

FINAL GRADE & ASSESSMENT

Academic Appeals Kit

This booklet is designed to help guide students through the process of making an appeal to have a review done on an assessment piece or final grade.

We acknowledge the Gubbi Gubbi people as the traditional custodians of the land on which the University now stands. We pay our respects to the elders past, present and emerging and we recognise the strength, resilience and capacity of the Aboriginal people of this land.

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Relevant Policies & Procedures

USC Student Charter

The Student Charter sets out what students can expect from the University, and what in turn is expected of students.

 www.usc.edu.au/learn/current-students/student-charter

Student Conduct and Discipline - Governing Policy

 www.usc.edu.au/explore/policies-and-procedures/student-conduct-governing-policy

Equity and Diversity - Governing Policy

 www.usc.edu.au/explore/policies-and-procedures/equity-and-diversity-governing-policy

Review of Assessment and Final Grade - Procedures

 www.usc.edu.au/explore/policies-and-procedures/review-of-assessment-and-final-grade-procedures

Assessment: Courses and Coursework Programs - Procedures

 www.usc.edu.au/explore/policies-and-procedures/assessment-courses-and-coursework-programs-procedures

Student Reviews and Appeals - Procedures

 www.usc.edu.au/explore/policies-and-procedures/student-review-and-appeals-procedures

Student Compliments, Feedback or Grievances

 www.usc.edu.au/learn/student-support/have-your-say/compliments-feedback-or-grievances-complaints

USC Student Guild: Student Rights and Support

 www.uscstudentguild.org.au/advocacy

First Steps

Dont panic. We are here to help.

2.1 Valid grounds for review

Please read through the USC policy Review of Assessment and Final Grade - Procedure to determine if you have valid grounds to review. Please note that your student advocate can help you to assess whether or not your exceptional circumstance/s can be submitted as grounds to review.

2.2 Other circumstances

If your circumstance is not listed under section 2 (Grounds for review) of USC's Review of Assessment and Final Grade Procedures, it does not necessarily mean there is no possibility of a review. Come and speak with a USC Guild Advocate and they can provide advice and help you assess the validity of the circumstance.

2.3 Understanding Time-frames

Assessment

USC policy outlines that you have 5 working days from notification of the result for that assessment task. It is very important that you make note of when you received the result and make an appointment with a student advocate as soon as possible if you require our support.

Final Grade

USC policy outline that you have **10 working days** from the release of final grades to submit your review of final grade. Please note for 2017 semester 2 the deadline for submissions will be **Thursday 21st December 2017**.

2.4 Making an Advocacy Appointment

You can make an appointment via email at **advocacystudentguild@usc.edu.au** or drop into the office located inside the Uni Club building.

If you are enrolled at one of USC's regional campuses; South Bank, Gympie or Fraser Coast, you can make an appointment over the phone or via email (we can manage your case via email and phone).

If you are required to attend an interview after your submission has been considered, one of the Student Guild Advocates can attend with you as your support person at your request. Please phone **5456 3742** (Advocacy) or, **5456 3769** (Guild office) for an appointment.

Response Template - Assessment

Please note: simply thinking you deserve a better mark is not grounds for a review. To request a review of an assessment piece, please read the Review of Assessment and Final Grade - procedure sect 4.

You will note that your correspondence will need to be directed to your assessor within 5 working days.

- Include your grounds for seeking a review
- Include reference to the learning materials supplied throughout the course that helped inform your assessment piece.
- Included any correspondence from teaching staff that has helped inform your assessment piece.
- If your assessment piece was a group task, ask to sit a non-group task assessment piece so you can demonstrate your ability and knowledge. Ask if your portion of the task can be reviewed.

Supporting Documents

- Include your GPA and course results other than the task you are reviewing.
- Make sure you have a clean copy of the assessment available if your assessor is happy to re-mark.

Response Template - Final Grade

For a review of a final grade you will need to make sure you gather your supporting documents and submit the review within **10 working days** from the release grades.

