

# Assessment Review Policy and Procedure

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## Purpose

This Policy and Procedure outlines a system for the review of assessment decisions at Australia Institute of Future Education (**AIFE**).

## Scope

This Policy and Procedure applies to:

- All enrolled students,
- Academic staff involved in any decision-making in relation to assessment tasks (a positional chart and role description is at Appendix 1), and
- All concerns relating to assessment decisions, including marking, final grades, or any other decision impacting on assessment results such as late assessments.

## Policy

### Principles

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.

AIFE aims to ensure that:

- Any requests for review of an assessment decision are resolved promptly, objectively and with appropriate regard to confidentiality,
- Students participating in a review process are afforded a fair and just process,
- Responses to requests for review are managed consistently across AIFE, and
- The integrity of courses and the assessment process is maintained.

Students may request a review of a grade received for individual pieces of assessment worth 20 per cent or more of the final result for a subject on grounds outlined in this Policy and Procedure.

Students who are unsatisfied with the result of review may request a re-mark.

A student may have no more than one review and re-mark of any individual piece of assessment.

## Procedure

### Initial Review of an Assessment Decision

Students with queries or concerns about an assessment decision should first address their concerns with the academic staff member in charge of the unit as soon as possible after the decision.

This discussion must take place within five (5) working days of the publication of the result for the task or, in the case of a final examination, for the subject.

The relevant academic staff member should discuss the student's performance in the assessment task with reference to the grading criteria. The academic staff member will ensure that the result has been calculated correctly but will not re-mark the work.

The academic staff member will record the outcome of the discussion with the student.

Should the student still be dissatisfied after the initial review, they may have a discussion with the Associate Dean and may seek the support of student services staff.

Where the student wishes to seek a formal review of a grade, the student should be advised about:

- The process and grounds for a review of an assessment decision, and
- The possibility that the outcomes of a formal review of the grade may result in a grade higher or lower than the original grade.

### Request for a Formal Review

Where the issue regarding the assessment decision is unable to be resolved informally, a request for a review of the decision may be made in writing to the Associate Dean, who will convene a Panel comprising of a Professor and one other academic staff member to assess the request for review. The Panel must not include the initial academic staff member.

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.

The grounds upon which a student may request a review of an assessment decision are:

- An error has occurred in the calculation of the mark or grade,
- There is evidence the assessment decision is inconsistent with the published assessment criteria or requirements, including those outlined in the *Assessment Policy and Procedure*,
- The published assessment requirements were unreasonably or prejudicially applied to the student, and
- 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*.

The following do not constitute reasonable grounds for a request for a review of an assessment decision:

- A comparison with the result for another student,
- Belief of a student that the result does not match the effort made for the assessment task,
- Visa or residence status of a student, and
- Financial difficulties or employment prospects.

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 practicable.

## Consideration of a Formal Review Request

The Panel will make one of the following determinations:

- The request meets the grounds for review:
  - For an assessment decision other than a grade, the panel will make a determination, or
  - For a request to review a grade a re-mark will be arranged.
- The request does not meet the grounds for a review.

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 for a Re-mark

Where the student's concern is about a grade and the Panel agrees that grounds have been met for a re-mark, they will arrange for this to happen as soon as possible by a suitably qualified member of staff.

### Outcomes of a Re-mark

The outcome of a re-mark may be a mark higher or lower than the original grade. The Panel will assess the outcome of the re-mark and advise the student of the outcome of the re-mark.

The Panel will advise the student of the outcome of the re-mark within ten (10) days of the decision and arrange for adjustments to be made to results records where appropriate.

No further internal review of a re-mark decision is possible. Students will be advised of their appeal rights (see Appeals section below).

## Appeals

### All Assessment Decisions other than Grades

For all outcomes of review of assessment decisions other than grades students have the right to an internal and, if required, external appeal under the provisions of the *Student Appeals Policy and Procedure* where:

- Their request for a review has been denied, and
- The review has been undertaken and the original decision has been upheld.

### Outcomes of a Re-mark

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

A written record of all reviews handled under this Policy and Procedure and their outcomes shall be maintained for a period of at least five (5) years.

All records will be treated as confidential and are covered by AIFE's *Personal Information and Privacy Policy and Procedure*.

## Approval, Publication and Training

This Policy will be made available:

- To students and prospective students through publication in the *Student Handbook* and on AIFE's website, and
- To staff through induction training.

## Monitoring and Improvement

AIFE collects data on review processes with regard to assessments. Student feedback is sought on the adequacy of these processes on a regular basis.

AIFE uses the collected data to monitor trends in reviews in relation to assessments.

AIFE will improve all processes relating to assessments, including moderation, based on analysis of the collected data.

AIFE will benchmark its performance against relevant industry data and will establish targets as appropriate.

The Learning and Teaching Committee and Academic Board receive an annual report on assessment reviews.

## Responsibilities

Academic Staff Members:

- Apply published assessment criteria in decisions concerning any assessment task,
- 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
- Inform students of their right to seek a review of assessment decisions where they are still dissatisfied with their result after an informal review.

The Panel:

- Determines whether a student's request for a review of an assessment decision meets the grounds for such a request,
- Arranges for the review or re-mark of the task to occur as expeditiously as possible, and
- Communicates the outcome to the student.

