PR_AC_017: Requesting a re-mark or re-assessment

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<th>Head Policy</th>
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<td>Related Documents</td>
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<td>Effective Date</td>
<td>20 February 2017</td>
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Scope
These procedures apply to Torrens University Australia students who would like to request a re-examination of the original judgment made on a piece of assessment.

These procedures do not apply where a mark is found to be incorrect due to a mathematical error in the calculation of the final result. Amendments to a final result due to (1) a computational or mathematical error or (2) failure to include marks for a piece of assessment are considered an administrative error. Such errors are rectified in accordance with Change of Results Procedures.

Re-marking /Re-assessing
A student who considers that an assessment task has been unfairly or inappropriately marked may request a re-mark or re-assessment. Re-marking/Re-assessing involves the assessment task being marked again by a second assessor, without any further work by the student. The second assessor will not be provided with details of the student’s original mark and the same range of mark will be available for re-marking/re-assessing.

Purpose of re-marking /re-assessing
The purpose of reconsidering assessment judgements is to ensure the marking criteria and standards have been applied appropriately.

If the request for a re-mark/re-assessment is approved, the work will be re-assessed against the marking criteria and standards for the assessment in question.

Grounds for consideration of a re-mark/re-assessment request
An application for a re-mark/re-assessment is considered only when the student:

- has sought and received feedback about their performance on the assessment from the lecturer concerned; and
- after receiving feedback, provides a sound written academic case to demonstrate how the mark awarded for a task does not reflect their performance against the published criteria and standards for that work. 

Students should reference the published assessment criteria for the piece of assessment and clearly show where they believe there are grounds for reconsideration of the assessment judgement.

The desire for extra marks to achieve a higher final course grade is not sufficient grounds for a re-mark/re-assessment.

Timing
Re-mark/re-assessment requests must be lodged within five working days of the original mark being released. Students are encouraged to discuss their intention with the Senior Facilitator/ Senior Lecturer (or delegate) prior to lodging a re-mark/re-assessment request formally.
Process Stage | Process
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Step 1 | Student seeking a re-mark/re-assessment must send an email to Student Services (Campus Life Team) within five (5) working days of the original mark being released. The student must explain why a re-mark/re-assessment is being requested and any additional feedback needed. The following must also be attached to the request:  
- an un-marked copy of the assignment, and  
- the marked assignment for assessments that are not final assessments.

Step 2 | The Senior Facilitator/ Senior Lecturer (or delegate) decides which of the following outcomes is the most appropriate:  
- arrange for a second assessor to re-mark/re-assess the assessment, or  
- reject the request.

Step 3 | Student Services (Campus Life Team) will advise the student of the Senior Facilitator’s/ Senior Lecturer’s (or delegate) decision. If the student’s request is rejected, the original mark will stand. Students who are not satisfied with the result of their request for a re-assessment may request a review of their subject final result in accordance with section 12 of the Assessment Policy for Vocational Education and Training (VET) and section 13 of the Assessment Policy for Higher Education Coursework and ELICOS.

If a student’s re-mark/re-assessment request is approved, the Senior Facilitator/ Senior Lecturer (or delegate) will organise to have the student’s assessment re-marked/re-assessed. Once it has been re-marked/re-assessed, the Senior Facilitator/ Senior Lecturer (or delegate) will request the original assessor to comment on the re-mark/re-assessment in accordance with sections 11 and 13 of the Assessment Policy for Higher Education Coursework and ELICOS and sections 10 and 12 of the Assessment Policy for Vocational Education and Training (VET).

The Senior Facilitator/ Senior Lecturer (or delegate) will refer the original and second marks to the Program Director should remark change the student’s final grade. This may be higher or lower than the original mark. No further re-marking/re-assessment will be permitted. The Senior Facilitator/ Senior Lecturer (or delegate) will advise the student of the revised mark and ensure that the student’s record is updated.

Students who are not satisfied with the outcome of their re-mark/re-assessment application may request a review of the final grade in accordance with section 12 of the Assessment Policy for Vocational Education and Training (VET) and section 13 of the Assessment Policy for Higher Education Coursework and ELICOS.

Record keeping and confidentiality
Information provided as part of a re-mark/re-assessment request will be recorded in the Student Records Management System and will be managed in accordance with the Privacy Policy and relevant University procedures.

Complaints and Internal Review
If the appeal is not upheld, (section 12 of the Assessment Policy for Vocational Education and Training and section 13 of the Assessment Policy for Higher Education Coursework and ELICOS) the student may choose to lodge a complaint under the Student Complaints Policy. The following documents provide information on the process:

- Resolving a Complaint Informally
- Formal Complaints
- Internal Review (Appeals) Procedure
- External Review Procedure