

## Health Education and Training Institute Higher Education Review of Grade Policy

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<b>TRIM Document Classification</b>	Governance
<b>Framework Part</b>	Part 4 – Course Impact (Encompassing Academic Learning Standards)
<b>Approval date</b>	03 February 2020
<b>Publication date</b>	18 February 2020
<b>Summary</b>	This policy deals with formal requests by students for a review of a grade.
<b>Keywords</b>	Assessment requirements, formal review, reasonable grounds
<b>Authoring Portfolio</b>	Mental Health
<b>Contact</b>	Director
<b>Consultation</b>	as per Document History
<b>Distribution</b>	Higher Education
<b>Applies to</b>	Higher Education
<b>Related documents</b>	Health Education and Training Institute Higher Education Assessment Policy – Criteria and Standards-Based Assessment Health Education and Training Institute Higher Education Special Considerations Policy Health Education and Training Institute Higher Education Student Fees Policy
<b>Review date</b>	February 2023
<b>Risk Assessment</b>	As per Attachment 1 to this document.

**Issued under the authority of the Health Education and Training Institute Higher Education Governing Council**

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# Health Education and Training Institute Higher Education Review of Grade Policy

## Policy Statement

HETI Higher Education recognises that a student who believes that their final grade does not correctly reflect their performance against the unit learning outcomes and the assessment criteria may apply for a review of their final grade. This policy outlines the principles, conditions and procedures for such a review.

## Aims and Objectives

1. This policy applies to all students enrolled in HETI Higher Education in postgraduate courses.

## Overview

2. The review will be of the final unit grade issued at the end of a period of study.

## Definitions

3. For the purpose of this policy:
  - a. Review of Grade - means an appeal by a student against the final grade issued at the end of a period of study.

## Procedures

4. A student may apply for a review of grade provided the student has completed all the essential assessment requirements set down in the unit learning guide issued at the commencement of the unit.
5. A grade cannot be reviewed where the grade awarded is the outcome of a determination under the Student Academic Misconduct Policy.
6. The formal review of applications for reviews of final grades will be undertaken in accordance with the process for managing Academic Grievances in the Student Grievance Procedure.

## Grounds for Review of Final Grade

7. A student may apply for a review of a final grade if they have reason to believe that:
  - a. the Unit Facilitator did not provide a unit learning guide as required;
  - b. the assessment requirements as specified in the unit learning guide were varied in an unreasonable way;
  - c. assessment requirements specified in the unit learning guide were unreasonably or prejudicially applied to the candidate;
  - d. a candidate is of the view that a clerical error has occurred in the computation of the grade;
  - e. due regard has not been paid to the evidence of illness or misadventure.

## Applying for a Review of Grade including Final Grade for a unit

8. Students seeking review of individual items of assessment should in the first instance follow the procedures outlined in the *Assessment Policy – Criteria and Standards-Based Assessment* for applications for Re-marking an Assessment Task.
9. If a student remains dissatisfied with the outcome, then procedures for handling formal grievances and appeals will be followed as outlined in the *HETI Student Grievance Procedure*, available at <http://www.heti.edu.au/policies-and-procedures>.
10. All formal academic complaints, including those concerning the awarding of grades for assessment tasks will be forwarded to the appropriate Learning Pathways Manager who will investigate the grievance and attempt to resolve the issue or as needed support the student to use the grievance resolution processes outlined in the Student Grievance Procedure.
11. If the process outlined in Clause 10 is not possible or inappropriate, the grievance will be forwarded to HETI Higher Education Director Education and Training to attempt to resolve the matter by mediation or other means. Unresolved complaints and/or appeals will be escalated to the Teaching and Learning Committee.
12. Students seeking review of their final grade for a unit may apply for review of their final grade to the Director, Education and Training in accordance with the conditions outlined in Clauses 13-15. The Director, Education and Training will refer the application to the Chair of the Examiners Committee within 5 Working Days of receiving the application. The Examiners Committee will consider the application and determine the outcome within 10

Working Days. The Director, Education and Training will notify the student in writing of the outcome within 5 Working Days after determination of the outcome by the Examiners Committee. Students who may be dissatisfied with the outcome from the Examiners Committee may appeal in accordance with the conditions outlined in the *Student Grievance Procedure* for Stage 2 appeals (Appeals to the Executive Director) and, if necessary, Stage 3 appeals (External appeal grievances).

13. An application for review of grade must be lodged, using the appropriate form available at <http://www.heti.edu.au/policies-and-procedures> within 10 working days of the official release of final unit results.
14. The grounds for the application for review of grade(s) must be clearly described in supporting documentation to the application. It is not sufficient merely to state that there has been an error or an injustice.
15. A separate application must be lodged for each unit for which a review is sought.