Students should:

- Understand published criteria for assessment tasks and the provisions of this Policy and Procedure,
- Seek an informal discussion prior to any request for a formal review and engaging in constructive discussions with the decision-maker, and

- Seek a request for a review, or subsequent appeal where appropriate, where they believe they meet the grounds outlined in this Policy and Procedure.

## Definitions

For the purpose of this Policy and Procedure, the following terms are defined as follows:

Assessment	The evaluation of any work submitted in order to determine: <ul style="list-style-type: none"> <li>• Whether a student has met the requirements of the task, or</li> <li>• How well the student has met the requirements and what grade a student is to be awarded in relation to that work</li> </ul>
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 subject which is given a mark or grade that counts towards the final result for the subject
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 AIFE

## Version history

Version #	Changes	Approval Body	Approval Date
1.0	New Policy	Academic Board	14 June 2022
2.0	Update to reflect approved Workforce Plan	Academic Board	11 October 2022
3.0	Further updates on positional chart	Academic Board	06 December 2022
4.0	Update header and footer	Academic Board	31 October 2024

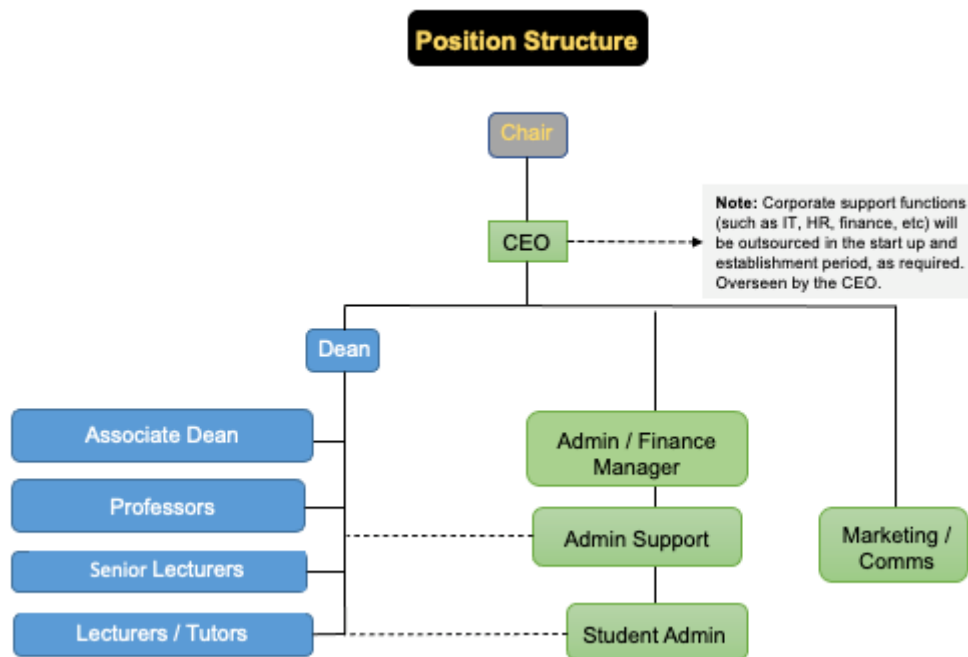
## Additional Information

Policy Status	Approved
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Policy Owner	Dean
Next Review Date	3 years from Approval Date
Related Internal Documents	Assessment Policy and Procedure Personal Information and Privacy Policy and Procedure Student Appeals Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2022	Standards 1.3.3, 1.4.3, 1.4.4
Other legislative or regulatory instruments	Not applicable

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## Appendix 1 – Positional Chart and Role Description



Position	Responsibilities
<b>Dean</b>	<ul style="list-style-type: none"> <li>Support &amp; report to the Academic Board</li> <li>Lead and support academic sub-committees</li> <li>Ensure all academic compliance issues are met</li> <li>Oversee all teaching and learning management</li> <li>Ensure course evaluation processes completed</li> </ul>
<b>Associate Dean</b>	<ul style="list-style-type: none"> <li>Provide support and advice to the Dean</li> <li>Contribute to all academic sub-committees</li> <li>Oversee student complaints and grievances</li> <li>Coordinate &amp; ensure successful course delivery</li> <li>Report any academic matters as appropriate</li> </ul>
<b>Professors</b>	<ul style="list-style-type: none"> <li>Deliver high quality, expert centred lectures</li> <li>Deliver high quality, expert centred tutorials</li> <li>Ensure high level student engagement</li> <li>Complete all student assessment processes</li> <li>Provide feedback on course improvement</li> </ul>
<b>Senior Lecturers</b>	<ul style="list-style-type: none"> <li>Deliver high quality courses and units</li> <li>Deliver high quality lectures &amp; tutorial sessions</li> <li>Ensure high level student engagement</li> <li>Complete all student assessment processes</li> </ul>



Position	Responsibilities
<b>Lecturers / Tutors</b>	<ul style="list-style-type: none"><li>• Provide feedback on course improvement</li></ul>
	<ul style="list-style-type: none"><li>• Support Senior Lecturers in course delivery</li><li>• Provide interactive student advice &amp; support</li><li>• Troubleshoot student issues as appropriate</li><li>• Support with student administration issues</li><li>• Assist in student satisfaction surveys</li></ul>