# 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 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 was 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 instructions or content of the assessment, or approval of an assessment extension;

d. the assessment result was not based on a clearly defined assessment criteria or marking rubric in the assessment brief;

e. the assessment did not comply with the *Assessment Policy* or *Assessment*

*Procedures*;

f. if a student can demonstrate that their performance in an assessment was negatively affected by exceptional circumstances, and this impacted their final mark/grade (all medical evidence must be in accordance with the Student Medical Evidence Guidelines);

g. if a student believes they were discriminated against by the assessor or anyone else 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 issues that do not qualify as exceptional circumstances;

d. failing the subject due to financial reasons;

e. marks or grades received by other students in the subject or other courses;

f. lack of language and numeracy proficiency;

g. the amount of work the student has undertaken;

h. a penalty imposed on a student for academic misconduct; or

i. the need for additional marks to obtain a higher grade; or

j. any other grounds which the Institution may deem unreasonable.

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 that their performance in an assessment was negatively affected by exceptional circumstances.

4.4 If a student identifies that the result for an assessment task in a subject has been incorrectly calculated, they should bring this to the lecturer's attention.

4.5 No review process is available for supplementary or deferred assessment tasks.

## 5. Process for the review of assessment results

Table 1.

| Steps | Responsibility | Timeframe |
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| **1. Informal discussion with the lecturer**<br>a. Students are encouraged to consult with the relevant lecturer/Program Manager about any concerns with their assessment results.<br>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/Program Manager | Within 3 working days from the notification of the assessment results |
| **2. Lodging an application to review assessment results**<br>a. The student has discussed the review with the lecturer/Program Manager and has evidence to support their request for as stated in paragraph 4.1<br>b. Student must complete the online form and provide supporting documentation within 10 working days of the notification of assessment results | Student | Within 10 working days from the publication or notification of the assessment results |
| **3. Assessing the application**<br>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.<br>b. The Program Manager either:<br>i. confirms that the request has grounds for review as per the criteria outlined in paragraph 4.1 and appoints an independent assessor to review the assessment; or<br>ii. rejects the request to review the assessment results request due to lack of grounds outlined in paragraphs 4.2 and 4.3.<br>c. The Program Manager makes a final decision and notifies Student Services who advises the student of the outcome within 10 working days. The student is notified if the review takes longer than 10 working days. | Student Services | Within 10 working days from the date of application is received<br><br>Within 10 working days from the date the application is referred to the Program Manager |

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| **4. Assessment review**<br>a. The Program Manager accesses the original assessment submitted in Learning Management System. The Program Manager may request the student to submit the original marked assessment task and a clean copy of the assessment task.<br>b. The Program Manager appoints an independent assessor who is a content expert and has not seen the previously marked assessment task, to conduct the blind marking or assessment.<br>c. If applicable, a review of assessment results may involve a re-mark of an assessment task.<br>d. The Program Manager notifies the student of the updated result or mark provided by the appointed independent assessor.<br>e. The Program Manager advises the student that the result or mark is final and if the student is dissatisfied with the results, they may submit a complaint as per the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.<br>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). | Program Manager | Within 20 working days from the date the application is granted. |
| **5. Rejected request or student dissatisfied with the final result**<br>a. If the student is dissatisfied with the any aspect of the review request or outcome, they may submit a complaint within 20 working days as per the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.<br>b. The student is required to provide evidence that the decision had not followed due process or had been unfairly or inappropriately determined. | Student | Within 20 working days from the date of the notification of the application outcome. |

## 6. Roles and responsibilities

6.1 Program Managers are responsible for managing all reviews of assessment results from students including:

- notifying students of the process for the review of their assessment results;
- appointing an independent assessor with no prior knowledge of the assessment task to assess the students' work within 10 working days of

the official publication of results;
- notifying the student of the outcome from the independent assessor.

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

6.3 Student Services are responsible for corresponding with students.

6.4 Students are responsible for submitting a review of their assessment result including :

- collecting their own work and checking their results in a timely manner;
- providing accurate and truthful documentation to the Institution;
- requesting a review of an assessment result based on procedural process or evidence of disadvantage by completing the online form; and
- accepting the final grade/ark as part of the review of assessment results.

6.5 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.

## 7. Compliance and monitoring

7.1 The Dean/Associate Dean monitor the effectiveness of these procedures.

7.2 Learning and Teaching Committee is responsible for monitoring the process for the Institution's review of assessment results as well as the results of these reviews.

## 8. Reporting

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

## 9. Records management

9.1 A records of all applications and outcomes are maintained on Student Record Management System by the Registrar's Office.

## 10. Related documents

*Assessment Policy*

*Assessment Procedures*

*Complaints and Appeals Policy*

*Complaints and Appeals Procedures*

**Approved by Learning and Teaching Committee on 20 June 2025 (updated 4 June 2026)**