

REVIEW OF GRADE



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WHAT IS THE REVIEW OF GRADE PROCEDURE?

This information sheet is designed to help students understand the process for Informal Consultations and Review of Grades.

What is a review of grade? What is an Informal Consultation? How can I request an Informal Consultation? What are the timelines? Do I have grounds for a Review of Grade? What happens if I am denied a review of grade?

Disclaimer: this information is a guide only, it is not designed in any way to replace any policies or procedures approved by CQUniversity. These can be located on CQUniversity's website under the policy portal.



Summary of Timelines and Process Flows

It is really important you make sure you are aware of the timelines for the review process.

PROCESS AND ACTION	TIMELINE
INFORMAL CONSULTATION	
Request informal consultation regarding any assessment task.	2 working days from the result being released
Request informal consultation regarding an examination.	2 working days from grade certification
Conduct of informal consultation	Within 5 working days of receipt of request for informal consultation
Request to view examination script (see Assessment of Coursework Procedures)	2 working days from grade certification
Retrieval and viewing of examination script (see Assessment of Coursework Procedures).	Within 5 working days of request for viewing examination script
REVIEW OF GRADE	
Application for review of grade.	Lodge within 10 working days from grade certification
Initial consideration and decision to allow/disallow review of grade.	Within 5 working days of receipt of application for review of grade
Final outcome of review of grade that is allowed to proceed.	Within 15 working days of receipt of application for review of grade.
CHALLENGING OUTCOME OF REVIEW OF GRADE	
Contact Student Ombudsman and submit written complaint regarding outcome of review of grade.	Within 10 working days of notification of review of grade decision.
Response to student complaint by Student Ombudsman.	Usually within 10 working days of student lodging complaint.
Challenge outcome of review of grade by lodging an appeal (see Academic Appeals Procedure).	Within 20 working days of notification of decision.

For any additional help contact the Student Advocacy Officer.

Student Advocacy Officer | Governance Directorate
 CQUniversity Rockhampton North, Building 36/G.02, Bruce Highway,
 North Rockhampton QLD 4702
Ph: (07) 4930 6880 xtn 56880
E student-advocacy@cqu.edu.au

For full copy of the Review of Grade Procedure, navigate to CQUniveristy IMPortal
http://policy.cqu.edu.au/Policy/policy_list.do



What is a Review of Grade?

A formal process that is requested after all avenues of informal consultation have been exhausted and there is still continuing concerns about the process of how the grade was awarded.

What is an Informal Consultation?

Informal consultation is a discussion held between the student, the Unit Coordinator and sometimes the Lecturer, this can be done by person, telephone, fax or email.

Are there timelines for requesting an Informal Consultation?

You must contact your Lecturer, Unit Coordinator within two (2) working days from the date your results were released. This also applies to requesting

Do I need to keep a record of my Informal Consultation?

Yes, even though it is an informal consultation, you should keep a record of when, with whom and the outcome of the conversation as this will be required if you are to proceed to a Review of Grade.

When can I apply for a Review of Grade?

If you have concerns about the process by which your grade was reached following your Informal Consultation process, you can lodge an application for a Review of Grade within ten (10) working days of certification of your unit grade. Changes to this timeline may be allowed where special extenuating circumstances can be proven. (Refer to the Review of Grade Procedure)

Can I automatically be granted a Review of Grade?

A Review of Grade is not automatically awarded. Students must follow the process set out in the Review of Grade Procedure. You must ensure an Informal Consultation has taken place prior to submitting an application for a Review of Grade. There has to be sufficient grounds for a review of grade.



Can my results and/or overall grade change as a result of a Review of Grade?

Yes, each Review of Grade is determined on its own merits. A Review of Grade may result in the following:

- **No change** to the grade
- Change to a **lower mark**
- Change to a **higher mark**

What are acceptable grounds for a Review of Grade?

Refer to section Grounds for a Review of Grade 4.11-4.14 (Review of Grade Procedure) For units that **do not** constitute fieldwork, practicum, work placement or performance where there is no 'record' available against which to review practical skills and achievements, the following grounds may be referenced:

- Demonstrating that the marking and/or assessment is inconsistent with the assessment requirements or with the assessment criteria;
You need to be able to demonstrate clearly, where the difference is between the assessment marking/assessment and what was required in the assessment profile,
- Demonstrating unclear feedback from an Informal Consultation process, or feedback which is inconsistent with earlier advice;
If you have had an Informal Consultation, at which point the feedback is not consistent with the requirements of the assessment, you need to demonstrate where this has occurred.
- Documented difficulties as a result of a breakdown in relevant University systems, experienced in enrolment or with provision of study materials, such as online study guides and readings (note: in such circumstances, additional assessment tasks may be required);
You need to be able to provide evidence of where you have experienced difficulties with University systems, access to study material etc., and why it has resulted in difficulties with your assessment.
- Documented difficulties in the operation of the unit resulting in inequitable treatment or misinformed advice to students regarding the completion of assessment, the assessment requirements, or the assessment criteria (note: additional assessment tasks may be required).
You need to provide evidence of inequitable treatment or misinformed advice which has led to difficulties in completing assessments to the required criteria.

