

Grade Review Policy

1. Purpose

UniSmarter applies stringent quality assurance processes at the time of awarding grades for each module. However, it recognises that students may want to request a review if they believe their final grade does not reflect their performance against the criteria for the module. This policy provides a framework for review and appeal.

2. Policy Statement

This policy applies to any student enrolled in a UniSmarter module.

It applies to the final Standardised Numerical Grade (SNG) a student receives for a module at the end of a Study Period. It does not apply to stand-alone individual assessment tasks.

A student may apply for a review of their grade, provided the student:

- has completed all the essential assessment requirements set down in the Module Outline issued at the commencement of the Study Period; and
- has no outstanding fees of any kind.

A grade cannot be reviewed where the grade awarded is the outcome of an Academic Misconduct case.

A student who is ineligible to apply for Grade Review, but may have extenuating circumstances, is encouraged to contact their Student Success Advisor and potentially apply for Special Consideration.

The Grade Review will be undertaken by the relevant staff involved in the teaching, assessment, management and review of the module concerned.

If the student is dissatisfied with the outcome of the Grade Review and can provide additional evidence to support their case, they may lodge a Grade Appeal.

3. Feedback during Teaching Sessions / Study Periods

Modules involve continuous assessment and a student is expected to seek feedback on individual assessment tasks prior to the award of a final grade. For an in-session assessment, the relevant teacher will provide students with the marks awarded for assessment as well as feedback within 14 days of the submission of the assessment.

UniSmarter academic staff are available for one-on-one consultations if a student requires additional feedback on a particular assessment or group of assessments.

The process above provides an opportunity for students to better understand the decisions that have been made in an informal environment.

If, after feedback, a student believes that their grade for a particular assessment (or number of assessments) does not reflect their performance in that assessment against the criteria, the student can request a Grade Review at the end of the teaching session.

4. Grounds for Grade Review

If a student believes their final grade for a module is inaccurate, they may request a Grade Review within the seven (7) day period starting from the day on which the final grade for the relevant module is published. A student may apply for a Grade Review on the following grounds:

- a clerical error occurred in the determination of a final grade;
- the Module Outline was not in accordance with the *Module Outline Policy* in the Policy Library www.unismarter.com/about-unismarter/policies-documents/ ;
- the student had been disadvantaged by variation to the assessment requirements or feedback provisions laid out in the Module Outline;
- consideration was not paid to the student's experience of serious illness or misadventure, which was found to constitute grounds for Special Consideration;
- the student had been disadvantaged by the way the assessment was conducted;
- the student believed, after feedback, that their grade for a particular in-session assessment (or number of assessments) did not reflect their performance against the criteria.

The student should include supporting evidence with the request for a Grade Review.

5. Process

5.1 Applying for Grade Review

A Grade Review application must be lodged through the 'Grade Review' feature on the Student Portal within seven (7) days of the official release of the module results. The grounds for the application for Grade Review must be clearly described in the supporting documentation with the application. It is not sufficient merely to state that there has been an error or an injustice.

A separate application must be lodged for each module.

5.2 Consideration of Grade Review Applications

Each Grade Review application will be considered on its own merits.

An application of Grade Review will be processed by the relevant Online Module Coordinator considering the following:

- grounds for the application, relative to those identified in Section 4 of this policy;
- performance in the reviewed module;
- correctness of the results data entry for the reviewed module;
- overall student performance in the enrolled course.

Where there is a grade change required, the Online Module Coordinator will forward the outcome and recommend revised grade to the Program Convenor or nominee for review and approval.

Once the outcome has been approved by the Program Convenor, the Online Module Coordinator will provide a written response to the student via the portal, addressing the grounds for the Grade Review outlined by the student and providing the outcome.

5.3 Outcomes of Grade Review Applications

The application will be reviewed within seven (7) days from the date of receipt. The notification of the outcome of a Grade Review will detail the reasons for the decision and will be sent to the student via the Portal by the Online Module Coordinator. A copy of the application and the Grade Review outcome are held on the Portal.

After receiving the outcome of the Grade Review, if a student is dissatisfied, they may wish to appeal against the decision.

5.4 Applying for Grade Appeal

Students wishing to submit an Appeal must complete the Grade Appeal Application Form and submit to: gradeappeals@unismarter.com. This completed Grade Appeal Application form must be supported by additional relevant evidence.

The Appeal application must be submitted within seven (7) days from the date of the outcome of the Grade Review. The appeal will be assessed by the Academic Committee.

5.5 Outcomes of Grade Appeal Applications

The Appeal application will be reviewed by the Academic Committee within seven (7) days of the date of receiving the application. The student will be notified of the outcome in writing by the Academic Director, including the grounds for the decision.

Reasons an appeal will be rejected include, but are not limited to the following:

- findings that a student was involved in academic misconduct;
- no valid grounds for appeal;
- grounds exist, but will not result in a change of grade;
- the student did not complete all components of the module.

6. Report

UniSmarter will keep a record of Grade Review and Appeal cases in each study period, for reporting to the Academic Committee.

7. Definitions

- *Feedback*
Feedback provides students with an opportunity, with relevant teaching staff, to reflect on their performance against the stated learning outcomes of each module they attempt during the session.
- *Grade Review*
A process available to students wanting to query their final grade achieved in a module.
- *Grade Appeal*
The action a student takes if they wish to appeal the Grade Review Decision.

8. Related Documents

- Grade Appeal Application Form
- Grade Review Procedure

- Module Outline Policy
- Assessment Policy

Amendment History

Department:	Academic Affairs	
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