

# RMIT UP Review and Appeal of Assessment Result (ELICOS)

## Section 1 – Purpose

- (1) This instruction outlines the steps for the review or appeal of a student's assessment results in an RMIT UP ELICOS program. It ensures that students have a fair opportunity to address any concerns or disputes regarding their academic performance in a structured manner.

## Section 2 – Authority

- (2) Authority for this document is established by the RMIT UP Assessment Policy & Procedure.

## Section 3 – Scope

- (3) Applicable to all students enrolled in an ELICOS program who wish to request a review or appeal of their assessment results.

## Section 4 – Instruction

### Review and Appeal

- (4) All review and appeal processes will be treated in a confidential manner in alignment with RMIT's Privacy Policy, and the student's privacy accordingly respected.
- (5) Students may seek support from the [RMIT University Student Union \(RUSU\) Student Rights Service](#) or the [RMIT UP Wellbeing team](#) throughout the review/appeal process.

### Review of assessment result *(does not include a final course result)*

#### 1. Informal Review of an assessment result

- (6) Students may request an informal review of any formative or summative assessment result from their class teacher, within 2 working days of being informed of the assessment result.
- (7) Requests for an informal review may be submitted by students to the teacher via Teams message, email, or in person.
- (8) Before requesting an informal review, the student should carefully review the feedback provided on their assessment and take note of any comments made by the assessor regarding errors, misunderstandings, or areas for improvement.
- (9) If the student believes there has been an error or a misunderstanding in the assessment, they should contact their teacher for clarification.
- (10) In response to an informal review request, teachers provide feedback to the student on their performance in the assessment task(s) and clarify the assessment criteria and reason for the allocated mark or final grade to assist the student in understanding the result more clearly.
- (11) Teachers provide feedback in response to an informal review request as soon as possible, and within 5 working days of the request being submitted.

## 2. Formal Review of an assessment result

- (12) Students may seek a formal review of any weighted assessment result on the following grounds:
  - a. the assessment didn't comply with the description of the assessment or the assessment criteria in the course information, or
  - b. reasonable adjustment hasn't been implemented according to an equitable learning plan, or
  - c. there has been an error in the calculation of the result, or
  - d. the student perceives there is an inconsistency in issuing assessment decisions, or
  - e. the student perceives that a personal conflict with teaching staff has negatively impacted their assessment result.
- (13) Students are not permitted to request a formal review for assessment outcomes for which there are student conduct concerns underway or where they have received a misconduct penalty.
- (14) Students wishing to request a formal review must do so within 5 working days of receiving the assessment result.
- (15) To request a formal review, a student must submit a written request to an Academic Coordinator via the online form. To be considered complete, the submission must include:
  - a. the student's full name, student number and class details
  - b. the title of the assessment task
  - c. a clear explanation of why the student believes the result is incorrect
  - d. any supporting evidence that justifies the review.
- (16) The Academic Coordinator, in consultation with a member of the Assessment team as appropriate, examines the student's request and all relevant documentation.
- (17) The formal review may involve:
  - a. a discussion with the original assessor to determine whether the assessment result was accurate or fair;
  - b. a re-assessment of the student's work by an independent assessor;
  - c. an interview with the student.
- (18) Possible outcomes of a formal review are:
  - a. None of the grounds for review are considered to be met and the result stands.
  - b. One or more of the grounds for review are considered to be met and the result is changed.
  - c. The student may be granted an opportunity to complete an alternative assessment.
- (19) The formal review is completed and the outcome communicated to the student within 5 working days of receiving the complete formal request from the student.
- (20) The outcome of the formal review is communicated to the student via their RMIT email account and includes:
  - a. The results of the review (whether the original assessment is upheld or adjusted).
  - b. The reasons for the decision.
- (21) The outcome of the formal review is final. There are no further review mechanisms for assessment results.

