Faculty of Health Sciences and Medicine – Procedure

Procedure No.: HSM P 6.02
Name of Procedure: Procedure for Review of Grade or Final Assessment Items
Contact Person:
Status: Procedure
Date of approval:
Date last amended: N/A
Date of next review:
Related policies:
Faculty of Health Sciences and Medicine Program Charters
Faculty of Health Sciences and Medicine’s relevant Program/Subject Rules of Assessment and Progression
Bond University Part 2 Academic Regulations
Bond University Part 3 Discipline Regulations – Schedule B Student Code of Conduct

1. Overview:
The purpose of this Procedure is to supplement the University Regulations by describing staff and student responsibilities in more detail. These procedures must be read in relation to the policies defined above.

2. Definitions
2.1. Bond University Glossary
2.2. Bond University Handbook Glossaries

3. Procedure
3.1 The staff member and student should review the final examination paper / assessment item. The student should be able to view the final examination paper / assessment item but must be supervised without alterations to the assessment item (Part 2 Bond University Academic Regulations, Division 9 Clause 82 Principles).
3.2 Staff member should check that no errors of “fact” have occurred such as:
   3.2.1 Subject total score is correct.
   3.2.2 Score on the final examination has been added and calculated correctly.
   3.2.3 All components/pages on the final examination have been marked and included in the score.
   3.2.4 Correct any “errors of fact” and adjust final score.
   3.2.5 Entry into grade book / roster and communicate outcome to the Board of Examiners and Faculty Assessment Officer.
3.3 At the end of the review, the staff member should inform the student of their right to request a formal Review of Grade for the assessment item, without providing advice about how to increase a grade (*Part 2 Bond University Academic Regulations, Division 9 Clause 83 (2) Review of Grade*).

3.4 For students who sat the final examination in the normal examination period, the application for a Review of Grade must be submitted no later than the first Wednesday of the next semester.

3.5 For students who sat a deferred examination, the application for a Review of Grade must be submitted within fourteen (14) semester days of receipt of results of the deferred examination.

3.6 The application process requires students to provide grounds for the approval of the request for a Review of Grade. A simple statement of “I deserve a better grade” will not be approved.

3.7 The nature of the review will depend upon the type of examination and the availability of an expert independent reviewer. In some cases, the reviewer may be the original decision maker if alternate expertise is not available. Whilst no time limit on this review has been noted in the University Regulations, an outcome would normally be received within fourteen (14) semester days from Student Business Centre.

3.7.1 The outcome could be a lower grade, higher grade or no change.

3.8 The following fees will apply to the review process:

3.8.1 If the review was in relation to a failing grade, no fee is charged regardless of the outcome of the review.

3.8.2 If the review was in relation to a passing grade, then the student’s account will be charged a $50.00 fee per subject if the review results in a ‘no change’ of grade.

3.9 Within fourteen (14) semester days of receipt of the outcome from the appeal, the student can appeal to the Decision Review Committee – DRC (Academic):

3.9.1 The student must provide a written application to the Manager, Academic Secretariat stating the grounds of the appeal.

3.9.2 The DRC (Academic) will hear the appeal within fourteen (14) semester days of receipt of the application.

3.9.3 The Manager, Academic Secretariat or delegate will notify the student of the outcome of the appeal within five (5) business days following the DRC (Academic) hearing.

3.9.4 An appeal to the Student Ombudsman is an appeal to an external position.

3.9.5 A student wishing to appeal to the external Ombudsman is encouraged to seek advice from the Manager, Academic Secretariat and must formally notify the Manager, Academic Secretariat of an appeal to the Student Ombudsman within fourteen (14) semester days of receipt of the outcome from the DRC (Academic).

4. Procedural Fairness

4.1 Procedural fairness will be the basis of all investigations and judgements.
5. **Transparency**

5.1 The procedures aim to be easily accessible to all staff and students, with transparent operations and outcomes and capable of resolving issues in a timely manner with clear deadlines for each stage of resolution. Reasons for each decision and how each decision was determined are provided to all parties concerned and are fair and mindful of the interests and culture of both students and faculty.

6. **Confidentiality**

6.1 Under Bond University’s Privacy Policy, all information provided by the Faculty of Health Science and Medicine Procedures for the Review of Grade or Final Assessment Item is strictly confidential and can only be used for the investigation of the complaint and the associated decision making process unless:

- the express consent of the individual(s) concerned is obtained; or
- the Faculty of Health Sciences and Medicine has reasonable grounds for believing the use of the information will reduce a threat to the life or health of a person; or
- the use is specifically required by law or regulation.

7. **Equity**

7.1 All faculty and administrative staff receive training in applicable legislation such as Copyright, Privacy, Equity, as well as training in Cultural Diversity issues to ensure individual complaints are dealt with in an equitable and culturally sensitive manner.

8. **Judgements**

8.1 Each case is judged strictly on the individual situation.

8.2 The rules of evidence under common law and other legal conventions do not apply to meetings dealing with complaints. The principle to be applied to the evidence in reaching a decision is based on the **balance of probabilities** (defined as **more likely than not**) rather than the criminal law principal of **beyond reasonable doubt**.

9. **Related Policies and Procedures**

9.1 Faculty of Health Sciences and Medicine Program Charters

9.2 Faculty of Health Sciences and Medicine’s relevant Program/Subject Rules of Assessment and Progression

9.3 Bond University Part 2 Academic Regulations

9.4 Bond University Part 3 Discipline Regulations – **Schedule B Student Code of Conduct**
Faculty HSM Procedure for Review of Grade or Final Assessment Item

1. Student discusses concern with staff member responsible for the subject (subject coordinator/year lead).

2. Student submits a request for a formal Review of Grade by lodging a Review of Grade/Final Examination Application with the Student Business Centre (SBC). Application via Bond website.

3. SBC forward the request to the SASQ Office and the Associate Dean SASQ (Dean’s delegate) reviews the request.

4. Associate Dean SASQ considers the grounds of the request and either:
   i) denies based on “inappropriate grounds/evidence” or
   ii) consults with the subject coordinator and/or Head of Program to organise a formal review.

5. Associate Dean SASQ consults with the Executive Dean as appropriate to finalise the outcome of the review.
   Office of Student Affairs notifies SBC in regard to the outcome.
   SBC notifies the student.

6. Student appeals decision to DRC Academic.
   Appeal is heard by DRC Academic.
   Student appeals decision to Student Ombudsman.

Concern is resolved.

Faculty HSM Procedure for Review of Interim Assessment Item - FINAL v.1 4 November 2016