

Assessment Review Policy and Procedure

Approving body	Academic Board
Date approved	20 Jan 2025
Date of effect	Commencement of operation
Next scheduled review	Two years from policy commencement
Policy owner	Academic Dean
Policy contact	Academic Dean
Related Documents	<u>Student Academic Integrity Policy and Procedure</u> <u>Assessment Policy and Procedure</u> <u>Student Code of Conduct</u> <u>Student Appeals Policy and Procedure</u>
Related Legislative and Regulatory Instruments	Standard 1.4.3 Standard 7.2.2 Australian Qualifications Framework (AQF) Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act) Education Services for Overseas Students Act 2000 (ESOS Act)

Purpose

1. This Policy and Procedure outlines a system for the review of any decisions made related to marking assessments and their results at Zenith Innovation Institute (**Zenith / the Institute**).

Scope

2. This Policy applies to:
 - (a) all enrolled students;
 - (b) academic staff involved in any decision-making in relation to assessment tasks; and
 - (c) all concerns relating to assessment decisions, including marking, final grades, or any other decision impacting on assessment results such as late submission of assessments.

Informal reviews may involve students approaching their Lecturer or Tutor directly to discuss concerns about assessment decisions, as outlined in the process. However, decisions made by the Course Coordinator or other higher-level academic staff cannot be overturned by a Lecturer or Tutor. If the concern cannot be resolved informally, students may formally request a review by submitting the prescribed form to the Course Coordinator within the specified timeframe. This ensures clarity in the escalation process and preserves the integrity of the review mechanism.

Policy

Principles

3. Students have the right to request a review of any decision made under the *Assessment Policy and Procedure* including decisions made in relation to late assessment, supplementary or deferred examinations, special consideration or grades received.
4. The Institute aims to ensure that:
 - (a) any requests for review of an assessment decision are resolved promptly, objectively and with appropriate regard to confidentiality;
 - (b) students participating in a review process are afforded a fair and just process;
 - (c) responses to requests for review are managed consistently across the Institute; and
 - (d) the integrity of courses and the assessment process is maintained.
5. Students may request a review of a grade received for individual pieces of assessment for a unit on grounds outlined in this Policy and Procedure.
6. Students who are dissatisfied with the result of review should:
 - (a) First approach the Lecturer or Tutor, where appropriate, to discuss their concerns about the assessment decision.
 - (b) Where the issue regarding the assessment decision is unable to be resolved at this level, a request for a review may be made in writing on the prescribed form and lodged with the Course Coordinator within ten working days of formal notification of the assessment result.
7. A student may have no more than one review and remark of any individual piece of assessment.

8. At all times, students may seek the support of student services staff during this process.

Procedure

Initial review of an assessment decision

9. Students with queries or concerns about an assessment decision should first address their concerns with the relevant tutor or lecturer as soon as possible.
10. Where the student is concerned about the grade received, the tutor or lecturer should discuss the student's performance in the assessment task with reference to the grading criteria. The tutor or lecturer will ensure that the result has been calculated correctly but should not re-mark the work unless an error has been made.
11. Where the student wishes to seek an initial review of a grade, this discussion must take place within 10 working days of the publication of the result for the task or, in the case of a final examination, for the unit.
12. The tutor or lecturer will record the outcome of the discussion with the student.
13. Should the student remain dissatisfied after the discussion, the student should be advised about the process and grounds for a formal review.

Request for a formal review

14. Students are encouraged to submit requests for a formal review of assessment using the *Review of Assessment Form* to the Academic Dean.
15. The request should be lodged as soon as possible, and where the concern is in relation to a grade, within ten (10) working days of formal notification of the assessment result.
16. The Academic Dean will convene a Panel comprising of a Course Coordinator and two academic staff to assess the request for review. The Panel must not include the initial tutor or lecturer.
17. The grounds upon which a student may request a review of an assessment decision are:
 - (a) that the student believes that an error has occurred in the calculation of the mark or grade;
 - (b) evidence of, or a belief that, the assessment decision is inconsistent with the published assessment criteria or requirements, including those outlined in the *Assessment Policy and Procedure*;
 - (c) the published assessment requirements were unreasonably or prejudicially applied to the student; and
 - (d) due regard has not been given to evidence of illness or in circumstances beyond the students control submitted under the provisions of the *Assessment Policy and Procedure*.
18. The following do not constitute reasonable grounds for a request for a review of an assessment decision:
 - (a) a comparison with the result for another student;
 - (b) belief of a student that the result does not match the effort made for the assessment task;
 - (c) visa or residence status of a student; and
 - (d) financial difficulties or employment prospects.
19. Receipt of the review request will be acknowledged within five (5) working days and all reasonable measures will be taken to finalise the process as soon as possible but no later than 30 days.

