



Assessment Review Policy and Procedure

Purpose

1. The purpose of this Policy and Procedure is to provide the students of the Australian International Institute of Higher Education ('the Institute') with an effective, timely, fair and equitable system for the review of assessment decisions when appropriate.
2. This Policy, rather than the *Student Grievance Policy and Procedure*, is to be consulted for any concerns in relation to assessment.

Scope

3. This Policy applies to:
 - a) all students of the Institute;
 - b) academic staff involved in any decision-making in relation to assessment tasks;
 - c) all concerns relating to assessment decisions, including marking, final grades, or any other decision impacting on assessment results such as late assessments.

Definitions

4. For the purposes of this Policy:
 - a) **Assessment** is the evaluation of any work submitted in order to determine:
 - i. whether a student has met the requirements of the task;
 - ii. how well the student has met the requirements and what grade a student is to be awarded in relation to that work.
 - b) **Assessment review** includes all processes by which any assessment decision is reconsidered, either informally or formally;
 - c) **Assessment task** is any piece of work assigned to students in a subject which is given a mark or grade that counts towards the final result for the subject;
 - d) **Misadventure** is an accident or other event of ill fortune, (e.g. a public transport breakdown on the way to an examination).
 - e) **Serious Illness** is an acute illness, whether physical or mental, causing sufficient distress to require treatment by a doctor or other registered health care professional.
 - f) **Special Consideration** is a special concession in assessment, sought by a student claiming that his or her performance in an examination or in another assessment task was adversely affected by illness or another cause.
 - g) **Working Day** is any day other than Saturday or Sunday or a public holiday which is observed by the Institute.

Policy

Principles



All assessment decisions

5. Students have the right to request a review of any decision made under the *Assessment Policy and Procedure* including decisions made in relation to late assessment, supplementary or deferred examinations, special consideration or grades received.
6. The Institute aims to ensure that:
 - a) any requests for review of an assessment decision are resolved promptly, objectively and with appropriate regard to confidentiality;
 - b) students participating in a review process are afforded a fair and just process;
 - c) responses to requests for review are managed consistently across the Institute;
 - d) the integrity of courses and the assessment process is maintained.

Review of grades

7. Students may request a review of a grade received for individual pieces of assessment worth 20 per cent or more of the final result for a subject on grounds outlined in this Policy and Procedure.
8. Students who are unsatisfied with the result of review may request a remark.
9. A student may have no more than one review and remark of any individual piece of assessment.

Procedure

Initial review of an assessment decision

10. Students with queries or concerns about any assessment decision should first address their concerns with the decisionmaker as soon as possible after the decision. If the student is not comfortable with this, she or he may have a discussion with the Course Coordinator and may seek the support of student services staff.
11. Where the student wishes to seek a review of a grade this discussion must take place within 10 working days of the publication of the result for the task or, in the case of a final examination, for the subject.
12. Should the student still be dissatisfied after the discussion, the student should be advised about the process and grounds for a review of an assessment decision.
13. Where the student is concerned about the grade received the Course Coordinator should discuss the student's performance in the assessment task with reference to the grading criteria. The Course Coordinator will ensure that the result has been calculated correctly but will not re-mark the work.
14. The Course Coordinator will record the outcome of the discussion with the student.

Request for a formal review

15. Where the issue regarding the assessment decision is unable to be resolved informally, a request for a review of the decision may be made in writing on a *Review of Assessment Form* and lodged with the Course Coordinator. Where the Course Coordinator has been involved in the informal review discussion, they should refer the review to the Academic Dean.
16. The request should be lodged as soon as possible, and where the concern is in relation to a grade, within 10 working days of formal notification of the assessment result.
17. The grounds upon which a student may request a review of an assessment decision are:



- a) that the student believes that an error has occurred in the calculation of the mark or grade;
 - b) evidence of, or a belief that, the assessment decision is inconsistent with the published assessment criteria or requirements, including those outlined in the *Assessment Policy and Procedure*;
 - c) the published assessment requirements were unreasonably or prejudicially applied to the student;
 - d) due regard has not been paid to evidence of illness or misadventure submitted under the provisions of the *Assessment Policy and Procedure*.
18. The following do not constitute reasonable grounds for a request for a review of an assessment decision:
- a) a comparison with the result for another student;
 - b) belief of a student that the result does not match the effort made for the assessment task;
 - c) visa or residence status of a student;
 - d) financial difficulties or employment prospects.
19. Receipt of the review request will be acknowledged within five (5) working days and all reasonable measures will be taken to finalise the process as soon as practicable.

