

## RMIT policies and advice

There are a range of RMIT University policies relating to this topic including:

- 7.32.1.1 Assessment General
- 7.32.10.1 Academic Progress Unsatisfactory Performance (Higher Education)
- 7.32.1.3 Special Consideration in Assessment

### RMIT Assessment principals

- 7.32.1.4 Pass by Compensation - Academic

These can be accessed at: [www.rmit.edu.au/governance/policies](http://www.rmit.edu.au/governance/policies). under Learning & Teaching.

## Useful Contacts

The following details are for services based at the City Campus - students at other campuses should advise the person taking their call of their location.

### RMIT Counselling Service

Personal problems, relationship issues, depression, grief and anxiety.

+61 3 9925 4365

[www.rmit.edu.au/counselling](http://www.rmit.edu.au/counselling)

### RMIT Health Service

+61 3 9925 2297

[www.rmit.edu.au/healthservice](http://www.rmit.edu.au/healthservice)

### RMIT Disability Liaison Unit

+61 3 9925 1089

[www.rmit.edu.au/disability](http://www.rmit.edu.au/disability)

### Study and Learning Centre

Time management, exam preparation, maths and English support

+61 3 9925 3600

[www.rmit.edu.au/studyandlearningcentre](http://www.rmit.edu.au/studyandlearningcentre)

### Complaints

Student Complaints Liaison Officers (SCLO's)

They are located in all academic portfolios, departments, schools and groups

[www.rmit.edu.au/students/complaints](http://www.rmit.edu.au/students/complaints)

### Student Wellbeing Advisory Services

City campus: +61 3 9925 2963

Brunswick campus: +61 3 9925 2963

Bundoora campus: +61 3 9925 7280

[www.rmit.edu.au/internationalsupport](http://www.rmit.edu.au/internationalsupport)

[www.rmit.edu.au/housing](http://www.rmit.edu.au/housing)

[www.rmit.edu.au/students/wellbeing/finance](http://www.rmit.edu.au/students/wellbeing/finance)

[student.wellbeing@rmit.edu.au](mailto:student.wellbeing@rmit.edu.au)



## Appeal against assessment

This leaflet is designed to help guide you through the process of **Appealing Against Assessment (AAA) at RMIT**. There are two stages of the appeal process within RMIT.

### 1a) Seek an informal review with your Course or Program Coordinator

If you believe that you should have received a different grade than the one you ended up with (for either a particular piece of assessment or the overall course mark), the first step is to ask for a review (not a re-mark) with your Course or Program Coordinator. The RMIT Appeal Against Assessment Procedures outlines specific circumstances in which you can seek a review of your results. These are:

- If you believe a mistake has been made in calculating your grade
- If the assessment didn't comply with the Course Guide assessment criteria (see the Student Rights leaflet on Course Guides for more info)
- If the Course Guide assessment criteria doesn't meet the requirements of the relevant training package or accredited course (for VET courses only)
- If the assessment didn't comply with University Policies on Assessment.

To get an assessment reviewed, you should email your Course Coordinator explaining that you'd like to have a meeting with them to review your mark. Explain which of the above reasons apply to your situation (for example: you think that the assessment which you

were given differed from the assessment criteria published in the Course Guide). You should also specify whether you're seeking a review for the whole course or just for one piece of assessment. Don't leave it too late – deadlines apply (see step 2 below) so you should seek a review as soon as you get your mark back if you want to appeal it.

### 1b) Be prepared for your review

Once you've got a review meeting scheduled with either your Course or Program Coordinator, you should make sure that you're prepared for this meeting and know what outcome you want (see point 1c below for a guide to the possible outcomes at this point). Look through the Course Guide and make sure you've read and understand the assessment requirements. Make sure you're clear on which grounds you're seeking the assessment review so you can explain to the Coordinator why you believe a review is necessary. Bring along your copy of your marked assessment and any other supporting documents, such as the Course Guide, to help make your case.

### 1c) Outcomes of the review

According to RMIT's Appeal Against Assessment Procedures, the normal outcomes which are available at the review stage of appealing against assessment are:

- No error is found and the existing result is accepted by both student and staff
- The Course/Program Coordinator agrees to amend the result
- The Course/Program Coordinator agrees to an internal or external re-assessment
- The Course/Program Coordinator may seek approval of the Head of School for an alternative or supplementary assessment

### Disclaimer

The information in this leaflet is a general guide only. RMIT is a very complex environment, and there are often a number of different rules which apply.

For more student rights information visit our website: [www.su.rmit.edu.au/student-rights](http://www.su.rmit.edu.au/student-rights)

For additional assistance drop into or

call a Student Union Front Office to speak with a Student Liaison Officer;

**City:** Building 5, Level 1  
Phone: 03 9925 5004

**City (Carlton):** Building 57, Level 4  
Phone: 03 9925 1842

**Brunswick:** Building 514, Level 2  
Phone: 03 9925 9478

**Bundoora:** Building 204, Level 1  
Phone: 03 9925 7226

Or, send detailed information regarding your case to: [student.rights@rmit.edu.au](mailto:student.rights@rmit.edu.au)

For enquiries call 9925 5004.

If required, an appointment will be made for you with a Student Rights Officer.

**Has this leaflet been helpful? Join the Student Union and join the fight to improve your rights!**

If your Course or Program Coordinator is not available to give you an assessment review, you may contact your Head of School to seek a review with them. If you're not satisfied with the review outcome and you still believe you're entitled to an AAA, you should begin the next step, which is the formal process of appealing against assessment.