Consideration of a formal review request

20. The Panel will make one of the following determinations:

- (a) the request meets the grounds for review:
 - (i) for an assessment decision other than a grade, the Panel will make a determination; and
 - (ii) for a request to review a grade, a re-mark will be arranged; or
- (b) the request does not meet the grounds for a review.

If the request relates to the denial of an extension, the Panel will consider whether the decision aligns with the published *Assessment Policy and Procedure*. If the denial is found to be inconsistent with these policies, the Panel may determine that the student is eligible for an extension, and appropriate adjustments will be made to the assessment timeline. If the denial is upheld, the student will be advised accordingly.

21. For all assessment decisions other than grades, the Panel will notify the student within ten (10) working days of the outcome of their request for review. Students will be advised of their right to appeal (see Appeals section of this Policy and Procedure).

Arrangements and outcomes of re-marking

22. Where the student's concern is about a grade and the Panel agrees that grounds have been met for a re-mark, a re-mark will be arranged as soon as possible by a suitably qualified member of staff. The suitably qualified member of staff conducting the re-marking will not be the same person as the original marker.

23. The outcome of a re-mark may be a mark equal to, higher, or lower than the original grade.

24. The Panel will advise the student of the outcome of the re-mark within ten (10) days of the decision. The re-marked result will be final, and the student must accept the outcome, even if the new mark is lower. Where appropriate, the Panel will arrange for adjustments to be made to results records.

Appeals

Assessment decisions other than grades

25. For all outcomes of review of assessment decisions other than grades, it is advised that students first undertake an initial review by approaching the Lecturer or Tutor, where appropriate, to discuss their concerns about the decision. If they are not satisfied with the outcome of this discussion, they may proceed to an internal and, if required, external appeal under the provisions of the *Student Grievance Policy and Procedure* and, following a determination, the *Student Appeals Policy and Procedure*, where:

- (a) a request for a review has been denied; and
- (b) the review has been undertaken and the original decision has been upheld.

Assessment decisions – grades and re-mark

26. Students who remain dissatisfied with the outcome of a re-mark of their work have the right to seek an appeal of the decision through the external avenues outlined in the *Student Appeals Policy and Procedure*.

Record keeping and confidentiality

27. A written record of all reviews handled under this Policy and Procedure and the outcomes shall be maintained for a period of at least five (5) years.
28. All records will be treated as confidential and are covered by the Personal Information and Privacy Policy and Procedure.

Approval, publication and training

29. This Policy will be made available:
 - (a) to students and prospective students through publication in the Student Handbook, and on the Institute's website; and
 - (b) to staff through induction training.

Monitoring and improvement

30. The Institute collects data on review processes regarding assessments. Student feedback is sought on the adequacy of these processes on a regular basis, through end-of-semester feedback and student surveys.
31. The Institute uses the collected data to monitor trends in reviews in relation to assessments.
32. The Institute seeks to improve processes relating to assessments, including moderation, based on analysis of the collected data.
33. The Institute will endeavour to benchmark its performance against relevant industry data and will establish targets as appropriate.
34. The Teaching and Learning Committee and Academic Board receive an annual report on assessment reviews.

