

# Review of Marks Policy (GC)

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## Document

<b>Document Name</b>	Review of Marks Policy (GC)
<b>Brief Description</b>	This Policy outlines the process for all Griffith College students who request a review of their grades.
<b>Responsibility</b>	Academic Director
<b>Initial Issue Date</b>	17/01/2006
<b>Authorising Body</b>	Academic Board

## Version Control

<b>Date</b>	<b>Version No.</b>	<b>Summary of Changes</b>	<b>Reviewer Name and Department/Office</b>
10/02/2016	2	Policy changes prior to December 2019 are found on H drive.	Academic Director
10/05/2023	3	Revised for currency and accuracy. Updated timing for applying for a review of marks. Aligned to GU timeframe.	Academic Director

## Related Documents

<b>Name</b>	<b>Location</b>
Student Complaints and Appeals Policy	<a href="#">Policy HUB</a>
Application for Formal Review of Marks Form	<a href="#">Online Forms</a>

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# 1 Purpose and Scope

## 1.1 Introduction

This Review of Marks Policy sets out the approach of Griffith College relating to the management of students who request a review of their marks.

## 1.2 Purpose

The purpose of this Policy is to outline the different review of marks processes available to students to have their marks reviewed.

## 1.3 Scope

This Policy has been prepared in accordance with Griffith College's [Student Complaints and Appeals Policy](#).

# 2 Policy Statement

## 2.1 Overview

During the course of a Trimester, a student should be provided with feedback on their performance in all assessment items from relevant teaching staff. The student should be provided with evidence of their performance in meeting the assessment requirements [criteria] and teaching staff must be willing to explain and interpret these requirements to a student and provide guidelines to the extent to which they have or have not been achieved.

For students who are dissatisfied with the marks awarded for individual assessment pieces, a process is available to informally or formally appeal the marks awarded. The process involved in the review differs depending on the timing of the assessment piece (i.e. in-Trimester marks or final exam marks).

Grounds for a request for an informal or formal review must be based on either a belief that the marks were not added or processed correctly, or that the marks awarded do not reflect the degree to which a student has met the assessment criteria. Grounds for any review must be clearly articulated on the application form. An informal review can only be undertaken by the recipient of the mark. At no time, can a nominated person be permitted to request a review on behalf of the recipient of the mark.

A review of a mark may lead to no change or to either a less favourable or more favourable outcome for a student.

## 2.2 Review of In Trimester Marks

### 2.2.1 Informal Review of Marks

Upon notification of the mark awarded for an assessment item, a student may request a Review of Marks by contacting their teacher via email. Requests must be submitted within 10 working days of the publication of the marks for the assessment item in question, indicating the reason for the review request. Refer to the section "Review of Final Exam Mark" for details on review of marks for end of Trimester examinations. At no time can a person other than the recipient of the mark request a review or engage in any part of the review process.

The teaching staff member will do either one of two things. First, they may agree with the concerns, and make a change to results so that the mistake or marking problem is changed upwards or downwards. Second, they may explain why the marks addition is not in error, or why the marks awarded are fair; in that case they would recommend no change be made to the marks.

In both cases the teaching staff member is to respond with their decision and explanation via email. If a student is unable to contact the teaching staff member, then the Program Convenor, or Academic Director should be contacted.

## 2.2.2 Formal Review of Marks

If a student is dissatisfied with the outcome from the Informal Review of Marks process (above), they may apply for a Formal Review of Marks by completing an [Application for Formal Review of Marks](#). Applications must be submitted within 5 working days of receiving feedback from the Informal Review of Mark process.

The application must include an explanation as to why the student wishes to appeal the result. Reasons such as "I need more marks to pass" or "I think I did better on the exam" are not acceptable explanations. The application must also contain evidence that the student has discussed the matter with their teacher, however, disagrees with the judgement. This is usually in the form of the 'informal review of marks' email correspondence between the teacher and student.

In cases where students have been unable to undertake an Informal Review of Marks, a student must provide evidence that they have made a serious attempt to contact their teacher but were unable to do so. This must be supported with a copy of email(s) or message(s) for those attempts.

Formal reviews are conducted by an independent marker with expertise in the discipline for which the assessment item relates. In cases where there is no suitable marker available at Griffith College, the assessment item will be forwarded to an appropriate marker at Griffith University.