If you want to request a review of your final grade, you must submit a written request to the Executive Dean along with your supporting documents. A student may ask for a review of a final mark/grade on the basis of 'special consideration' if they consider that their performance in a completed assessment item had been disadvantaged by exceptional circumstances.

These circumstances include:

- death or serious illness of a close family member
 - an unexpected illness
 - a re-occurrence of a chronic illness
 - a severe disruption to domestic arrangements
 - being a victim of crime
 - an accident.
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- Remember to include why you believe your grade should be review. Was there any access to information issues?
 - Was the course outline followed or changed throughout the course? And if so, how did this affect your studies.
 - If you were terminated from a field placement (WIL) were the procedures for termination followed as per USC policy?

Workplace and Industry Placement - Procedures

 www.usc.edu.au/explore/policies-and-procedures/workplace-and-industry-placement-procedures

Work Integrated Learning - Academic Policy

 www.usc.edu.au/explore/policies-and-procedures/work-integrated-learning-academic-policy

Supporting Documents

Supporting documents could be:

- Past grades
- Your GPA
- The rubric you followed
- Learning materials handed out during your course

Each individual issue will require different supporting documents. This can be discussed at your advocacy intake.

What happens after I lodge my final grade review request

USC policy states that Procedures for a review must be initiated within 10 working days of the receipt of a request for a review of a final mark/grade. Please see the Review of Assessment and Final Grade - Procedure for more details.

What if my appeal is rejected?

Dont panic. You still have options. If you are appealing a single assessment item, you can refer the matter to your Course Coordinator. If that person is also your lecturer, you can refer your appeal to your Head of School.

If you are appealing a Final Grade, the Student Guild can guide you through your next options.

Getting Support

University Services

There are many different support services offered to students at USC. If you have been engaged with a USC support service, we suggest you make contact with that service to help you with gathering supporting documents.

All services are free to USC students.

Academic and study support

USC offers a variety of one-to-one, group and online academic and study support services, these services include:

One-to-one support from academic skills advisors and the student success team. USC offer both 15 minute drop-in sessions and 30 minute booked appointments and each student is entitled to six 30 minute appointments per semester. Appointments can be made online through USC's Student Hub. Assistance with research is also available through the library.

Workshops & Group Sessions including tertiary enabling courses, pre-semester study essentials workshops covering academic writing and study skills, english language support for those from non-english speaking backgrounds. USC also has a Peer Assisted Learning (PAL) program and the USC Library also runs regular drop-in sessions for TPP and undergrad students.

Online Support USC offers live on-line academic skills advice through the Yoututor service. This service is available between 3pm midnight from Sunday to Friday (ending Week 13). Yoututor can be accessed via Blackboard, USC Community, My Organisations, Yoututor.

More Information:

www.usc.edu.au/learn/student-support/academic-and-study-support

<https://studenthub.usc.edu.au/students>

Student Success Team

This team can help you with your Academic Improvement Plan.

 (07) 5430 2890

 studentsuccess@usc.edu.au

Student Wellbeing

Counselling services

USC's counsellors can listen to your concerns, help you clarify key issues and assist you in developing strategies for either resolving the problem or dealing with it more effectively.

 (07) 5430 1226

Disability and equity

If your studies are affected by a disability, learning disorder, injury or illness, Disability Services can provide assistance, advocacy, and reasonable academic adjustments.

 (07) 5430 1226

Student Guild Services

5.2.1 Welfare Support

 (07) 5456 3742

 welfarestudentguild@usc.edu.au

- Money minded budgeting workshops
- Emergency Food Bank. Food and personal supplies
- Referrals to student clubs and societies
- Tenancy advice
- Referrals to free Legal advice

5.2.2 Advocacy service

 (07) 5456 3742

 advocacystudentguild@usc.edu.au

- Referrals to legal centres
- Assistance with all academic advocacy issues, including discrimination, bullying, complaints and appeals.

All services are free to USC students