

# Grade Review and Appeal Policy

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## 1. Purpose

SIBT applies stringent quality assurance processes at the time of awarding grades for units. However, the college recognises that students may want to request a review if they believe their final grade does not reflect their performance against the criteria for the unit. This policy provides a framework for review and appeal.

## 2. Policy Statement

This policy applies to any student enrolled in an SIBT unit of study.

It applies to the final Standardised Numerical Grade (SNG) a student receives for a unit of study at the end of a teaching session. It does not apply to stand-alone individual assessment tasks.

A student may apply for a review of their grade, provided the student:

- has completed all the essential assessment requirements set down in the unit guide issued at the commencement of the teaching session,
- has maintained an attendance rate of 80% or above in the teaching session AND
- has no outstanding fees of any kind.

A grade cannot be reviewed where the grade awarded is the outcome of an Academic Misconduct case.

A student who is ineligible to apply for Grade Review, but may have extenuating circumstances, is encouraged to contact the student learning advisors and potentially apply for Special Consideration.

The Grade Review will be undertaken by the relevant staff involved in the teaching, assessment, management and review of the unit concerned.

If the student is dissatisfied with the outcome of the Grade Review and can provide additional evidence to support their case, they may lodge a Grade Appeal.

## 3. Definitions

- *Feedback*  
Feedback provides students with an opportunity, with relevant teaching staff, to reflect on their performance against the stated learning outcomes of each unit they attempt during the session.
- *Grade Review*  
A process available to students wanting to query their final grade achieved in a unit
- *Grade Appeal*  
The action a student takes if they wish to appeal the Grade Review Decision.

## 4. Feedback during Teaching Sessions

Units involve continuous assessment and a student is expected to seek feedback on individual assessment tasks prior to the award of a final grade. For an in-session assessment, the relevant teacher will provide students with the marks awarded for assessment as well as feedback within 14 days of the submission of the assessment.

SIBT academic staff are available for one-on-one consultations if a student requires additional feedback on a particular assessment or group of assessments.

The process above provides an opportunity for students to better understand the decisions that have been made in an informal environment.

If, after feedback, a student believes that their grade for a particular assessment (or number of assessments) does not reflect their performance in that assessment against the criteria, the student can request a Grade Review at the end of the teaching session.

## 5. Grounds for Grade Review

If a student believes their final grade for a unit is inaccurate, they may request a Grade Review within the seven (7) day period starting from the day on which the final grade for the relevant unit is published.

A student may apply for a Grade Review on the following grounds:

- a clerical error occurred in the determination of a final grade;
- the unit guide was not in accordance with the Unit Guide Policy;
- the student had been disadvantaged by variation to the assessment requirements or feedback provisions laid out in the unit guide;
- consideration was not paid to the student's experience of serious illness or misadventure, which was found to constitute grounds for Special Consideration;
- the student had been disadvantaged by the way the assessment was conducted;
- the student believed, after feedback, that their grade for a particular in-session assessment (or number of assessments) did not reflect their performance against the criteria.

The student should include supporting evidence with the request for a Grade Review.

## 6. Process

### Applying for Grade Review

A Grade Review application must be lodged through the 'Grade Review' feature on the Student Portal within seven (7) days of the official release of the unit results. The grounds for the application for Grade Review must be clearly described in supporting documentation with the application. It is not sufficient merely to state that there has been an error or an injustice.

A separate application must be lodged for each unit.

### Consideration of Grade Review Applications

Each Grade Review application will be considered on its own merits.

An application of Grade Review will be processed by the relevant Program Convenor considering the following:

- Grounds for the application
- Performance in the reviewed unit
- Attendance for the reviewed unit
- Correctness of the results data entry for the reviewed unit
- Overall student performance in the enrolled course

Where there is a grade change required, the Program Convenor will forward the outcome and recommended revised grade to the Academic Director or nominee for review and approval.

Once the outcome has been approved by the Academic Director, the Program Convenor will provide a written response to the student via the portal, addressing the grounds for the Grade Review outlined by the student and providing the outcome.

If the Academic Director or Program Convenor (or their nominee) has been involved in teaching a unit which is the subject of a Grade Review, another eligible nominee who has not been involved in the teaching of the unit will consider and/or authorise the outcome of the application.

### **Outcomes of Grade Review Applications**

The application will be reviewed within seven (7) days from the date of receipt. The notification of the outcome of a Grade Review will detail the reasons for the decision and will be sent to the student via the Portal by the Program Convenor. A copy of the application and the Grade Review outcome are held on the Portal.

After receiving the outcome of the Grade Review, if a student is dissatisfied they may wish to appeal against the decision.

### **Applying for Grade Appeal**

Students wishing to submit an Appeal must complete the Grade Appeal Application Form and submit to: [gradeappeals@sibt.nsw.edu.au](mailto:gradeappeals@sibt.nsw.edu.au). This completed Grade Appeal Application form must be supported by additional relevant evidence.

The Appeal application must be submitted within seven (7) days from the date of the outcome of the Grade Review. The Appeal will be assessed by the Appeal Committee including the Academic Director and Quality and Compliance Manager.

### **Outcomes of Grade Appeal Applications**

The Appeal application will be reviewed by the Appeals Committee within fourteen (14) days of the date of receiving the application. The student will be notified of the outcome in writing by the SIBT Quality and Compliance Manager, including the grounds for the decision.

If the student is not satisfied with the decision of the Appeal Committee, they have fourteen (14) days from the date of the decision to lodge an external appeal.

Reasons an appeal will be rejected include, but are not limited to the following:

- Findings that a student was involved in academic misconduct
- No grounds for appeal
- Grounds exist, but will not result in a change of grade
- The student did not complete all components of the unit

## **External Appeal Process**

For External Appeal processes:

- Domestic students can contact ACPET via <http://www.acpet.edu.au/>
- Overseas students can contact the Overseas Student Ombudsman via <http://www.oso.gov.au/>.

## **7. Report**

SIBT will report on Grade Review and Appeal cases each session to the Academic Board.

## **8. Related documents**

- Grade Appeal Application Form
- Grade Review Procedure
- Unit Guide Policy
- Assessment Policy

Amendment History

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<b>Date for Next Review:</b>	21 March 2022	
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<b>Revision Date</b>	<b>Version</b>	<b>Summary of changes</b>
30/07/2013	1	New policy
05/02/2016	2	Updated for 2016 and endorsed by SMT
11/03/2016	3	Approved by Interim Academic Board
21/3/2019	4	Approved by Academic Board