



Australian Chiropractic College

POLICY AND PROCEDURE

REVIEW AND APPEAL OF GRADES

PURPOSE

The following review and appeals policy and procedures provide students with transparency, fairness and equity. These procedures outline the avenues available to students should they have concerns about the grading process.

This procedure operates within the context of fair and equitable complaints-handling principles that ensure processes are free of victimisation and discrimination.

Strict timelines apply to the staged review and appeals avenues to encourage the timely resolution of matters.

A grade review may result in grades being raised, lowered or remaining the same.

In the event that the grade review and appeals processes fail to adequately resolve the matter, students have the right to an external appeal through the Academic Appeals Committee's appointment of an external arbiter.

Decisions arrived upon by the external arbiter are final and result in no further avenue or right of appeal by the student.

All parties to this process have a right of access to relevant records. ACC will ensure that the records are treated as confidential.

Students will not be charged for accessing any stage of this appeals process. ACC bears any costs associated with access to an external arbiter.

SCOPE

The procedures apply to all enrolled ACC students and academic staff.

PROCEDURES

1. Review of Grade

1.1. Feedback

1.1.1. Students are encouraged to seek feedback on all assessment items throughout the term in order to gain a realistic perspective on their skill levels and academic progress.

- 1.1.2. All assessment feedback should clearly indicate the extent to which students have or have not satisfied the assessment criteria and achieved the expected learning outcomes.
- 1.1.3. Students must read and understand all constructive feedback provided by assessors throughout the term, particularly in regard to formative assessment.
- 1.1.4. If feedback from academic staff lacks clarity or appears ambiguous, the onus is on the student to seek clarification.

1.2. Informal Consultation

- 1.2.1. Students are entitled to formal feedback on each piece of assessment material and informal feedback throughout the course of their studies.
- 1.2.2. Students are encouraged to approach academic staff, particularly if they are confused about the details of assessment tasks, resultant grades/marks and/or overall grades that have been ratified for a course.
- 1.2.3. Academic and administrative staff will correct any marking errors, omissions or discrepancies drawn to their attention.
- 1.2.4. Students are required to maintain a record of the staff they informally consult, the date they raised the matter with staff, and the outcome of the consult.
- 1.2.5. Students may request an informal consult in person, via telephone or e-mail.
- 1.2.6. Requests, which involve the viewing of examination scripts, must follow the appropriate Assessment of Coursework Procedures.
- 1.2.7. Timelines for informal consultations are as follows:
 - i. Consults must be conducted within 5 working days of the consultation request.
 - ii. Consults regarding assessment task results must be requested within two (2) working days of the grade release.
 - iii. Consults regarding an overall course grade must be requested within two (2) working days of grade certification and publication.

1.3. Grounds for Grade Review

- 1.3.1. Following informal consultation students have the right to apply for a grade review, should they remain concerned about the grading process.
- 1.3.2. A review of grade is administered by the Academic Dean.
- 1.3.3. As a result of grade review, grades may be increased, decreased or maintained.
- 1.3.4. Student applications will be considered if one or more of the following presents:
 - i. Demonstrable inconsistencies within the marking and the assessment requirements or criteria;
 - ii. Lack of consistent or clear feedback throughout the term;
 - iii. Demonstration of feedback provided within the term, which was inconsistent with final assessment feedback;
 - iv. Difficulties sustained by the student due to breakdown within College systems or procedures;
 - v. Difficulties sustained by the student due to a breakdown within the delivery of course material, inequitable treatment, lack of assessment criteria, misinformation within course content or prescribed reading material.
- 1.3.5. An application for review will NOT be considered on the following bases:
 - i. Comparison against another student's performance;
 - ii. Questioning learning objectives or assessment methods;

- iii. Close proximity in obtaining the next level of grade;
- iv. Poor teaching;
- v. Personal or medical issues which should have been dealt with through Supplementary assessment or extension procedures;
- vi. Belief that the grade is not reflective of the individual effort;
- vii. Result may affect the student's enrollment status, financial situation or visa status;
- viii. A re-mark based on the student's belief that extra marks are deserved.

1.3.6. Students under suspicion or found in breach of Academic Misconduct will not be considered for grade review.

1.3.7. An application for review will be denied if:

- i. No attempt was made to engage in information consultation prior to submission of grade review application;
- ii. Incomplete submission of all assessment items;
- iii. Lack of sufficient course attendance;
- iv. No reasonable grounds for application have been identified;
- v. Work has already been re-marked by another academic staff member with significant knowledge in the course content.

1.3.8. Applications for a review of grades must be received no later than 7 working days after the informal consultation takes place.

1.3.9. Application timelines may be changed if a student demonstrates extenuating circumstances.

1.4. **Review of Grade Process**

1.4.1. Students are encouraged to seek informal consultation on all assessment pieces throughout the term, however only one review of grade can be applied for within each subject.

1.4.2. A review of grade is only be permissible against an assessment item, which has previously been discussed during an informal consultation.

1.4.3. A review of grades must be made through a formal, written application process.

1.4.4. A statement containing the details of the informal consultation is required within the review of grade application. The statement should include details of the consult including: where, when and with whom the consult was held, as well as any applicable outcomes.

1.4.5. Upon receipt of the application the Academic Dean will review the submission along with all supporting documentation. Following review, the student will be advised via e-mail, of the outcome.

1.4.6. All application outcomes are to be communicated within five (5) working days of receipt of application. Reasons are to be provided so that the outcome is clear and defensible.

1.4.7. Results of the application will either be:

- i. Successful; allowing for the continuation of the review of grade process;
- ii. Rejected; reason for application denial will be provided.

1.4.8. Successful lodgment of an application will result in consultation between the Dean, course coordinator and relevant assessors. Assessment items will be fully reviewed leading to an agreed upon resolution by staff.

1.4.9. The Academic Dean will notify the student, within ten (10) working days, of the final outcome of the application.

2. **Internal and external appeals**

2.1. A Student has the right to challenge the outcome of the grade review in the following circumstances:

- i. An application for grade review was denied / unsuccessful;
 - ii. Review of grade procedure did not follow due process.
- 2.2. All appeals must be lodged in accordance with the Academic Appeals procedures and submitted within fifteen (15) working days of notification of review of grade outcome.
- 2.3. If the appeals process fails, the Appeals Committee will appoint an external arbiter whose determination is final. This is the last avenue for appeal.

RESPONSIBILITIES

The Academic Dean is responsible for ensuring adherence to the above Policy and Procedures.

REVIEW

The policy is to be reviewed by 8 November 2019.

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