## Important points

- Make sure you keep documentation as evidence you've completed this step of AAA – keep a copy of relevant emails and take your own notes during the review itself. You'll need this supporting documentation if you proceed to the next (formal) step of AAA.
- Make sure that you've made all reasonable attempts to get this review soon after your assessment is returned or within 20 working days of the official release of results at the end of semester. You will need to act quickly to get your formal appeal lodged on time if you were not happy with the review outcome.
- Don't be intimidated or scared about seeking a review - but at the same time make sure that you behave appropriately and politely towards others in the process.
- You can't start stage two of the appeals process (see below) until the official release of results after the end of semester.

### 2a) Fill out an Appeal Against Assessment College Appeal Committee form

After going through the initial (informal) process of seeking a review with your Course/ Program Coordinator or Head of School (only if the Course and Program Coordinators are unavailable), you can lodge a formal appeal with your College. This must be done within 20 working days (i.e. 4 weeks) of the official publication of the result you're appealing.

To lodge a formal appeal, you must fill out the 'Appeal Against Assessment College Appeals Committee' form, available from [www.rmit.edu.au/students/forms](http://www.rmit.edu.au/students/forms).

To have your appeal application considered, you must fill out every section as thoroughly as you can (and don't forget to sign it at the bottom!). You must tick one or more boxes in Section B to indicate the grounds (reasons) on which you're basing your appeal and have documentation to support this. Also in Section B, you must include both a detailed account of your reasons for appealing and an account of what happened at your informal assessment review. You can attach more pages if the space provided is not enough. In both these accounts, make sure that you refer to the guidelines and grounds for review which are recognised by RMIT. You can ask a Student Liaison Officer at the Student Union to read over this section for you if you're not sure what to include or leave out.

Make sure you read through the form carefully and read the related policy and procedure (also available at the above website) to make sure you have an overview of the process and don't miss out on anything important.

### 2b) Get your supporting documentation together

Before you submit your formal AAA request, make sure you have attached relevant supporting documentation, such as evidence of going through the informal review process (i.e. emails confirming the review meeting, notes from the review, etc); your marked assessment; the Course Guide for the course (showing where it hadn't been adhered to by the assessor); or any other documents you believe support your appeal. This could include documentation from the Disability Liaison Unit or Counselling Service if, for example, you had been granted Equitable Assessment Arrangements which you believe hadn't been followed, or documentation to demonstrate why you hadn't been able to

follow through with the informal review if you haven't been able to do so.

### 2c) Submit the AAA form to your College Office

Once completed, scan your AAA application form (with supporting documents) and send it to the relevant secretaries of College Appeals Committee.

**DSC** – [dsc.appeals@rmit.edu.au](mailto:dsc.appeals@rmit.edu.au)  
+61 3 9925 2226

**BUS** – [bus.appeals@rmit.edu.au](mailto:bus.appeals@rmit.edu.au)  
+61 3 9925 0324

**SEH** – [seh.appeals@rmit.edu.au](mailto:seh.appeals@rmit.edu.au)  
+61 3 9925 9780

Make sure you cc yourself into this email. In that case you will have an evidence or proof that you submitted your application on time. Check your student email account regularly as this is how you'll be contacted by the College Appeals Committee Secretary if they need any more information or to let you know whether your appeal will be heard by the Committee or not.

## Important points

- Remember that you need to include supporting documentation which backs up your argument for your appeal. This documentation will be used as evidence to decide whether or not to grant you a College Appeal Committee hearing, so it's crucial to include as much relevant documentation as possible. If you're not sure what to include, check with a Student Union Student Liaison Officer for advice before the form is due to be lodged.
- Under the Education Services for Overseas Students Act 2000 (ESOS Act), International Students can be reported to the Department of Immigration and Citizenship (DIAC) for unsatisfactory academic progress, which may include failing a course more than once. If you're an International Student you should seek advice from a Student

Liaison Officer in relation to appealing your assessment as soon as possible.

- Make sure you complete the checklist on page 2 of the 'AAA – College Appeals Committee' form.
- Think carefully about your decision to appeal a result because, unfortunately, an assessment appeal may actually result in a lower grade than the one you were originally given and the revised grade will be the final one – there are no more chances to appeal against a second result.

### 3a) Preparing for your College Appeal Committee (CAC) hearing

If your application for an assessment appeal has been successful, you will be notified by the CAC Secretary by email with details of when and where the hearing will take place. If you like, you can bring along a support person, like a friend or relative, or an advocate who can speak on your behalf, such as a Student Rights Officer.

Make sure you read through your appeal application and be prepared to explain your appeal to the Committee – you may want to prepare a list of points you wish to raise in support of your appeal. The Committee is made up of 3 people: the Chair (usually a senior academic staff from your College), a staff member and a student from your College. The CAC Secretary will also be there to take notes and advise on correct RMIT policy and procedure.

CACs usually go for about half an hour and you will be given the opportunity to explain your appeal to the committee, while an academic representative from your School will also be there and be given a chance to talk. Afterwards, you will be asked to leave so the Committee can make a decision in private. You will be notified of your appeal outcome by email from the CAC Secretary. While going to an appeal can be intimidating, you have the right to an appeal so you can be confident that you're doing the right thing.