An Application for a Formal Review of Marks is subject to a \$50 administrative fee where the mark awarded was a passing mark. If appealing a failing mark, a fee is not required. Proof of payment, in the form of a Griffith College receipt, should be attached to the application. Where a mark is varied (either increased or decreased) the \$50 administrative fee will be refunded.

## 2.3 Review of Final Exam Mark

### 2.3.1 Open Review

If the review relates to a Final Exam, the student must initially view their final exam along with the relevant solution within 14 days after final results are released each Trimester. **Students will contact their teacher and the teacher will liaise with the Student and Academic Services team to provide exam questions and solutions for the student at a set time. The student will have up to 15 minutes to complete an [Application for Informal Review of Marks Form](#), and review the assessment item and their marks under supervised conditions.** At no time can a person other than the recipient of the mark request a review or engage in any part of the review process.

### 2.3.2 Informal Review of Marks

If after viewing their exam, the student believes that the marks were not added or processed correctly, or that the marks awarded do not reflect the degree to which they have met the assessment criteria, the student may pursue an Informal or Formal Review of Marks.

Applications for Informal Review must be submitted within 14 days of the publication of the marks for the assessment item in question. Students can request an Informal Review of Marks by completing an [Application for Informal Review of Marks Form](#), via the Griffith College Digital Campus, and submitting this to the Program Convenor after the student has reviewed their paper.

An Informal Review of Marks is then sent to the original marker for review. The original marker will do either one of two things. First, they may agree with the concerns, and make changes to marks so that the mistake or marking problem is changed upwards or downwards. Second, they may explain why the marks addition is not in error, or why the marks awarded are fair; in that case they would recommend no change be made to the marks.

In both cases, the original marker is to write their decision in the space provided in the Review of Marks section on the form.

### 2.3.3 Formal Review of Marks

If a student is dissatisfied with the outcome from the Informal Review of Marks process, or if they do not want the original marker to review their exam paper, they may apply for a Formal Review of Marks by completing the [Application for Formal Review of Marks](#). Applications must be submitted within 14 working days of the publication of the results (or within 5 working days of receiving feedback from an Informal Review). Applications for a Formal Review of Marks should be submitted after an Informal Review has already taken place.

Students must include an explanation as to why they wish to appeal the result. Reasons such as "I need more marks to pass" or "I think I did better on the exam" are not acceptable explanations. At no time can a person other than the recipient of the mark request a review or engage in any part of the review process.

Formal reviews are conducted by an independent marker with expertise in the discipline for which the assessment item relates. In cases where there is no suitable marker available at Griffith College, the assessment item will be forwarded to an appropriate marker at Griffith University.

An Application for Formal Review of Marks is subject to a \$50 administrative fee where the mark awarded was a passing mark. If appealing a failing mark, a fee is not required. Proof of payment, in the form of a Griffith College receipt, should be attached to the application. Where a mark is varied (either increased or decreased) the \$50 administrative fee will be refunded.

### 2.3.4 Notification of Outcome

Griffith College will notify students in writing of the outcome of their request for a Review of Marks. Notification will be sent via the Student Management System.

### 2.3.5 Appeals Against Outcome

Students may appeal the decision to dismiss their application where they believe an error has been made, or the ruling unjust under the provisions of the [Student Complaints and Appeals Policy](#).

## 3 Responsibilities

Responsibility	CDP	SAS	AD	DSAS	PC/PA	All
Maintain currency of policy	I		R	C	C	
Collect applications (via Pipefy) from student and distribute to relevant parties		R		A		
Liaise with teachers to conduct review		I	A		R	
Collect fees associated with formal review		R	I	A	I	
Process outcome notification to student		R	A	A	R	
CDP = College Director & Principal, CFM = College Finance Manager, AD = Academic Director, DSAS = Director, Student & Academic Services, DMA = Director, Marketing &						

<p>Admissions, AB = Academic Board, All = Staff, PC = Program Convenor, PAC = Program Advisory Committee, SAS = Student and Academic Services team</p> <p>R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed</p>
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4 Compliance

4.1 General

The Academic Director will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy through the College website and support from the Student and Academic Services and Support teams.

4.2 Relevant Legislation

HES 1.5.1

4.3 Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

4.4 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Academic Director	Policy Hub	Permanently with control in place for revisions	Policy Hub archive