

## Definitions

Please refer to the University's Glossary of terms for policy and procedures.

## 1. Purpose and application of these procedures

1.1 A student enrolled in a coursework program may formally request a review of their assessment tasks and/or their final mark or grade for a course (excluding bachelor honours research projects), provided there are academic or procedural grounds for the request. These procedures set out valid grounds for review, including circumstances which may warrant 'special consideration', and the process for seeking such a review.

1.2 If a review is granted, the result awarded from that review will stand as the final result for the work, regardless of whether it is higher or lower than the result originally awarded.

1.3 Reviews should be documented, with all parties keeping relevant and complete records.

## 2. Grounds for review of an individual assessment task, final mark or grade

2.1 Valid grounds for seeking a review: the student can provide evidence of disadvantage in one or more of the following ways:

- a piece of work handed in on time was not marked;
- feedback on assessed work was not provided within fifteen business days;
- alleged wrong advice from staff teaching the course (e.g., about the content of the examination or approval of an extension for an assignment).
- the result/final mark/grade was not based on the assessment criteria or assessment process specified in the Course Outline, or any subsequent amendment made in accordance with the Assessment: Courses and Coursework Programs – Procedures;
- the assessment did not comply with the requirements of the Assessment: Courses and Coursework Programs – Procedures and the course was not exempt;
- where a student can demonstrate that 'special consideration' should be applied because their performance in an assessment task or tasks was adversely affected by an unexpected or exceptional circumstance and the result received for this assessment task or tasks impacted upon their final mark/grade for the course – refer to section 2.3.
- alleged discrimination, prejudice or bias on the part of the assessor or any other person involved in determining the result awarded. This allegation must be supported by specific examples.
- in exceptional circumstances, other grounds (except those in the list of not valid grounds) will be considered if the Head of School accepts these as reasonable.

2.2 The following are not valid grounds for a review:

- challenges to
- the specified learning outcomes of the course;
- the assessment methods approved for the course;
- the standard required to receive particular grades in the course;
- a study overload;
- personal and medical problems other than those permitted on the basis of special consideration;
- financial implications of not passing the course;
- marks or grades received by other students in the course;
- marks or grades received by the student in other courses;

### APPROVAL AUTHORITY

Deputy Vice-Chancellor (Academic)

### RESPONSIBLE OFFICER

Deputy Vice-Chancellor (Academic)

### DESIGNATED OFFICER

Pro Vice-Chancellor (Students)

### FIRST APPROVED

9 September 2013

### LAST AMENDED

25 October 2018

### EFFECTIVE START DATE

25 October 2018

### REVIEW DATE

4 May 2023

### STATUS

Active

### RELATED DOCUMENTS

Administration of Central Examinations - Procedures  
Assessment: Courses and Coursework Programs - Academic Policy

Assessment: Courses and Coursework Programs - Procedures

Coursework Curriculum Design - Academic Policy

Coursework Curriculum Design - Procedures

Deferred Examinations - Procedures

Grades and Grade Point Average (GPA) - Academic Policy

Monitoring Academic Progress and Exclusion - Procedures

Student Grievance Resolution - Governing Policy

Student Grievance Resolution - Procedures

Student Review and Appeals - Procedures

Supplementary Assessment - Procedures

Workplace and Industry Placement - Procedures

- lack of language proficiency
- the amount of work the student has done;
- a penalty imposed on a student for academic misconduct or plagiarism in accordance with University policies and procedures; or
- the need for additional marks to achieve a higher grade.

## 2.3 Grounds for submission of a review on the basis of special consideration

2.3.1 A student may ask for a review on the basis of 'special consideration' where they can demonstrate that their performance in a completed assessment task or tasks had been disadvantaged by exceptional circumstances beyond their control and where there is evidence that the mark achieved for this assessment item has impacted upon their final mark/grade.

2.3.2 These circumstances include:

- death or serious illness of a close family member
- an unexpected illness
- a re-occurrence of a chronic illness
- a severe disruption to domestic arrangements
- being a victim of crime
- an accident.

2.3.3 If a student has already had an extension for the submission of the assessment task or alternative arrangements made to the assessment due to the above criteria or due to an existing illness or disability, the same grounds cannot be used to request special consideration unless they can demonstrate it is compounded by an unexpected and exceptional change in the circumstances or is an additional circumstance.

## 3. Incorrect addition of results

Where a student identifies that the result recorded for an assessment task or the final mark for a course have not been correctly calculated then this should be brought to the attention of the Course Coordinator - refer to section 9.2 in the Assessment: Courses and Coursework - Procedures.

## 4. Process for a review of an assessment result other than a final mark/grade

4.1 Where a student considers that an individual assessment task has been unfairly or inappropriately assessed, the student shall follow the process below, taking step (a) within five business days of notification of the result in that assessment task:

- contact the assessor to request a review of the assessment task outlining the grounds for seeking a review;
- if the matter is not resolved then, the student/s should refer the matter to the Course Coordinator, if that person is a different person to the lecturer, and/or to the Program Coordinator.

