

# Assessment Feedback and Review Policy and Procedures



## Scope

This policy and procedural document applies to Holmes Institute Higher Education coursework.

## Purpose

It outlines the principles and processes guiding when, and how, a student can obtain feedback and review their academic assessments and associated results.

## Principles and application

### Academic assessment consultation and feedback

A student enrolled in a coursework program may formally request to view, and obtain feedback on, their assessments

- Students can obtain feedback on their performance in academic assessments, including tests and examinations.
  - In the first instance, students should discuss their performance with their lecturer to gain insights about their performance;
  - Enquiries about continuous assessments, e.g. assignments and presentations, should be directed to the lecturer or tutor as soon as the result is available and within the same study period in which the assessment task was undertaken;
  - Feedback on any invigilated test or examination can be obtained applying for an Academic Assessment Consultation within 14 days from the release of assessment results.
- Requests outside of the feedback periods outlined above can only be considered with the approval of the Academic Manager.

### Submitting an Academic Assessment Consultation Form

Where a student wishes to seek feedback on an invigilated test or examination, or is concerned that the assessment may have been unfairly or inappropriately assessed, the student shall follow the process below:

- Students need to submit an Academic Assessment Consultation Form for each assessment they seek feedback for within 14 days of the publication of results;
- A \$120 fee is payable for each Academic Assessment Consultation undertaken;
- Once the student submits the Academic Assessment Consultation form to Student Administration, the student will be notified of the scheduled review date and time in writing. The student is responsible to be available during the nominated time.

### Academic Assessment Consultation for invigilated tests and examinations

- An academic mentor with familiarity with the content area, will be present for the consultation. This academic will be nominated by the Academic Manager.
- Students will have up to 30 minutes with the nominated academic mentor to view their assessment and obtain feedback on their performance.
- The Academic Assessment Consultation will exclusively deal with the issues raised by the student for the unit in question as part of their consultation, and not include other units, or queries on their overall academic performance. It is not an assessment review.

### **Outcomes of an Academic Assessment Consultation**

Following an Academic Assessment Consultation, any one of the following outcomes may occur as per recommendation of the academic mentor involved:

- No further action is taken, feedback was provided;
- An administrative/procedural error was ascertained by the academic mentor during the consultation as below that requires for the assessment to be reviewed:
  - a piece of work was not marked appropriately, e.g. answers, or sections thereof were not marked;
  - marks were added or transferred incorrectly.

### **Assessment Review and Outcome**

A determination on whether an assessment review will be undertaken will be made within 14 days after the Academic Assessment Consultation. This timeframe may be extended to allow for concurrent consideration of a Show Cause response, where applicable.

A review of an assessment is performed by an academic with familiarity in the content area, who has not sighted the previously marked assessment. Where a review is undertaken for the student, the following may occur:

- initially awarded result stands;
- new result following a review of the assessment– which may result in a higher or lower grade.
- The result of a review will stand as the final result for the work, regardless of whether it is higher or lower than the result originally awarded.
- Reviews should be undertaken without the student present to minimise prejudice.

### **Notification and actions following an Assessment Review**

- Where an assessment result is amended, the academic reviewer should complete the Result Amendment Form and submit this to the Registrar.
- If the review of the assessment exceeds five marks, or results in a grade change, the Unit Coordinator must sign off the new grade/ result.
- The student should be notified of the re-mark grade as soon as it is approved.
- Reviews should be documented and filed appropriately in the student files and appropriately reported at the next Degree Committee meeting.

### **Invalid grounds for an Assessment Review**

The following are **not** valid grounds for a review:

- challenges to:
  - the specified unit learning outcomes;

- the assessment methods approved for the unit;
- the standard required to receive particular grades in the unit;
- a study overload;
- personal and medical problems other than those permitted on the basis of special consideration;
- financial implications of not passing the unit;
- visa implications of not passing the unit;
- marks or grades received by other students in the unit (unless discrimination is being claimed);
- marks or grades received by the student in other units;
- lack of language proficiency;
- the amount of work the student has done;
- a penalty imposed on a student for academic misconduct or plagiarism in accordance with Holmes policies and procedures; or
- the need for additional marks to achieve a higher grade

### **Reviews concurrent to Intention to Report (show cause)**

Where a student's final grade for a unit (or units) results in the student making unsatisfactory academic progress, as set out in the Monitoring Course Progress Policy leading to an Intention to Report (ITR) notification, the student can request an Academic Assessment Consultation for the unit/s as part of their response to the ITR notice. The process and grounds for the consultation set out in this policy and procedures will apply, including a fee payable for each review. The ITR appeal and request for the consultation will be dealt with together.

### **Appeals**

Where students believe – following the Academic Assessment Consultation - that they were disadvantaged, i.e. they suspect an act of discrimination, prejudice or bias on the part of the assessor, or any other person involved in determining the result awarded, they may exercise their right to appeal under the provisions of Complaints and Appeals Policy and procedures. Any allegation must be supported by specific, demonstrable examples. The appeal will only be considered if there are grounds that the process has not been followed. **There will be no further consideration of the academic merits of the case.**

### **Version Control and accountable officers**

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Responsible Officer</b>	Director International			
<b>Implementation Officer</b>	Dean (Operations)			
<b>Review Date</b>	December 2021			
<b>Approved by</b>				
Academic Board				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
1	Dean (Operations)	New Policy and Procedures	4 December 2018	4 December 2018