## Review and appeal of final course grade

### 1. Informal review of a final course grade

- (22) All final assessments that result in a failure for a final course grade are marked by one or more additional assessors. These results are therefore considered to have been reviewed.
- (23) Students may seek feedback on a final course grade from their class teacher during scheduled class time on Friday of Week 10 of the course.
- (24) If a student has failed the course, the appropriate process will be implemented, as per section 5.18 Monitoring Academic Progress, of the RMIT UP ELICOS Assessment Policy & Procedure.

### 2. Formal review of a final course grade

- (25) Students may seek a formal review of a final course grade on the following grounds:
  - a. One or more assessment tasks contributing to the final course grade didn't comply with the description of the assessment or the assessment criteria in the course information, or
  - b. reasonable adjustment was not implemented according to an equitable learning plan, or
  - c. there was an error in the calculation of the result, or
  - d. the student perceives there was an inconsistency in issuing assessment decisions, or
  - e. the student perceives that a personal conflict with teaching staff has negatively impacted their assessment result.
- (26) Students are not permitted to request a formal review for a final course grade for which there are student conduct concerns underway or where they have received a misconduct penalty.
- (27) Requests for a formal review of a final course grade must be submitted by Monday of the week following the release of results.
- (28) To request a formal review of a final course grade, a student must complete the online form.
- (29) The Academic Coordinator, in consultation with a member of the Assessment team as appropriate, examines the student's request and all relevant documentation.
- (30) The formal review may involve:
  - a. a discussion with the original assessor to determine whether the assessment result was accurate or fair;
  - b. a re-assessment of the student's work by an independent assessor;
  - c. an interview with the student;
  - d. a recalculation of grade.
- (31) Possible outcomes of a formal review are:
  - a. None of the grounds for review are considered to be met and the result stands.
  - b. One or more of the grounds for review are considered to be met and the result is changed.
  - c. The student may be granted an opportunity to complete an alternative assessment.
- (32) The formal review is completed and the outcome communicated to the student within 2 working days of the student's submission of the completed online form requesting the review.

- (33) The outcome of the formal review will be communicated to the student via their RMIT email account and include:
- a. the outcome of the review (whether the original grade is upheld or adjusted)
  - b. the reasons for the decision
  - c. information about the opportunity to appeal.

### 3. Appeal a final course grade

- (34) A student is only eligible to appeal a final course grade if the student has undertaken the formal review process regarding the matter.
- (35) If the student is not satisfied with the outcome of a formal review and has evidence of one or more of the grounds for review in clause 25, they may appeal the outcome to the Deputy Director, English via the online form within 1 day of receiving the outcome of the formal review.
- (36) To be considered complete, the appeal submission must include:
- a. a completed Appeal a Final Course Grade online form;
  - b. a copy of the outcome of the formal review regarding the matter;
  - c. evidence that the appeal meets at least one of the grounds for appeal (see clause 25);
  - d. an explanation of the reasons for the appeal submission;
  - e. any supporting documentation.
- (37) The Deputy Director, English (or delegate) reviews the appeal and any associated documentation and may:
- a. request further evidence or clarification where necessary;
  - b. request an interview with the student.
- (38) The Deputy Director, English (or delegate) determines whether the final grade should be changed or upheld.
- (39) The student will be informed via their RMIT email account within 2 working days of the appeal outcome.
- (40) The decision of the Deputy Director, English (or delegate) is final and binding. No further appeals will be considered beyond this point.

### Record keeping

- (41) Copies of all review and appeal requests, along with related communications and outcomes must be retained for 7 years in accordance with the [RMIT Retention and Disposal Standard](#).

## Associated Information

### Documents

RMIT UP Assessment Policy & Procedure

[Request for Formal Review of an Assessment Result](#) (online form)

[Request for Formal Review of a Final Course Grade](#) (online form)

[Appeal a Final Course Grade](#) (online form)

## Status and Details

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<b>Policy Owner</b>	RMIT UP Chief Executive Officer
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## Version Table

Version	Last updated	Changes
1.0	Sept 2025	n/a
1.1	Oct 2025	Remove the need for students to provide a copy of their assessment result when requesting a review
1.2	Jan 2026	Name change EAP to ELICOS Responsibility change from Assessment Specialist to Assessment team