





## Student appeals against final grades

Extract from 2008 Assessment Policies and Procedures Manual (section 8: Final Grades), available at <http://www.unisa.edu.au/policies/manual/default.asp>

### 8.7 Student appeals against final grades

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- 8.7.1 These procedures apply only to final grades in courses and not to research notations.
- 8.7.2 Disputes will be resolved through the following process:
- in discussion with the Course Coordinator, examiner, or Program Director (see clause 8.7.4) in the first instance;
  - if not resolved after discussion with the Course Coordinator, examiner or Program Director, then by referral to the Head of School responsible for the teaching of the course (see clause 8.7.5);
  - if not resolved following the review by the Head of School, then by referral to the Pro Vice Chancellor of the division responsible for teaching the course (see clause 8.7.7); and**
  - where the matter remains unresolved following a review by the Pro-Vice Chancellor, then by appeal to the Student Appeals Committee through the Director: Student and Academic Services (see clause 8.7.8 and Section 11: Student Appeals Committee).
- 8.7.3 The outcome of any appeal process is to be communicated to the student in writing and a copy is to be provided to Campus Central for the student's file.
- 8.7.4 Consultation with Course Coordinator, examiner, or Program Director
- A student who does not accept the final grade should consult the Course Coordinator, Program Director, or examiner (excluding examiners who are not direct employees of the University), within 20 working days of the release of the final grade (see clause 8.1.5). In the case of transnational students, a request must be lodged, using the appropriate form, with the UniSA partner administration office, within 20 days.
- 8.7.5 Referral to the Head of School
- Where the dispute fails to be resolved through consultation with the Course Coordinator, examiner, or Program Director, the student may request the Head of School responsible for teaching the course to undertake a review of the final grade. Such requests must be lodged in writing within ten working days of the Course Coordinator's decision.
- 8.7.6 The Head of School will ensure the review, which may include a re-mark of the examination paper, is conducted normally within ten working days from the date on which the request was lodged. The Head of School is responsible for notifying the student, in writing, of the outcome of the review. If the review results in a new grade, this grade will become the final grade.
- 8.7.7 Referral to the Pro-Vice Chancellor
- Where the dispute fails to be resolved through the review conducted by the Head of School, the student may request the relevant Pro Vice Chancellor of the division responsible for teaching the course to undertake a review of the final grade. Such requests must be lodged in writing within five working days of the student being notified of the Head of School's decision. The review by the Pro Vice Chancellor is conducted normally within ten working days from the date on which the request was lodged.
- 8.7.8 If the review undertaken by the Pro Vice Chancellor fails to resolve the dispute, the student may lodge a formal appeal to the Student Appeals Committee (see Section 11: Student Appeals Committee) within ten working days of the notification of the Pro Vice Chancellor's decision.

### Formal appeal to the Student Appeals Committee

A formal appeal to the Student Appeals Committee can only be lodged after an appeal to the Pro-Vice Chancellor **has not** been successful.

To lodge an appeal with the Student Appeals Committee, see section 11 of the [Assessment Policies and Procedures Manual](http://www.unisa.edu.au/policies/manual/default.asp), and complete the *Appeal to Student Appeals Committee against Final Grade* form located at <http://www.unisa.edu.au/student/forms/default.asp>.