



ECU STUDENT GUILD GUIDE TO ASSESSMENT, EXAM AND UNIT REVIEWS

ARE YOU CONFUSED ABOUT A RESULT YOU'VE RECEIVED?

Would you like more feedback, or to challenge your marks?

All students at ECU have the right to request a review of any assessment, including an assignment, online quiz, presentation, video-recording or an exam. You can also request a review of your final unit result.

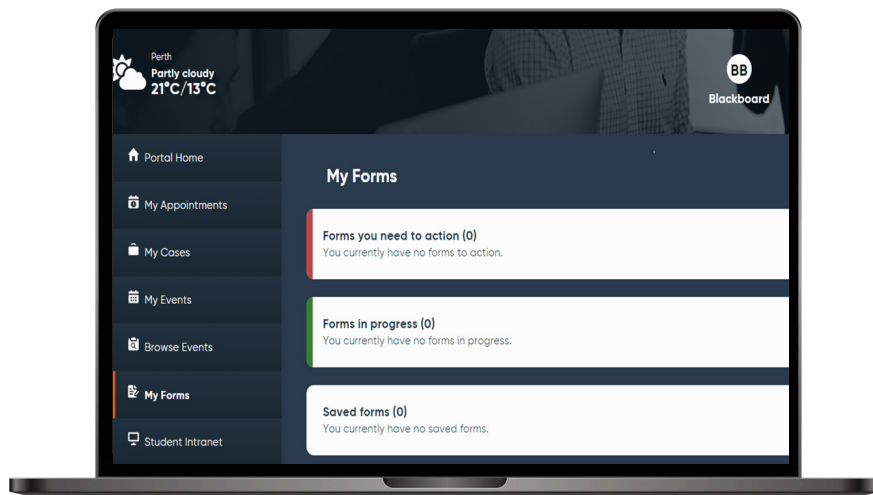


*Scan to view dates on the ECU website. Whilst we make every effort to ensure these dates are correct they may be subject to change.

HOW DO I REQUEST A RESULT REVIEW?

STEP 1: INFORMAL REVIEW

1) Complete the Assessment, Exam or Unit Result Informal Review form, which can be found in the Student Portal under **My Forms** → **Submit a New Form** → **Exams, results, reviews and appeals** as per the screenshot below.



2) Email the Informal Review form to the staff member who marked your assessment and request a meeting for an Informal Review. If you are unsure who this is then check with your lecturer or your Unit Coordinator first. You can either send the completed form to them in your email request, or complete the form together at the meeting. In your email make it clear why you are seeking an Informal Review. Do not simply request a higher mark without a valid reason - ECU staff cannot simply increase your mark without a valid reason. Examples include:

- Asking to view your exam paper and associated marking guide and materials, including feedback on your answers and how you can improve on your next exam attempt.
- Asking for constructive and clear feedback on your assessment.
- Requesting a higher mark if there are areas in your assessment that should have been marked higher according to the rubric/marketing criteria.

ECU staff can choose to do the Informal Review via email if a meeting is not possible. For this reason, it is important to clearly articulate the reason and outcome you are seeking from an Informal Review in your email.

Once the Informal Review is complete, your Assessor must email you with an outcome **within 7 calendar days**.

STEP 2 – FORMAL REVIEW

If you disagree with the outcome of the Informal Review and have valid grounds you can apply for a Formal Review.

There is no timeframe for an Informal Review, however you must complete an Informal Review before you can request a Formal Review. If your assessor refuses to complete the Informal Review process then you can proceed straight to a Formal Review and include evidence (such as an email) of your efforts to request an Informal Review.

The due date for Formal Reviews is below.

- **21 calendar days** after an individual assessment task or exam is released.
- **30 calendar days** after the result for your entire unit result has been released. If you are seeking an entire unit review then you must request an Informal Review for each assessment in that unit first.

HOW CAN THE GUILD HELP ME?

The Guild's GSAs can provide advice and advocacy to support you with the result appeals process. You can book in with a GSA for an appointment or email studentassist@ecuguild.org.au with any questions.

Examples of how GSAs can assist include:

- Advice on whether you should consider applying for the Informal Review, Formal Review, or Student Appeals Committee process according to your individual circumstances.
- Advice on ECU's various rules and requirements that relate to your review request.
- Assistance with drafting a supporting statement for a Formal Review.
- Providing a template letter to assist with your Formal Review application.
- Attending as a support person at an Informal Review meeting or meeting about your placement.
- Advocating on your behalf in instances where ECU staff are not following the result reviews process.
- Advice on other options that are more appropriate to your situation, such as a request for Special Consideration/ Resubmission of work, Extension, Complaint, Withdrawal Without Penalty application, Academic Progression Status Formal Review, Student Appeals Committee appeal, or support at a meeting with School staff not related to the results appeal process.

If you have any questions about the result review process, are or unsure whether it is worth going ahead with a review, then it is always worth consulting with a GSA first.

GSAs will provide you with confidential, honest, informed advice and support you as much as possible when there is a genuine reason to do so.



To request a Formal Review you must have valid grounds. Valid grounds include:

- a) The result was not determined in accordance with the method or criteria specified in the relevant Unit outline or other written advice given by the University to the student.
- b) The University has not adhered to its relevant Rules and policies.
- c) The result was affected by discrimination, prejudice, or bias against a student.
- d) The result contained, was based on, or was caused by, a clear error.

You cannot request a Formal Review based on the following reasons:

- a) The approved learning outcomes and Assessment Task methods for the Unit.
- b) The assessor's judgement regarding the academic merit of any work submitted for an Assessment Task, Exam or Unit.
- c) The assessor's determination of the level of performance of standard required to achieve particular marks, including language proficiency.
- d) Your personal, financial, visa or medical difficulties experienced whilst completing an Assessment Task, Exam and Unit. This includes financial, career, visa or other implications of not passing or achieving a particular result.
- e) Results you received, or other students received, in the same unit or other units.
- f) The amount of effort put into work you completed.
- g) An Outcome imposed for Academic Misconduct or an Academic Breach.

* Please note that students who have been removed from a practicum placement by their host organisation or ECU, or who have been marked with a Fail grade for a placement, can request a Formal Review but it is highly unlikely this process will allow you to return to placement. The Guild strongly encourages you to consult with a Guild Student Assist Officer (GSA) first if you are concerned that you may fail or your placement may be terminated.

Formal Reviews for results can be lodged online using the *Assessment, Exam or Unit Result Formal Review* in the student portal under **My Forms → Submit a New Form → Exams, results, reviews and appeals**. While the form is online, we suggest that you write your application in a MS Word document first to have a record of your application.

Your application must also include the signed Informal Review form and related outcome email (or evidence of your request for an Informal Review), a statement explaining the grounds and reasons for your formal review, as well as any supporting evidence such as highlighted areas where an assessment is marked incorrectly or relevant emails from the assessor.

If your Formal Review has valid grounds ECU will forward it to the Associate Dean of Teaching and Learning in your School, who may consult with the assessor who did the Informal Review as part of that process.

You will receive a report with the outcome of your Formal Review via your student email within 14 days.