

Assessment for Learning - Review of Individual Assessment Outcomes Procedure (HE)

Section 1 - Summary

(1) This Procedure provides a process by which students may request a review of an assessment outcome.

Section 2 - TEQSA/ASQA/ESOS Alignment

(2) HESF: Standard 1.4 Learning Outcomes and Assessment; 2.4 Student Grievances and Complaints; 7.2 Information for Prospective and Current Students

(3) ESOS National Code of Practice 2018: Standard 6 Overseas Student Support Services; Standard 8 Overseas Student Visa Requirements; 10 Complaints and Appeals

Section 3 - Scope

(4) This Procedure applies to all graded assessments carried out in higher education coursework courses.

(5) This Procedure does not apply to higher degree by research dissertation assessment appeals or to reviews of assessment outcomes in Vocational Education units or courses.

Section 4 - Definitions

(6) Nil

Section 5 - Policy/Regulation

(7) See [Assessment for Learning Policy](#).

Section 6 - Procedures

Part A - Summary of Roles and Responsibilities

Role	Responsibilities
Student	Raises valid concerns with their unit convenor/assessor.
Unit Convenor/Assessor	Provides feedback to the student on the basis of the result. If required, co-operates with the enquiries made by the Course Chair or equivalent.

Role	Responsibilities
Course Chair or equivalent	Considers disputed individual assessment outcomes. Makes appropriate determination to: - leave the result as originally assigned; - direct a new assessment by a different assessor; - substitute a different mark or grade.
Director of Learning and Teaching	Performs the review when the Course Chair is unable to do so due to a conflict of interest.
Course and Unit Administrator	Receives student requests for review. Documents request for review and outcome.

(8) Students who disagree with the outcome of an assessment are entitled to have their concerns addressed.

(9) All written assessments (e.g. examination papers) must be retained by the University for the period prescribed by the [Public Records Standard for Higher Education and Vocational Education Records \(Vic\)](#) (PROS 02/01, Section 11.2.2). This period is 12 (twelve) months after the finalisation of results for the unit within which the assessment took place.

- a. Non-examination written assessments (e.g. assignments and essays) are retained on the Learning Management System (LMS) for 12 (twelve) months after the finalisation of results in the relevant unit.
- b. The [Records Management - Disposal of Records Procedure](#) outlines the formal process relating to the pending destruction of University records. All business areas across the University are required to complete the [Destruction of Records Authorisation form](#) and obtain approval from Records and Archives Services prior to the secure destruction of physical and electronic records. This process is a statutory requirement.

(10) For the purposes of this Procedure, the assessment result is the original decision that is capable of review.

Part B - Informal Discussion

(11) Students are generally encouraged to review feedback and discuss assessment results with their unit convenor/assessor in order to gain greater insight into the basis of their assessment outcome and alignment of the outcome with the assessment rubric/marking criteria.

Part C - Review: Course Chair or equivalent

(12) Students may choose to raise substantive concerns or disputes regarding grades with the relevant Course Chair or equivalent, if they have grounds to believe that:

- a. There was bias on the part of the assessor;
- b. The assessment was inappropriately constructed or an inadequate assessment rubric/marking criteria was provided for completing it;
- c. The assessment was of a scale or degree of difficulty not commensurate with the level and weighting of the unit; or
- d. The assessor made an error of fact in assessing the content of the submitted work.

(13) This must be done in writing and submitted via the Course and Unit Administrator within five (5) working days of the assessment result being published.

(14) A student may seek advice and assistance from Student Advocacy in preparing for, and raising, their concerns with their assessor.

(15) The Course Chair will, within five (5) working days of having received notice of a concern or dispute:

- a. Make relevant enquiries into the matter, which may include, but is not limited to, discussing the result and the feedback with the student and the assessor;
- b. Determine that either:
 - i. The result stands without amendment; or
 - ii. A new assessment should be performed by an alternative assessor; or
 - iii. An amended result is appropriate and should be recorded.
- c. Communicate their decision to the student, the assessor and any other relevant person (i.e. Course and Unit Administrators) as soon as is reasonably practicable.

(16) The determination made by the Course Chair or equivalent is final.

Part D - Managing Conflict of Interest

(17) In the instance that the Course Chair was the original assessor of the disputed piece of assessment, the review will be performed by the Director Learning and Teaching or other nominee of the Dean.

Part E - VU Partner students

(18) Students studying VU courses with VU partners are entitled to pursue a review of individual assessment outcomes following the same process outlined above.

(19) In this case, the VU Site Coordinator will also be involved and may perform the first review in lieu of the Course Chair or equivalent.

Status and Details

Status	Current
Effective Date	17th November 2021
Review Date	17th November 2024
Approval Authority	Interim Deputy Provost (Students & Academic Services)
Approval Date	17th November 2021
Expiry Date	Not Applicable
Accountable Officer	John Germov Deputy Vice-Chancellor, Higher Education +613 99195077
Responsible Officer	Deborah Tyler Director, Academic Quality and Standards +613 9919 4310
Enquiries Contact	Deborah Tyler Director, Academic Quality and Standards +613 9919 4310