Accountabilities

35. Students should:
 - (a) seek to clarify any ambiguity in or uncertainty for assessment tasks as early as possible with the relevant tutor / lecturer;
 - (b) seek an informal discussion prior to any request for a formal review;
 - (c) engage in constructive discussions with the decision-maker; and
 - (d) seek a request for a review, or subsequent appeal where appropriate, where they believe the grounds outlined in this Policy and Procedure are met.
36. Tutors and Lecturers should:
 - (a) apply published assessment criteria in decisions concerning any assessment task;
 - (b) provide students with guidance and open feedback in response to any request for an informal review of any assessment task as expeditiously as possible; and
 - (c) inform students of their right to seek a review of assessment decisions if the student remains dissatisfied and concerned following an informal review.
37. Panel:

- (a) determines whether a student's request for a review of an assessment decision meets the grounds for such a request;
- (b) arranges for the review or re-mark of the task to occur as expeditiously as possible; and
- (c) communicates the outcome to the student.]

Definitions

38. For the purposes of this Policy and Procedure, the following terms are defined as follows:

Term	Definition
Assessment	The evaluation of any work submitted to determine: <ul style="list-style-type: none"> (a) whether a student has met the requirements of the task; and (b) how well the student has met the requirements and what grade a student is to be awarded in relation to that work.
Assessment review	All processes by which any assessment decision is reconsidered, either informally or formally
Assessment task	Any piece of work assigned to students in a unit which is given a mark or grade that counts towards the final result for the unit
Deferred assessment	An assessment task that, with the permission of the Course Coordinator and without academic penalty, a student sits or submits at a later date than the original sitting or submission date
Serious illness	An acute illness, whether physical or mental, causing sufficient distress to require treatment by a doctor or other registered health care professional
Special consideration	A special concession in assessment, sought by a student claiming that his or her performance in an examination or in another assessment task was adversely affected by illness or another cause
Working day	Any day other than Saturday or Sunday or a public holiday which is observed by Institute

Version control

Version	Changes	Approval Body	Approval Date
1.0	Original Policy	Academic Board	
1.1	<p>Point 5 – Deleted the 5% weightage for assessment and amended statement to "Students may request a review of grade received for individual pieces of assessment"</p> <p>Point 19 – Added a timeframe of no later than 30 days</p> <p>Point 6 updated to "Students who are unsatisfied with the result may request a remark, post feedback, in line with the Assessment Policy and Procedure"</p>	Academic Board	10 May 2024
1.2	<p>Replaced "Higher Education Standards Framework (Threshold Standards) 2021 (Cth) With "Related Legislative and Regulatory Instruments"</p> <p>Added "Australian Qualifications Framework (AQF)</p> <p>Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)</p> <p>Education Services for Overseas Students Act 2000 (ESOS Act)"</p> <p>Under Point 2 added "Informal reviews may involve students approaching their Lecturer or Tutor directly to discuss concerns about assessment decisions, as outlined in the process. However, decisions made by the Course Coordinator or other higher-level academic staff cannot be overturned by a Lecturer or Tutor. If the concern cannot be resolved informally, students may formally request a review by submitting the prescribed form to the Course Coordinator within the specified timeframe. This ensures clarity in the escalation process and preserves the integrity of the review mechanism"</p> <p>Point 6 replaced "request a remark, post feedback, in line with the Assessment Review? Policy and Procedure" with an informal and formal review.</p> <p>Point 11 added initial</p> <p>Point 13 added formal and deleted "of an assessment decision"</p> <p>Amended title to say "Arrangement and outcomes of re-marking"</p>	AB	20 Jan 2025



Version	Changes	Approval Body	Approval Date
	<p>Point 24 replaced “and arrange for adjustments to be made to results records where appropriate” with “The re-marked result will be final, and the student must accept the outcome, even if the new mark is lower. Where appropriate, the Panel will arrange for adjustments to be made to results records”</p> <p>Point 28 replaced “Institute's Information Policy and Procedure [to be developed]” with “Personal Information and Privacy Policy and Procedure”</p> <p>Point 20 added “If the request relates to the denial of an extension, the Panel will consider whether the decision aligns with the published Assessment Policy and Procedure. If the denial is found to be inconsistent with these policies, the Panel may determine that the student is eligible for an extension, and appropriate adjustments will be made to the assessment timeline. If the denial is upheld, the student will be advised accordingly.”</p> <p>Point 25 amended to reflect initial review option.</p> <p>Point 29 a) added “and on the Institute's website”</p> <p>Point 30 added “through end-of-semester feedback and student surveys”</p> <p>Flow Chart added</p>		



Flow Chart