Consideration of formal review request

20. The Course Coordinator will make one of the following determinations:
- a) the request meets the grounds for review:
 - i. for an assessment decision other than a grade, the Course Coordinator will make a determination;
 - ii. for a request to review a grade a re-mark will be arranged;
 - b) the request does not meet the grounds for a review.
21. For all assessment decisions other than grades the Course Coordinator will notify the student within 10 working days of the outcome of their request for review. Students will be advised of their right to appeal (see Appeals section of this Policy).

Arrangements for a re-mark

22. Where the student's concern is about a grade and the Course Coordinator agrees that grounds have been met for a re-mark, they will arrange for this to happen as soon as possible by a suitably qualified member of staff.
23. The re-marker will be given guidelines on how the original population was assessed and will not know what result was originally awarded for the assessment task.

Outcomes of a re-mark

24. The outcome of a re-mark may be a mark higher or lower than the original grade.
25. The Course Coordinator will advise the student of the outcome of the re-mark within 10 days of the decision and arrange for adjustments to be made to results records where appropriate.
26. No further internal review of a re-mark decision is possible. Students will be advised of their appeal rights (see Appeals section below).

Appeals

All assessment decisions other than grades



27. For all outcomes of review of assessment decisions other than grades students have the right to an internal and, if required, external appeal under the provisions of the *Student Appeals Policy and Procedure* where:
- their request for a review has been denied;
 - the review has been undertaken and the original decision has been upheld.

Outcomes of a re-mark

28. Students who remain dissatisfied with the outcome of a re-mark of their work have the right to seek an appeal of the decision through the external avenues outlined in the *Student Appeals Policy and Procedure*.

Record keeping and confidentiality

29. A written record of all reviews handled under this procedure and their outcomes shall be maintained for a period of at least five (5) years.
30. All records will be treated as confidential and are covered by the Institute's *Personal Information and Privacy Policy and Procedure*.

Approval, publication and training

31. This Policy will be made available:
- to students and prospective students through publication in the Student Handbook and on the Institute's website;
 - to staff through induction training.

Monitoring and improvement

32. The Institute collects data on review processes with regard to assessments. Student feedback is sought on the adequacy of these processes on a regular basis.
33. The Institute uses the collected data to monitor trends in reviews in relation to assessments.
34. The Institute will improve all processes relating to assessments, including moderation, based on analysis of the collected data.
35. The Institute will benchmark its performance against relevant industry data and will establish targets as appropriate.
36. The Teaching and Learning Committee and Academic Board receive an annual report on assessment reviews.

Responsibilities

37. Lecturers are responsible for:
- applying published assessment criteria in decisions concerning any assessment task;
 - providing students with guidance and open feedback in response to any request for an informal review of any assessment task as expeditiously as possible;
 - informing students of their right to seek a review of assessment decisions where they are still dissatisfied with their result after an informal review.
38. Course Coordinators are responsible for:
- determining whether a student's request for a review of an assessment decision meets the grounds for such a request;
 - arranging for the review or re-mark of the task to occur as expeditiously as possible;



- c) communicating the outcome to the student.
39. Students are responsible for:
- a) understanding published criteria for assessment tasks and the provisions of this Policy and Procedure;
 - b) seeking an informal discussion prior to any request for a formal review and engaging in constructive discussions with the decisionmaker;
 - c) seeking a request for a review, or subsequent appeal where appropriate, where they believe they meet the grounds outlined in this Policy and Procedure.



Associated information

Approving body	Academic Board
Date approved	17 September 2020
Date of effect	Commencement of operation
Next scheduled review	Two years from when policy commence
Policy owner	Academic Dean
Policy contact	Academic Dean
Related AIIHE Documents	<i>Student Academic Integrity Policy and Procedure</i> <i>Assessment Policy and Procedure</i> <i>Student Code of Conduct</i> <i>Student Appeals Policy and Procedure</i>
Higher Education Standards Framework (Threshold Standards) 2015 (Cth)	Standard 1.4, ss 3 Standard 7.2, ss 2
Other related external instruments/documents	Related Legislation <ul style="list-style-type: none">• <i>Tertiary Education Quality and Standards Agency Act 2011 (Cth)</i>• <i>Education Services for Overseas Students Act 2000 (Cth)</i>• <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)</i>

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	17 September 2020

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