## **Consideration and Outcomes of Review of Grade Applications**

16. An application for a Review of Grade will be rejected when one or more of the following apply:
  - a. the student's assessment task(s) have been the subject of a determination under the Student Academic Misconduct Policy;
  - b. no reasonable grounds are stated in the application for review of grade(s);
  - c. in the normal course of events, the piece or pieces of work have already been assessed by at least two people knowledgeable in the field;
  - d. the student has not completed all essential requirements of the unit (except in some cases of special consideration).

## **Roles and Responsibilities**

17. The student is responsible for submitting an application to the Director, Education and Training for the review of final grade using the appropriate form and providing evidence for their application in accordance with Clause 7.
18. The Director, Education and Training is responsible to refer the application to the Chair of the Examiners Committee and to notify the student of the result.

19. The Examiners Committee will consider the student's application and determine whether the grade should be changed.
20. If individual members of the Examiners Committee have been involved in teaching a unit, which is the subject of a Review of Final Grade application, they will be part of discussing the application but will absent themselves from the determination of the outcome.
21. The Cohort Convenor is responsible for recording the application and determinations in the Student Management System.

## **Related Documents**

- HETI Higher Education Assessment Policy – Criteria and Standards-Based Assessment
- HETI Higher Education Special Considerations Policy
- HETI Higher Education Student Academic Misconduct Policy
- HETI Higher Education Student Grievance Procedure

## DOCUMENT HISTORY

Version	Issued	Status	Author	Reason for Change
v1.0	24 February 2016	Final	Mark Wilbourn	As approved by HETI Higher Education Governing Council
v1.1	17 May 2017	Draft	Valerie Rhodes	Amending reference to Academic Misconduct Policy to include the work Student in line with policy name change.
v2.0	29 June 2017	Final	Mark Wilbourn	Approved as a minor wording change in policy by Chair T&L Committee
v1.0	22 August 2018	Final	Valerie Rhodes	Updated logos, template and new TRIM Reference
V1.1	8 March 2019	Draft	David Baxter	Review and amendments to the policy
V1.2	14 March 2019	Draft	Silke O'Callaghan	Academic Board review on 28.02.2019 and amendments to the policy
V1.2	19 March 2019	Draft	Leila Sara	Academic Board out of session endorsement
V2.0	15 April 2019	Final	Rhonda Loftus	Approved by the Governing Council
V2.0	15 April 2019	Final	Jana Chadid	Minor format amendments, updated TRIM reference, published version
v1.1	03 February 2020	Noted	Susan Grimes	Organisational changes; new position title, and responsibilities and formatting edits. Noted by the T&L Committee.
v1.1	18 February 2020	Final	-	Published

## IMPLEMENTATION CHECKLIST – COMPLIANCE SELF ASSESSMENT

<b>Assessed by:</b>	<b>Date of Assessment:</b>		
<b>IMPLEMENTATION REQUIREMENTS</b>	<b>Not commenced</b>	<b>Partial compliance</b>	<b>Full compliance</b>
1.			
	<b>Notes:</b>		
2.			
	<b>Notes: Relevant Director</b>		
3.			
	<b>Notes: TRIM reference number -</b>		
4.			
	<b>Notes:</b>		
5.			
6.			
	<b>Notes:</b>		

**Attachment 1 - RISK ASSESSMENT**  
**<Document Title>**

1.	Policy/Process being assessed	Notes	
	Review of Grade Policy v1.0		
	Document Number		
	Publication date		
	Scheduled review date		June 2018
	Date of this risk assessment		
	Name & position of assessing officer		
2.	<b>Summary of policy purpose (from PD Cover Page)</b>		
	This policy deals with formal requests by students for a review of a grade.		
3.	<b>Agency (HETI) key roles &amp; responsibilities as per PD</b>		
4.	<b>Risk Assessment</b>		
4.1	<b><u>Identification of risks</u> – what might happen &amp; how?</b>		
	1.		
	2.		
4.2	<b><u>Analysis of risks</u> – combined estimate of the consequence &amp; likelihood of the risk, using NSW Health Risk Matrix (attached)</b>		
	<ul style="list-style-type: none"> <li>• Consequence:</li> <li>• Likelihood:</li> <li>• Risk rating :</li> </ul>		
4.3	<b><u>Evaluation of risks</u> – comparison of the level of risk as determined against a predetermined criteria to determine whether a level of risk is acceptable or needs to be treated.</b> Risk level assessed after implementing treatment: <ul style="list-style-type: none"> <li>• Consequence:</li> <li>• Likelihood:</li> <li>• Risk rating :</li> </ul> <b>Evaluation –</b>		

**Risk Assessment Approval**

<b>Name &amp; position of approving T2 Officer:</b>	
<b>Date:</b>	