

REVIEW OF GRADES

Policy and Procedures

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

Academic Integrity: To act in a way that maintains integrity of all academic work and is not academically dishonest in any way.

Academic Misconduct: Various forms of academic dishonesty such as plagiarism, cheating, contract cheating, the sale of one's academic work for use by another person, purchasing or obtaining assessment material through individuals, companies or web-based services.

Assessment: Includes examinations, essays, tutorial assignments, reports, practicums and any other means by which the College assesses whether student have achieved the learning outcomes associated with a unit of study.

Assessors: Designated staff or associates of the College who have been given responsibility for assessing student learning outcomes (knowledge and skills), be it a written or oral assessment or clinical practice based.

External Avenues of Appeal: Avenues of Appeal that are external to, and independent of the College and which are specified in the *ACC Student Academic Appeals Procedures*.

Formative assessment: A range of formal and informal assessment procedures conducted by academic staff to monitor student learning and to provide ongoing feedback that can help students identify their strengths and weaknesses and target areas that need work.

Learning outcomes: The knowledge and/or skills to be demonstrated by students in assessments integral to the unit.

Program: The ACC Bachelor of Chiropractic degree.

Re-mark: Where a Subject or Unit Coordinator authorizes a piece of assessment to be marked a second time and by one or more alternative assessors, in order to confirm the appropriateness of the original grade or suggest a change in grade.

Student Academic Appeal Committee: A Committee of the Academic Board, which is chaired by an independent member of the Academic Board and which is convened specifically for the purpose of considering a Student Academic Appeal, on procedural grounds. This Committee is available as a formal avenue for review of all manner of student academic issues including review of grade, academic progress and academic misconduct.

Subject: A scientific or professional discipline or body of knowledge which forms an essential part of the degree program curriculum.

Subject/Unit Coordinator: The academic staff member who is responsible for the design, delivery and assessment of a scientific or professional discipline or body of knowledge which forms an essential part of the degree program curriculum.

Term: Half a semester, normally comprising 8 weeks. Different units of study are delivered and assessed each term.

Unit: an element of a subject (as defined above), that has specified student learning outcomes and requires satisfactory performance in assessments that measure student performance regarding learning outcomes.

PURPOSE

In line with its commitment to maintaining academic transparency, fairness and equity, the ACC has developed policy and procedures which enable students to take the initiative in requesting a review of grades and, if dissatisfied with the outcome, to request an Appeals Hearing.

The procedures provide a clear outline to students of the processes involved in lodging a request for a review and/or an appeal, should they have concerns about the process by which their grade was reached.

Staged review and appeals avenues and processes and their timelines are described in detail and the possible outcomes and their implications for students are addressed. As a result of grade review student grades may be raised, lowered or remain the same. In extreme circumstances students have the right to appeal through the Student Academic Appeals Committee and the Academic Board. Decisions arrived upon by this committee are final and result in no further avenue or right to appeal by the student.

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 perspective on the level of competency achieved within the term. All assessment feedback should provide a clear indication to the extent to which they have or have not satisfied assessment criteria.
- 1.1.2. Students should ensure they read through and understand all constructive feedback provided by assessors throughout the term particularly in regard to formative assessment. Should the feedback lack clarity or appear ambiguous the student should seek clarification in order to understand achievement of learning outcomes.

1.2. Informal Consultation

- 1.2.1. Students are entitled to feedback on each piece of assessment. Feedback is designed to clearly indicate the student's level of achievement or lack thereof. Students are encouraged to seek clarification through informal consultation should there be confusion or lack of feedback on assessment tasks or resultant grade/mark.

- 1.2.2. Informal consultation may also be sought for clarification on the overall grade awarded for a unit once grades have progressed through the moderation process, have been ratified by the Academic Board and are available for release. At this point, marking errors, omissions or discrepancies may be corrected. Students are required to maintain a record of the staff with whom informal consultation has been conducted as well as a record of the date of consultation and the outcome.
- 1.2.3. A request for informal consultation may be done in person, via telephone or e-mail.
- 1.2.4. Requests, which involve the viewing of examination scripts, must follow the appropriate Assessment of Coursework Procedures.
- 1.2.5. Timelines for Informal consultations are as follows:
 - i. Consultations must be conducted within five 5 working days of the consultation request.
 - ii. Consultations regarding assessment task results must be requested within two (2) working days of grade release.
 - iii. Consultations regarding an overall unit 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 continue to have concern about the process by which a grade has been determined
- 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 changed (raised or lowered) or maintained.
- 1.3.4. A student application may be considered should a student reference one or more of the following reasons:
 - 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 unit material, inequitable treatment, lack of assessment criteria, or misinformation within unit content or prescribed reading material.
- 1.3.5. An application for review will NOT be considered on the following grounds:
 - 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 deemed to have committed Academic Misconduct and who have had a penalty imposed under the *Academic Integrity Policy and Procedures* will not be considered for grade review.

1.3.7. An application for review will be rejected in the event that:

- i. No attempt was made to engage in informal consultation prior to submission of a grade review application;
- ii. The submission of assessment items were incomplete;
- iii. The student has not complied with unit attendance requirements;
- iv. No reasonable grounds for the application have been identified;
- v. Work has already been assessed and reviewed by at least 3 other people with significant knowledge of the unit content.

1.3.8. Application submissions for a review of grades must be completed and received no later than seven (7) days after informal consultation.

1.3.9. Changes in application timelines maybe accepted should a student demonstrate extenuating circumstances.

1.4. Review of Grade Process

1.4.1. Students are encouraged to seek informal consultation on all assessment items throughout the term, however only one review of grade is permissible for each subject. Additionally, a review of grade will only be permissible against an assessment item that has previously been addressed through the informal consultation process.

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

1.4.3. A statement containing the details of previous informal consultation is required within the review of grade application. The statement should include such detail as: where, when and with whom the consult was held as well as any applicable outcomes. If an informal consultation did not occur, reasons must be given as to why this process was bypassed.

1.4.4. Upon receipt of the application the Academic Dean will review the submission along with all supporting documentation to determine whether it should proceed The application will be accepted or rejected on the basis of the sufficiency of the material presented and the appropriateness of the justification. The outcome of this initial screening process will be communicated to the student concerned via e-mail. within five (5) workings days of receipt of the application.

1.4.5. Results of the application will either be:

- i. Successful; allowing for the continuation of the review of grade process;
- ii. Rejected; in which case the reason(s) for application denial will be provided.

1.4.6. Successful lodgment of the review of grade application will result in consultation between the Academic Dean, Subject Coordinator and relevant Assessors. A full review of the nominated items of assessment will be performed leading to an agreed resolution.

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

2. 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. The review of grade procedure did not follow due process.

- 2.2.** All appeals must be lodged in accordance with the Student Academic Appeals procedures and submitted within fifteen (15) working days of notification of the review of grade outcome.
- 2.3.** The determination of the Student Academic Appeals Committee is the first student avenue for internal appeal within the College. Should a student be dissatisfied with this first internal review and appeals process, they will be provided with details of a further internal avenue of appeal, through the Academic Board, and external appeals, as detailed in the ACC Student Academic Appeals Procedures.

POLICY REVIEW

The ACC's *Review of Grades Policy and Procedure* is normally reviewed every three years.

It is a policy of the ACC that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities, accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined the Board of Directors and/or Academic Board.

RELATED POLICY DOCUMENTS

- Student Academic Appeals Procedures
- Academic Progress – Domestic Students Policy and Procedures
- Student Support Policy and Procedures
- Academic Moderation Policy and Procedures

VERSION CONTROL

Document: T004 Review of Grades Policy and Procedures		
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