

## REVIEW OF GRADE FACT SHEET

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# WHAT IS THE REVIEW OF GRADE PROCEDURE?

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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?

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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 Actions and Timelines

You must be aware of timelines and deadlines for the review process. If you miss the deadline your application will be denied.

PROCESS / ACTION	TIMELINE
<b>Informal Consultation</b>	
Request informal consultation with Unit Coordinator/lecturer for any assessment task	<b>2 working days</b> from the <b>result</b> being released
Request informal consultation regarding an examination	<b>2 working days</b> from grade certification
Informal consultation between student and Unit Coordinator/lecturer	<b>Within 5 working days</b> of request for informal consultation
Request to view examination script (see <a href="#">Assessment Policy and Procedure (Higher Education Coursework)</a> ).	<b>2 working days</b> from grade certification
Retrieval and viewing of examination script (see <a href="#">Assessment Policy and Procedure (Higher Education Coursework)</a> ).	<b>Within 5 working days</b> of request for viewing examination script
<b>Application for Review of Grade</b>	
Application for review of grade	Submit <b>within 10 working days</b> from grade certification
Email to student advising whether application for review of grade is allowed or denied	<b>Within 5 working days</b> of receipt of application for review of grade
Email to student advising the outcome of review of grade that is allowed to proceed	<b>Within 15 working days</b> of receipt of application for review of grade.
<b>Challenging outcome of a Review of Grade</b>	
Contact Student Ombudsman and submit written complaint regarding outcome of review of grade	<b>Within 10 working days</b> of notification of review of grade decision
Response to student complaint by Student Ombudsman	Usually <b>within 10 working days</b> of student lodging complaint
Challenge outcome of review of grade by lodging an appeal (see <a href="#">Academic Appeals Policy and Procedure</a> )	<b>Within 20 working days</b> of notification of decision

For any additional help contact the Student Advocacy Officer.

### Student Advocacy Officer

Student Representative Council | Student Experience and Governance Division

E [student-advocacy@cqu.edu.au](mailto:student-advocacy@cqu.edu.au)

A copy of the Review of Grade Procedure is available here: <https://www.cqu.edu.au/policy>

## What is a Review of Grade?

### *CQUniversity Australia Glossary definition:*

A formal process of reviewing a grade awarded to a student for a unit. This may only be undertaken after Certification of Grades and after either an Informal Consultation or a viewing of the relevant examination script.

## What is an Informal Consultation?

An informal consultation is a discussion between a student and Unit Coordinator or lecturer about a result for an assessment, exam or the overall grade for a unit. You **must** request an informal consultation within two working days of receiving your result. It's best to do this by email so you have a record of your request. An informal consultation is your opportunity to talk about your grade and ask any questions you might have about the marking or the result. You **must** request an informal consultation before you can apply for a Review of Grade.

## Are there timelines for requesting an Informal Consultation?

You must contact your lecturer or Unit Coordinator within **two working days** from the date your results were released.

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

You should keep a record of the date of your informal consultation, who you spoke with, and the outcome of the conversation. This information must be included in your application for Review of Grade.

## Can I review my grade for an exam? What should I do?

Yes, you may review your grade for an exam. You must request an informal consultation within two working days and request to view your exam script. Check with your Unit Coordinator about what to do next because processes may differ depending on your School or campus.

## When can I apply for a Review of Grade?

If you have concerns about the process by which your grade was reached after your informal consultation, you may submit an application for a Review of Grade within ten working days of certification of your unit grade. A late application may be possible if you have proof of exceptional circumstances which delayed your application.

## Can I automatically be granted a Review of Grade?

No. You must apply for a Review of Grade, and you must follow the rules and timelines set out in the Review of Grade procedure. You must have requested an informal consultation and you must demonstrate sufficient grounds or reasons for your Review of Grade.

## Can I receive special consideration?

Special consideration is not available at CQUniversity. However, if exceptional circumstances beyond your control have prevented you from successfully completing your study, you may consider applying for Withdrawal Without Academic Penalty and Removal of Financial Liability.

## Can my results and/or overall grade change because of a Review of Grade?

Yes. 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.*

As per 4.15 (Review of Grade Procedure), for units which **do** 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, unless you can demonstrate clear grounds**
- 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:

<https://www.cqu.edu.au/student-life/new-students/contacts-and-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 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.

For any additional help contact the Student Advocacy Officer.

### Student Advocacy Officer

Student Representative Council | Student Experience and Governance Division

E: [student-advocacy@cqu.edu.au](mailto:student-advocacy@cqu.edu.au)