

This leaflet is designed to help guide you through the process of **Appealing Against Assessment (AAA)** at RMIT.

Before you appeal

While many students sometimes feel dissatisfied with their grades it can be quite difficult to convince the University that there is a problem. Before your mark is published it has already been reviewed and moderated by the program team, RMIT's experts. Their decision will only be reviewed where a student can demonstrate that assessment has not been properly conducted. Being dissatisfied or facing personal problems because of a poor grade is irrelevant to the university.

Some useful tips

Ask for feedback. Do this as soon as possible – within 5 days of result being released.

If you are uncertain why you have performed below your expectations, seek additional feedback. Developmental feedback, clarification of how your work rated against the assessment criteria and what you can do to improve it is important for all students, but is often vital in deciding whether you have been fairly assessed.

Reread the assessment instructions.

Check the course guide, assessment handouts and any feedback you have been given on your performance. Did the assessments you had for that course match the descriptions of the assessments in the course guide? If you had an assessment early in the semester did you get good feedback? Was the feedback given to you with good time for you to take it on board and work on improving for a final exam/assessment.

Use the RMIT Assessment Policy.

In particular have a look at the Assessment Principles it sets out. The Principles provide an excellent and quite student friendly framework for assessment and can be a very useful point of reference for considering whether particular assessment practices are consistent with RMIT Policy

Put your case in writing.

Any change to a published result needs to be approved at both School and College level. Your chances of being successful increase dramatically if you have taken the time to set out your case with supporting evidence.

Be patient, but don't miss deadlines.

While there is often a lot of pressure to try to resolve a problem the reality is that RMIT's bureaucracy can move quite slowly. This means that the best way to resolve a problem quickly is to take the time to set out a clear and a compelling case even if this takes a couple of days to put together.

Appeal Processes

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. You are expected to commence this process within 5 days of results being released.

The Conduct of Assessment and Appeals Procedure outlines specific circumstances in which you can seek a review of your results.

These are:

- If you have evidence that a mistake has been made in calculating your grade
- If the assessment didn't comply with the Course Guide's assessment criteria
- 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 your mark reviewed. 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) 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

If your Course or Program Coordinator and then Program Manager are not available to give you an assessment review, you may contact your Head of School to seek a review through 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 after the official release of results after the end of semester in order to get your formal appeal lodged on time if you're 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 after the official release of results after the end of semester.

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/rights

For Additional Assistance drop into a Student Union Front Office to speak with a Student Liaison Officer

Carlton / City: Building 57, Level 4

Brunswick: Building 514, Level 2

Bundoora: Building 204, Level 2

Or, send detailed information regarding your case to student.rights@rmit.edu.au

For enquiries call 9925 5004

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