

Grade Review Policy

Document

Document Name	Grade Review Policy
Brief Description	This policy provides information on the review of final grade process for current students at the Sydney Institute of Business and Technology (SIBT).
Responsible Officer	Academic Director
Delegated Approver	Academic Board
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Version Control

Date/Approval	Version No.	Summary of Changes	Reviewer Name and Department/Office
8/7/2025	6	Added Responsible Officer. Added Review clause. Improved clarity and readability in Definitions and document and added hyperlinks. Removed 'nominee' references. Removed supporting evidence from the appendix list that was not specific to this Policy. Strengthened Appeal clause and Feedback on Assessment clause. Working days replaced calendar days. Endorsed by LTC 26/3/25 and further iterations endorsed by LTC 24/6/25	Academic Board

Related Documents

Name	Location
Academic Integrity Policy	SIBT Website
Assessment Policy	SIBT Website
Special Consideration Policy	SIBT Website
Student Complaints and Appeals Policy	SIBT Website
Grade Review Application	SIBT Website
Higher Education Support Act 2003	https://www.legislation.gov.au/
Higher Education Standards Framework (Threshold Standards) 2021	https://www.legislation.gov.au/

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1. Purpose

- a) The Sydney Institute of Business and Technology (SIBT) strives to apply rigorous quality assurance processes when assessing a student's work and awarding grades for units.
- b) This Policy sets out the principles and processes for students seeking a review of their final grade for a unit and the timeframes in which SIBT will respond.

2. Definitions

Term	Meaning
Assessment Task	An activity students undertake to demonstrate (or display) the nature and depth of their learning and to confirm whether they have achieved the learning outcomes as set out in the Unit Guide.
Conflict of Interest	A conflict between performing an official duty and another interest that has the potential to interfere with the proper performance of that official duty. A conflict of interest can be actual, perceived, or potential.
Feedback	Guidance and comments provided by a teacher to a student on their performance in an individual assessment task during any study period.
Review of Assessment Task	A process available to students wanting to query a mark received for an individual assessment task.
Review of Final Grade	A process available to students wanting to query a final grade achieved for a unit of study.

3. Application

- a) This Policy applies to all SIBT students and staff.
- b) This Policy applies to a review of the final grade for a unit after publication on the Student Portal.
- c) This Policy does not apply to a review of individual assessment task results. For reviews relating to individual assessment task results, please see the [Assessment Policy](#) and [Review of Individual Assessment Task Procedure](#).
- d) A grade cannot be reviewed where the grade awarded is the outcome of an Academic Misconduct case (refer [Academic Integrity Policy](#)).

4. Policy Statement

- a) SIBT is firmly committed to treating all students equitably and fairly in all aspects of its learning and teaching.
- b) This Policy supports the [Assessment Policy](#) by detailing the requirements for review of the final grade for a unit when requested by a student after the publication of results on the Student Portal.

5. Process and Grounds for Grade Review

5.1 Step 1 – Informal Grade Review Application

- a. If a student is concerned that the final grade awarded for a unit has been unfairly or inappropriately determined, they must consult the Unit Coordinator within five (5) working days of the grade for the relevant unit being published on the Student Portal.
- b. To commence an informal review of their grade, students must approach the Unit Coordinator in writing via email using their student email account.
- c. An informal review will be completed by the Unit Coordinator within five (5) working days.
- d. If the Unit Coordinator finds the final grade for the unit was fairly and appropriately determined, they will notify the student of the outcome in writing via email and inform the student of their right to request a Formal Grade Review should they wish to take their matter further.
- e. If the Unit Coordinator confirms that the final grade awarded for a unit has been unfairly or inappropriately determined, they will undertake remedial action in line with the responsibilities of their role and, where necessary, recommend an appropriate remedial action to the Program Convenor, such as the offer of a supplementary assessment, or special consideration, or a change to the student's grade.
- f. The Program Convenor will recommend the outcome of 5.1e to the Academic Director for review and approval. The Academic Director will make a determination and notify the Student Administration Team of the outcome. The Student Administration Team will notify the student of the outcome in writing via email within three (3) working days and inform the student of their right to request a Formal Grade Review should they wish to take their matter further.
- g. Students should keep a record of the informal grade review consultation, including when the consultation took place, with whom, the reasons for the outcome, and the outcome.