4.2 If dissatisfied with the outcome of the above actions the student may, upon receipt of the final mark/grade for that course, seek a review of the final grade.

### 4.3 Re-mark of individual assessment tasks

4.3.1 Reviews of a result for an assessment may involve a re-mark of an assessment task.

4.3.2 When a student is granted a re-mark, they should provide a clean copy of the assessment task to the School where applicable. The student will also submit the original marked assessment task. A person familiar with the content area, but who has not sighted the previously marked assessment task should perform the re-mark, using the clean copy and without access to the original marked assessment task.

## 5. Process for review of a final mark/grade

5.1 Where a student considers that the final mark/grade awarded for a course has been unfairly or inappropriately determined, in line with the Grounds for Review set out in section 2 above, they should submit an Application for a review of final grade form, available on the USC website or from Student Central. This should state the grounds for the review and should be submitted within 10 business days of the date of the release of grades. Where the Course Coordinator is also the review decision maker, the review will be delegated to another appropriate senior academic staff member.

5.2 On receipt of a request for a review of a final mark/grade, the Head of School can:

- reject the review on the basis that the grounds for the review are invalid
- determine that any action taken previously was appropriate and the student's case has already been properly answered; or
- determine that grounds exist for a review and deal executively with the matter. For example, to make a determination based on other assessment already completed, or to require the student to complete additional assessment to determine how well a student can demonstrate the learning outcomes of a course. In cases where the Head of School determines that additional assessment is required, the interim notations of Alternative Exam (AE) and Alternative Assessment – other (AO) are applied. Heads of School are not obliged to offer students an opportunity to 're-sit' a central examination, but instead have the discretion to use other assessment methods, including an oral examination.

5.2.1 Students whose final mark is less than 47 per cent at the time of the official release of grades will not become eligible for supplementary assessment should an application for a review of final grade result in an adjusted final mark in the range of 47 to 49.4 per cent.

5.3 A determination on the review should be completed within 10 business days of the receipt of an application for a review of a final mark/grade. This timeframe may be extended to allow for concurrent consideration of a Show Cause response, where applicable.

#### 5.4 Applications submitted prior to release of final grades

In exceptional circumstances, a student may be identified for MAP Stage 2 or MAP Stage 3 status prior to the release of final grades, under section 3.3 or 4.3 of the Monitoring Academic Progress and Exclusion – Procedures (for example, where a work integrated learning (WIL) placement has been terminated early). The student will be given formal advice as soon as possible whether it is the University's intention to record a failing grade or a withdrawn final notation for the relevant course(s) and the student may seek a review of the notified intended grade without waiting for the official release of grades for the relevant teaching period.

#### 5.5 Reviews concurrent to MAP Stage 3 Consideration for Exclusion (show cause)

Where a student's final grade for a course (or courses) results in the student meeting the criteria for MAP Stage 3 Consideration for Exclusion, as set out in the Monitoring Academic Progress and Exclusion – Procedures, a student can seek a review of final grade for the course(s) as part of their response to the Show Cause notice. The grounds for review set out in section 2.1 of these procedures, as well as the grounds for 'special consideration' set out in section 2.3 of these procedures, will apply in such cases.

#### 5.6 Notification and actions following a review of a final mark/grade

5.6.1 The Head of School will advise Student Services and Engagement of their decision, who in turn will advise the student in writing of the outcome of a review. Where a review is declined the reasons for this decision must be provided to the student, along with appeal information.

5.6.2 If the grounds for a review are upheld and it is considered that the circumstances may have disadvantaged other students within the course, then the Head of School should determine whether any further action in respect of these students is required.

5.6.3 Where a final mark/grade is amended the Head of School should complete the Change of Grade process in the Interim Results Module (IRM) and submit this to Student Services and Engagement.

### 6. Appeals

6.1 If a student is dissatisfied with the decision following an application for a review, they may exercise their right to appeal under the provisions of the Student Grievance Resolution – Governing Policy and associated procedures.

6.2 The appeal must be made within 10 business days of the date of the advice on the outcome of the review and will only be considered if there are grounds that the process has not been followed or a ground for appeal not upheld (refer to section 2. above). There will be no further consideration of the academic merits of the case.

6.3 In cases where a review of final grade is considered concurrently with a student's show cause response, as indicated in section 5.5 of these procedures, students submit only one appeal, which will address both matters.

### 7. Status of a student awaiting the outcome of a review

7.1 The University will make determinations on reviews as soon as practicable however, some cases may not be resolved before teaching commences for the next teaching period.

7.2 A student waiting for the outcome of a review in relation to a final mark/grade which may impact upon the requisite requirements for a course in the following teaching period must consult the Program Coordinator and/or Program Advisor. Students should be formally enrolled in any courses they commence.

7.3 If, following the outcome of the review, a student is required to withdraw from a course after the census date, the School should advise the Director, Student Services and Engagement, who will determine whether a retrospective withdrawal and removal of financial liability is applicable.

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