

5.6.7 – Grading Reviews

Operating Policy and Procedures

1. Policy

It is the policy of the Navitas College of Public Safety that a student may appeal against an official result by lodging a Grading Review application, in the following circumstances:

- a) where an assessment task is failed after being second marked; or
- b) following receipt of an official result for an entire subject, irrespective of the final grade.

2. Purpose

The purpose of this policy is to:

- provide an avenue of appeal when a student feels his/her work has been incorrectly graded;
- prescribe the circumstances in which an appeal may be applied for and the grounds on which a successful appeal may be applied;
- ensure that grading reviews are dealt with in a fair and timely manner; and
- ensure students are informed about this policy.

3. Responsibility

The Manager of Study Programs is responsible for compliance with this procedure.

4. Guidelines

4.1 "Official Result" means the result for the particular piece of work or the final result for the subject held by Student Administration and recorded on the student's Transcript of Results.

4.2 There is no cost to the student in applying for a Grading Review.

4.3 Students may apply for a Grading Review in the following circumstances:

- for a single piece of work which has been failed;
- for an NN (outright Fail) on the end of trimester Official Transcript of Results produced by Student Administration; and
- for any passing grade on the end of trimester Official Transcript of Results produced by Student Administration.

4.4 For a review to be conducted for a single assessment task, the piece of work must have received an official fail result. A piece of work which has been failed academically will already have been second marked. A piece of work which would have received a passing mark, but has failed because of administrative penalties applied, will not be second marked.

4.5 A student may not apply for a grading review of a failed piece of work and also for a review of the entire subject.

4.6 Students must apply to the Manager of Study Programs for a Grading Review.

4.7 Grounds for the Review

Lodging a Grading Review application does not guarantee that a Review will be conducted. The Manager of Study Programs must be convinced that there are adequate grounds for the review because the application has disclosed a *serious* matter not previously considered or addressed by previous markers. Grounds for the Review include:

- a) inequitable assessment when compared with other students;
- b) situations where non-academic factors have affected assessment;
- c) faulty College administration or conduct of the assessment; or
- d) any other reasonable grounds deemed acceptable by the Manager of Study Programs.

4.8 A Grading Review must be applied for within 14 days of receiving the official result for the piece of work or subject that forms the basis for the application. In the case of a single piece of work, this date is the date that the student collects his/her work after marking, or views their marked examination paper. In the case of a subject result, this date is the date the student receives their Official Transcript of Results. This deadline may be

extended at the discretion of the Manager of Study Programs.

- 4.9 Grading Review applications must be accompanied by all relevant marked work, including the assessment sheets. In the case of a single piece of assessment, that work must be included with the application, and in the case of the entire trimester's work, all submitted/sat work.
- 4.10 A Grading Review may not be applied for if the applicant has also applied for Special Consideration in relation either to the piece of work in question or to the entire trimester's work, either previous to or contemporaneous with the review application, irrespective of the outcome of the Special Consideration Application. This is because, in the case of an application for Special Consideration for an entire subject, the Board of Examiners will have reviewed the final grade, and, in the case of a single failed assessment task, a successful Special Consideration application would have been considered by the marker and second marker.
- 4.11 If the Manager of Study Programs is convinced that a Grading Review is warranted, a review will be conducted by one professional educator who has expertise in the subject area and who was not involved in the original marking of the assessment tasks for the subject. The Manager of Study Programs will appoint this professional educator.
- 4.12 Possible outcomes of the Grading Review include:
- no alteration to the original mark/s; or
 - amendment of the original mark/s either to lower or higher mark/s, which may or may not alter the final grade in the subject.
- 4.13 The Manager of Study Programs will notify the applicant in writing of the success of the application and, if the application was successful, the outcome of the review and reasons for the decision/s reached.
- 4.14 An applicant not satisfied with the outcome of any Grading Review may appeal to the Academic Review Panel. This Panel will hear the matter at its next available meeting and reconsider the decision of the professional educator who conducted the review.

Possible outcomes of the appeal include:

- affirming the decision made in the Grading Review; or
 - overriding the decision made in the Grading Review and returning a different result.
- 4.15 Only currently enrolled students may apply for Grading Reviews or appeal a review. Students who have withdrawn, deferred, taken Leave of Absence or otherwise suspended their studies may not apply until they re-enrol.

5. **Procedures**

- 5.1 A student who believes that he/she has adequate grounds for a grading review may apply to the Manager of Study Programs and request a Grading Review. He/she must outline the reasons why the Manager of Study Programs should consider such a review.
- 5.2 Any application must be lodged with the Manager of Study Programs within 14 days of receiving the official result for the assessment task or subject.
- 5.3 The application must be accompanied by the marked work in question, including completed assessment sheets, if applicable. If the assessment being appealed against includes an exam, the marked examination paper will be made available to the student to include with the application.
- 5.4 The Manager of Study Programs will consider the application, and either refuse it because there are not adequate grounds for a review to be conducted (refer to 4.7 above) or accept it on the grounds that the application discloses a serious matter not considered by previous assessors. In ascertaining whether there are adequate grounds, the Manager of Study Programs may speak with the aggrieved student and also discuss the issue with the original markers.
- 5.5 If the application for a Grading Review is unsuccessful—i.e. the Manager of Study Programs is not convinced that a review is warranted in the circumstances—the student will be notified in writing within 14 days of submitting the application.

- 5.6 If the application for a Grading Review is granted by the Manager of Study Programs, a professional educator with expertise in the subject area who was not involved in the original marking of the assessment tasks for the subject will be asked by the Manager of Study Programs to conduct the review. The reviewer will report his/her findings to the Manager of Study Programs.
- 5.7 Outcomes of the Review include:
- a) no alteration to the original marks; or
 - b) amendment of the original marks, either up or down, which may or may not alter a final grade.
- 5.8 The student will be advised by the Manager of Study Programs in writing of the outcome of the Grading Review and the reasons for the decision within 21 days of receipt of the application, or at a time agreed to by both.
- 5.9 In the case where an applicant is not satisfied with the outcome of the Grading Review, he/she has the right of appeal to the Academic Review Panel. This appeal must be lodged in writing with the Manager of Study Programs within 7 days of receiving the written outcome of the Grading Review. The appeal must detail the reasons why the outcome of the Grading Review should be reconsidered.
- 5.10 At its next available meeting, the Academic Review Panel will consider and deliberate on the appeal. This deliberation will be recorded formally in the minutes of the meeting.
- 5.11 The appellant will be notified in writing of the outcome of the appeal within 14 days of the Academic Review Panel meeting.
- 5.12 If marks or final results are altered as a result of the Grading Review and/or subsequent appeal, Student Administration will amend the official results in the student management system and student's file and issue a new Transcript of Results if necessary.
- 5.13 All documentation associated with the Grading Review must be kept in the student's file. The student management system must be updated with information about the review and its outcome.
- 5.14 All Grading Reviews applications and their outcomes must be reported to the Academic Council.

6. **Authority**
Authorised by the Dean/Head of College

7. **Approval**
Approved by the Academic Council on 21 June 2011

8. **Amendments**

Date	Modified by	Sections amended/added	Approved by AC
10/12/07	Christine Ashton	References to semesters replaced with trimesters.	Minor change
15/08/08	Christine Ashton	Change of title – CEO to General Manager	Minor change
22/05/09	Jodie Reeve	Logo changed	Minor change
10/11/09	Christine Ashton	Change of name and logo	Minor change
27/11/09	Jodie Reeve	Amended document	Minor change
20/07/11	Christopher Snedden	Updated re terminology	Minor change