- request necessary documents and information;
- participate in voting and exercise a casting vote in the event of a tie.

The Chairperson of the Appeals Commission shall:

- ensure compliance with legislation and these Regulations;
- prevent conflicts of interest;
- ensure objectivity and legality of decisions;
- supervise documentation and record keeping.

#### 8.6. Obligations of the Secretary of the Appeals Commission

The Secretary of the Appeals Commission shall:

- accept and register appeals;
- prepare materials for commission meetings;
- keep minutes of meetings;
- ensure storage of appeal materials;
- communicate commission decisions to applicants.

### **10. Storage and Archiving of the Regulations**

10.1. These Regulations constitute a local normative act of RMU and shall be stored in the original in the records management system of RMU.

10.2. The original copy of the Regulations shall be stored in the Department of Personnel Policy and Records Management.

10.3. After expiration, replacement, or approval of a new version of the Regulations, the previously effective version shall be transferred to the RMU archive in accordance with archival storage rules.

10.4. The retention period for the Regulations and their archived copies shall be determined by the University's records retention schedule and the legislation of the Kyrgyz Republic in the field of archival affairs.