For units which constitute fieldwork, practicum, work placement or performance where there is no 'record' available against which to review practical skills and achievements, the following grounds only may be referenced:

- That extenuating circumstances, such as an undiagnosed illness that impacts on their achievement, existed at the time of assessment, but were not identified until later;
- That the approved procedures laid down in the unit profile or fieldwork / practicum / performance handbook for the assessment of the fieldwork / practicum / performance were not followed; or
- The student did not receive written feedback from the examiner(s) during the unit, or an opportunity and time to act on this feedback.



What grounds should be avoided if I want to apply for a Review of Grade?

Many students apply for a Review of Grade because they think they should have received a better mark and/or grade, or their friends got a better mark and/or grade or their visa is running out. Results should have been sorted out for these situations in the Informal Consultation process. You should not expect to get a Review of Grade application approved if you submit an application using the following grounds:

- Close proximity of the grade to the next level of grade
(e.g. I have 64% on a Pass, I think I am close enough to a Credit, I should apply for a Review of Grade)
Application will be denied
- A comparison between another student's or student's performance
(e.g. Another student in my unit was given a Credit and we worked closely together, I was only given a Pass, I should apply for a Review of Grade) Application will be denied
- The student's belief that the result is not commensurate with his/her effort
(e.g. I put in a lot of hours and I worked really hard on my assessment, I should have been awarded a Credit not a Pass, I should apply for a Review of Grade) **Application will be denied**
- Issues relating to the permanent or potential residency status of the student
(e.g. I got a Fail for my unit, it's going to affect my residency status if I don't get a Pass, I should apply for a Review of Grade) **Application will be denied**
- The Visa status of a student
(e.g. I got a Fail for my unit, my visa is about to expire, I should apply for a Review of Grade) **Application will be denied**
- Financial difficulties experienced by the student
(e.g. I got a Fail for the unit, but I can't afford to take the unit again, I should apply for a Review of Grade)
Application will be denied
- Issues relating to the student's employment prospects
(e.g. I got a Distinction, if I don't get a High Distinction I won't get first preference for the job I want at the end of my qualification, I should apply for a Review of Grade) **Application will be denied**
- The student's unsubstantiated belief that they deserve extra marks
(e.g. I answered the question the way it should have been answered, I only received 10/20, I know I should have at least received 15/20, I should apply for a Review of Grade) **Application will be denied**

If you have already been denied a Review of Grade for the Unit, you cannot submit another application.

Applications for Review of Grades will also be denied if:

- You have made no attempt to engage in the Informal Consultation process prior to submission of a Review of Grade application
- You have not completed all compulsory assessment requirements of the unit
- No reasonable grounds are demonstrated in the application for the Review of Grade
- The assessment process involves consensus moderation involving at least three (3) people, confirming that the mark/grades awarded to the cohort for the particular assessment task. (e.g. an exam or coursework item) are appropriate (except for mathematical errors) or
- The work has already been assessed by at least three (3) people knowledgeable in the field prior to the review of grade application lodgement and the grade has been confirmed (except for mathematical errors).



How can I apply for a Review of Grade?

You need to complete the Application for a Review of Grade form. These can be located on the CQUniversity website under Student forms – Examination and Assessment – **Requesting a Review of Grade** (or at your local campus Student Success Reception.

<https://www.cqu.edu.au/student-life/new-students/student-forms/domestic-students/examination-and-assessment>

Instructions on how to apply are outlined on the form.

What happens once I lodge my Review of Grade application?

The Division of Learning and Teaching Services will assess the application in full and based on the information provided, the application will either be:

- Allowed to proceed with the Review of Grade process or
- Disallowed

The Division of Learning and Teaching will advise you via your University email address within five (5) working days of the outcome of the initial consideration of the application. The email will advise you if your application is assessed to have sufficient grounds to allow a Review of Grade application to proceed or not, in which case your application will be disallowed.

What can I expect if my Review of Grade is allowed to proceed?

Depending on the circumstances of your application, the Division may decide to either:

- Review any or all of the nominated items of assessment by an independent marker, as managed by the Deputy Dean (Learning and Teaching); or
- Resolution by the Office of the Deputy Dean (Learning and Teaching) in consultation with relevant staff and others, exploring and considering all issues raised.

The Division will advise you in writing the final outcome of your application for your Review of Grade within fifteen (15) working days of receipt of the original application by the Deputy Dean (Learning and Teaching) in the relevant School.

What can I do if my Review of Grade is disallowed?

If you believe the School did not follow due process as set out in the Review of Grade Procedure, you can challenge the application by contacting the [Student Ombudsman](#) within ten (10) working days of the communication being sent.

Can I challenge the outcome of a Review of Grade?

If you believe the Division did not follow due process as set out in the Review of Grade Procedure, you can challenge the application by contacting the [Student Ombudsman](#) within ten (10) working days of the communication being sent.

The Student Ombudsman will determine if there are sufficient grounds to proceed with an investigation of your complaint.

You can also challenge the final outcome of the review of grade decision by lodging an appeal to be heard by the University's Appeals Committee. Applications should be submitted twenty (20) working days of the notification of the outcome of the Review of Grade.