

UQ College (UQC)

Policy and Procedure

Reference:	SS1.2.02
Title:	Review of Grade Policy and Procedure – Academic Pathways
Custodian:	CEO
Reviewer:	Senior Manager - Academic Pathways
Date Approved:	28 June 2024
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Audience:	All UQ College Staff involved in academic and student administration UQ College Pathway Program Students (Foundation, TPP, VET)
Associated Policies:	UQC Assessment Extensions, Exam Deferrals and Late Penalty Policy and Procedure UQC Student Integrity and Misconduct Policy and Procedure UQC Student Complaints and Appeals Policy and Procedure
Version:	3.0

Purpose and Scope

UQ College (UQC) is committed to providing an effective system for the management of student applications for review of grade.

The purpose of reconsidering assessment judgements is to ensure the marking criteria and standards have been applied appropriately.

The policy and procedure reflect the expectations and responsibilities of both UQC and its students when dealing with applications for review of grade.

This policy applies to all:

- i. Students enrolled in a UQ College Pathway Program (e.g. Foundation, TPP, VET)
- ii. UQC staff involved in academic and student administration

These procedures apply to assessment items for which it is feasible to reconsider the original assessment judgement but may exclude some assessment such as performance of a practical task or an oral examination.

Policy Statement

A student who believes that the judgement of their work and the resulting mark or grade does not reflect their performance as measured against the published assessment criteria and standards, can apply for a review of grade.

Reconsideration of a mark that involves review of the academic judgement will in all cases be treated as a review of grade request.

If the request for a review of grade is approved, the work will be re-assessed against the marking criteria and standards.

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1. Review of Grade

- 1.1 A student who believes that the judgement of their work and the resulting mark or grade does not reflect their performance as measured against the published assessment criteria and standards, can apply for a review of grade.
- 1.2 If the application for a review of grade is approved after consideration of the grounds (*ref*, item 2 Grounds for Consideration, below), the work will be re-assessed against the marking criteria and standards.
- 1.3 Where possible, the review of grade will be conducted by an independent member of the academic staff who will be familiar with examples of different levels of performance against the criteria and standards.
- 1.4 Where a review of grade application results in a re-mark being approved, the assessment piece will be re-marked, either partially or in its entirety.
- 1.5 In exceptional circumstances the Manager – Academic Pathways (Academic Manager) may permit only a discrete section of the assessment piece to be re-marked. Such exceptions may be an examination comprising short answer and multiple-choice questions where only the short answer questions are re-marked.
- 1.6 In applying an amended grade on the basis of a re-mark, academic staff must take into account whether adjusting a condition for one student may have implications for other students in the course. The result of re-marking should not unfairly disadvantage other students.
- 1.7 A re-mark will be conducted only once on the piece of assessment.
- 1.8 In all cases, a re-mark will replace the original mark for the piece of assessment in the calculation of the final grade which could result in a higher or lower grade.

2. Grounds for Consideration

- 2.1 A review of grade application is only considered:
 - i. after the student has viewed the piece of assessment and, where available, model answers, the assessment rubric, written comments or other feedback/etc.; and
 - ii. after the student has sought and received verbal feedback about their performance on the assessment from the course coordinator, course convenor or academic staff member concerned.
- 2.2 After receiving verbal feedback, the student is required to provide a written personal statement to demonstrate how the mark or grade awarded does not reflect their performance against the published criteria and standards for that work.
- 2.3 Students should reference the published assessment criteria for the piece of assessment and clearly show where they believe there are grounds for reconsideration of the assessment judgement.
- 2.4 For group assessment, at least 50% of the group members must agree that the mark does not reflect the group's performance according to the published assessment criteria. Those group members can apply for a review of grade via a nominated group representative.
- 2.5 The requirement for extra marks to achieve a higher final course grade is not sufficient grounds for a re-mark.
- 2.6 Academic performance in other courses is not sufficient grounds for a re-mark.

3. Timing of Application for Review of Grade

3.1 Prior to finalisation of results

An application for a review of grade should be submitted before the finalisation of results for the course and no later than 10 working days after the release of marks for that piece of assessment.

3.2 After the finalisation of results

If a student applies for a re-mark of final assessment such as exams after the date of finalisation of results the student must request a review of grade within 48 hours of final results being released.

4. Procedure

4.1 The student must apply for a review of grade via the Course Help menu on the Blackboard site for the relevant course or directly via the Student Portal.

4.2 In the application the student must:

4.2.1 State when and with whom the information consultation process or viewing of the exam script was completed.

4.2.2 Clearly describe the grounds for consideration as detailed in Section 2.2. Failure to do so may result in the application being disallowed.

4.2.3 Include all relevant information. It is the student's responsibility to supply all relevant information.

4.3 The Academic Manager, in consultation with relevant course coordinator/convenor or academic staff, decides whether grounds for a re-mark exist, and if so, arranges for the piece of assessment to be re-marked.

4.4 Where the outcome of the re-mark results in a change to a final grade, UQC will amend all relevant systems i.e. Blackboard and SMS.

4.5 If a progress report has already been provided, the change of results will be reflected in the next progress report. UQC will not reissue reports unless it is a final transcript/record of results.

4.6 Students will be advised in writing of the outcome of their application within 10 working days of the date of submission. The outcome will be documented on the Student Management System.

5. Amendments due to Administrative Error

5.1 If the mark is found to be incorrect due to a mathematical error in the calculation of the final result, this is not a re-mark. Errors in a final result because of

- a mathematical error, or
- non-inclusion of the marks from a piece of assessment,

are considered administrative errors. Such errors are submitted to the relevant Academic Manager for approval to have the final result amended.

6. Complaints and Appeals

- 6.1 If a student is not satisfied with the outcome of the Review of Grade process, the student may appeal the decision by following the [UQ College Complaints and Appeals Policy](#).

Document History

Version	Summary of changes	Author	Action date
1.0	New Policy under UQC CRICOS Code	Senior Manager – Academic Pathways	15 February 2023
2.0	Updates to job descriptions and addition of new positions e.g. Convenors Changes made to Sections 2 and 3 to provide greater clarity and consistency.	Senior Manager – Academic Pathways	18 June 2024