

Student Review of Assessment Results Procedures

1. Governing Policy

The Student Review of Assessment Results Procedures (“procedures”) describes how students and staff enact a request to review assessment results. Students may formally request a review of their assessment result in a subject, provided that there are academic or procedural grounds for the request.

2. Scope

These procedures apply to all enrolled students and academic staff at the Institution.

3. Definitions

See *Glossary of Terms*.

4. Procedures

Grounds for review of assessment results

4.1 Students can request a review of their assessment results if they can provide evidence of disadvantage in one or more of the following ways:

- a. assessment was submitted on time but was not marked or wrongfully penalised;
- b. feedback on the previous assessment was not provided within fifteen business days, in time to guide subsequent assessment tasks or activities;
- c. alleged lack of or incorrect advice from teaching staff about the course or subject such as the instruction or content of the assessment or approval of an extension for an assignment;

- d. the assessment result was not based on a clearly defined assessment criteria or marking rubric or assessment process in the subject outline or assessment brief;
- e. the assessment did not comply with the *Assessment Policy*;
- f. where a student can demonstrate 'exceptional circumstances' when their performance in an assessment task or tasks was adversely affected by an exceptional circumstance and the result they received impacted upon their final mark/grade;
- g. alleged discrimination on the part of the assessor or any other person involved in determining the assessment result. This alleged discrimination must be supported by evidence.

4.2 The following examples cannot be used as grounds for a review:

- a. challenges to the specified learning outcomes of the course, assessment methods or standard required to receive particular mark or grade in the subject;
- b. a study overload;
- c. personal and medical problems other than those permitted on the basis of exceptional circumstances;
- d. financial reasons of not passing the subject;
- e. marks or grades received by other students in the subject or other courses;
- f. lack of language and numeracy proficiency;
- g. amount of work the student has done;
- h. a penalty imposed on a student for academic misconduct or plagiarism; or
- i. the need for additional marks to get a higher grade; or
- j. any other grounds which the institution may deemed unreasonable for granting the review of assessment results.

4.3 Students provided with an existing extension or alternative arrangements for assessment, cannot request for a review of assessment results, unless they can demonstrate exceptional circumstances.

4.4 When a student identifies that the assessment result for an assessment task for a subject has been incorrectly calculated this should be brought to the attention of the lecturer.

4.5 No review process is available for supplementary or deferred assessment tasks (but see paragraph 4.9 and Table 1).

4.6 Program Managers are responsible for reporting all reviews of assessment results from students. This includes:

- providing students with a transparent process for the review of their assessment results;
- delegating an independent assessor and no knowledge of prior assessment results to assess the students' work within 10 working days of the official publication of results;
- providing the student with the final assessment result from the independent assessor.

4.7 The independent assessor is responsible for assessing students' work with appropriate assessment criteria and grading.

4.8 Students are responsible for submitting a review of assessment result. This includes:

- collecting their own work and checking their results in a timely manner;
- providing accurate and truthful documentation to the Institution;
- requesting a review of assessment result based on procedural process or evidence of disadvantage through the submission of an Application for Review of Assessment Results; and
- accepting the Final Grade/Mark as part of the review of assessment results.

4.9 If a student is not satisfied with the result of the review, a complaint may be lodged, as per the Complaints and Appeals Policy and Complaints and Appeals Procedures.

5. Process for review of assessment results

Steps	Responsibility	Timeframe
1. Informal discussion with the lecturer a. Students are encouraged to seek feedback or consult with the relevant lecturer about the assessment results if he/she have any concern. b. The student should review the options of whether there is a ground for applying for a review of assessment results as stated in section 4.1 and 4.2 above.	Student & lecturer	Within 3 working days from the publication or notification of the assessment results
2. Lodging an application to review assessment results a. The student has discussed with the lecturer and has evidence to satisfy the grounds for lodging the review as stated in section 4.1 b. Student must submit the completed online form (and provide supporting documentation) within 10 working days.	Student	Within 10 working days from the publication or notification of the assessment results

<p>3. Assessing the application.</p> <p>a. Student Services emails the student to acknowledge receipt of the application and checks that the required supporting documentation has been provided. The application is then referred to the Program Manager for assessment.</p> <p>b. The Program Manager either:</p> <p>i. Approves the review of assessment results by appointing an independent assessor to re-assess/re-mark the assessment; or</p> <p>ii. Rejects the review of assessment results request based on clause 4.1 and 4.2 above.</p> <p>c. The Program Manager refers his/her decision to Student Services who then advises the student of the outcome within 10 working days. The student is notified if the review takes longer than 10 working days.</p>	<p>Student Services</p>	<p>Within 10 working days from the date of application is received</p> <p>Within 10 working days from the date the application is referred to the Program Manager</p>
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<p>4. Approved - review, re-assessment or re-mark</p> <p>a. The Program Manager accesses the original assessment submitted in Learning Management System. However, the Program Manager may request the student to submit the original marked assessment task and a clean copy of the assessment task.</p> <p>b. Appoint an independent assessor who is a content expert and has not seen the previously marked assessment task to conduct the blind marking or assessment.</p> <p>c. If applicable, a review of assessment results may involve a re-mark of an assessment task.</p> <p>d. The Program Manager notifies the student with the result or mark provided by the appointed independent assessor.</p> <p>e. The Program Manager will advise the student that the result or mark is final and if the student is dissatisfied with the results, he /she can submit a complaint as per the <i>Complaints and Appeals Policy and Complaints and Appeals Procedures</i>.</p> <p>f. If the student accepts the result or mark by replying to the Program Manager, then the Program Manager lodges a Change of Result process with the Registrar (or delegated nominee).</p>	<p>Program Manager</p>	<p>Within 20 working days from the date the application is granted.</p>
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<p>5. Rejected application for review or Student dissatisfied with the final result from the re-assessment or re-mark.</p> <p>a. If the student is dissatisfied with the outcome of the review application or review of results from the re-mark or re-assessment, he /she can submit a complaint within 20 working days as per the <i>Complaints and Appeals Policy</i> and <i>Complaints and Appeals Procedures</i>.</p> <p>b. The student needs to provide evidence that the decision has not followed the appropriate process or has been unfairly or inappropriately determined.</p>	<p>Student</p>	<p>Within 20 working days from the date of the notification of the application outcome.</p>
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6. Compliance and monitoring

6.1 The Deans monitor the effectiveness of these procedures.

6.2 Academic Board is responsible for monitoring the process for the Institution's review of assessment results as well as the results of these reviews.

7. Reporting

7.1 The relevant Dean is responsible for the appropriate management of reviews of assessment results and reporting to Academic Board, the Course and Subject Committee and the Learning and Teaching Committee as part of student cohorts and course performance reports.

8. Records management

8.1 A record of all applications notes on actions and outcomes of the application to review of assessment results are maintained on Student Record Management System by the Registrar's Office.

9. Related documents

Assessment Policy

Complaints and Appeals Policy

Complaints and Appeals Procedures

Approved by Learning and Teaching Committee 12 March 2021