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| Institution | Universal Higher Education (UHE) |
| Policy name | Review of Grades Policy |
| Policy Governance | Academic Board |

1. Introduction

There may be instances where a student believes that their final grade in a subject does not correctly reflect their performance against the criteria. Students may choose to informally discuss their concern with the academic responsible for the subject. Where the informal approach is not appropriate, or the student wishes to take the matter further, this policy provides a process for a more formal application for a Review of Grade. It should be noted that where a change of grade is recommended as the result of a review, it must be approved by Academic Integrity Committee.

2. Review of grades

During the course of a teaching period students are encouraged to take the opportunity to discuss their progress (including examinations which form part of progressive assessment) with relevant teaching staff and can expect to be provided with a clear indication of the extent to which they have or have not achieved the objectives set for each assessment item, as provided in the Assessment Policy. This should be undertaken as soon as possible (normally within five working days) after the release of the marks and/or return of the assessment item.

Students who are dissatisfied with the final grade received for the subject should initiate the Review of Grade process. Review of grades may lead to no change or to a less favourable or a more favourable outcome for the student.

Initiation of Review of Grade process will not affect the final grade for a subject and any consequential prevention of enrolment in other subjects that require the subject as a requisite, until the review process is finalised.

3. Preliminary Step – Clarification

Prior to proceeding with the informal and formal processes of the review of grade, the student should have accessed

- feedback in relation to achieving the objectives of the assessment items and
- the component marks for individual assessment items and their relative weightings making up the overall grade.

Step 1 – Informal review at subject coordinator level

Following the release of grade for the subject, a student who is dissatisfied with the assessment of an individual item or believes that an error has occurred in the compilation of the overall grade from component assessment items should consult the Subject Coordinator. If the Subject Coordinator accepts the student's case, he/she may recommend to the Relevant Program Coordinator that the grade be altered. The Relevant Program Coordinator will review the evidence and may seek the approval of the Academic Integrity Committee.

Step 2 – Formal review at school level

If the student remains dissatisfied after completing Step 1 of these procedures, or if the student is unable to obtain clarification of the reason for the grade for a subject, then the

student may apply to the Relevant Program Coordinator for a review of the grade normally within 10 working days of the release of the grade for the subject. The application must be supported by a written case. The written case must indicate how the result awarded does not reflect the quality of the assessment item/s in relation to the published assessment criteria.

The Relevant Program Coordinator determines the form of the review, which should include an independent re-assessment of the item(s) in dispute. The review must assess whether procedures have been correctly followed, whether the assessment is in accordance with the Subject Outline and whether the assessment is consistent with the assessment criteria and must address the issues raised in the student's written case. The Relevant Program Coordinator advises the Academic Integrity Committee, normally within 10 working days, of the outcome of the review with reference to the student's written case. The Academic Integrity Committee normally advises the student of the outcome within 15 working days of receipt of the application.

4. Status of students awaiting the outcome of a review

UHE will make determinations on reviews as soon as practicable but will not necessarily resolve any particular case before the close of enrolments for the next teaching period. The final grade for a subject and any related academic outcome will stand until the review process is finalised.

Students whose review will not be resolved before the commencement of the teaching period (where the delay is not the fault of the student) are permitted to enrol in subjects within the course of study. Students must consult the relevant Program Coordinator about their enrolment while awaiting the outcome of a review. When the review process is finalised, the student remains bound by the ruling or by the consequences of the grade which was the subject of the review and may be withdrawn from nominated subject enrolments with no adverse academic or financial consequences.