5.2 Step 2 – Formal Grade Review Application

- a. After completing Step 1 – Informal Grade Review of this Policy, if the student disputes the final grade received for the unit, they may apply for a Formal Grade Review.
- b. A student may apply for a Formal Grade Review on one or more of the following grounds:
 - i. The student is unclear on the reasons for the overall grade for the unit or believes that a clerical error occurred in the determination of a final grade; or
 - ii. The student was disadvantaged by a variation to the assessment requirements or feedback provisions laid out in the unit guide; or
 - iii. Consideration was not given to the student's extenuating (compassionate and compelling) circumstances, which were found to constitute grounds for special consideration as outlined in the [Special Consideration Policy](#); or
 - iv. The student was disadvantaged by the way an assessment or assessments were conducted.
- c. A Formal Grade Review application must be lodged using the [Grade Review Application form](#) within five (5) working days of the notification to the student of the outcome of the Step 1- Informal Grade Review.
- d. The grounds for the application for Formal Grade Review as outlined in 5.2b. must be clearly stated. Supporting documentation submitted with the application must provide evidence that substantiates the stated grounds.
- e. A Formal Grade Review application will not be considered if it is merely stated that there has been an error or an injustice without clearly stated grounds and supporting documentation.
- f. If there are extenuating circumstances that impacted the student's ability to complete assessments throughout the session or to meet the five (5) working days deadline for a Formal Grade Review application, the student is encouraged to contact a Student Learning Advisor to discuss an application for Special Consideration (refer [Special Consideration Policy](#)).
- g. A separate application must be lodged for each unit grade to be reviewed.

5.3 Consideration and Outcomes of Formal Review of Final Grade Applications

- a) A Formal Grade Review will be undertaken by the relevant Program Convenor. If the Program Convenor is also the Unit Coordinator of the unit, or has teaching responsibilities in the unit that is subject to the review, or was a decision-maker during the Step 1-Informal Grade Review Application, a Program Convenor of another Program, nominated by the Academic Director, will assess the application.
- b) If the Academic Director has been involved in teaching the unit which is the subject of a Formal Grade Review, or was a decision-maker during the Step 1-Informal Grade Review Application, an eligible nominee of the Chair of Academic Board, with no conflict of interest, will assume the responsibilities of the Academic Director for the purposes of Section 5.3 of this Policy.
- c) Each Formal Grade Review application will be:
 - i. Considered on its own merits.
 - ii. Processed by the relevant Program Convenor considering the following:
 - the grounds for the application; and
 - whether the evidence submitted supports the grounds for the application (refer to clause 5.2b).
- d) Applications for a Formal Grade Review will be considered and resolved within five (5) working days from the date of receipt.
- e) A review of grade application will be rejected where:
 - i. no valid grounds in accordance with Clause 5.2b of this Policy have been provided to substantiate the application; or
 - ii. grounds exist to review the grade, but such a review, if conducted, would not result in any alteration of the final grade; or
 - iii. the student has not completed all mandatory assessments for the subject as outlined in the Unit Guide; or
 - iv. the grade awarded was the penalty/outcome of a substantiated academic integrity breach, as per SIBT's [Academic Integrity Policy](#).
- d) If the application is unsuccessful, the Program Convenor will forward the outcome to the Academic Director for review and approval. The Academic Director will make a determination and forward the outcome to the Student Administration Team, which will notify the student in writing.
- e) If the application is successful, but no change of grade is required, the Program Convenor will forward the outcome to the Academic Director for review and approval. The Academic Director will make a determination and forward the outcome to the Student Administration Team, which will notify the student in writing.
- f) If the application is successful and a change of grade is required, the Program Convenor will recommend the revised grade to the Academic Director for review and approval. The Academic Director will make a determination and forward the outcome to the Student Administration Team, which will notify the student in writing.
- g) All grade review outcome notifications will include the reason/s for the decision and inform the student of their right to appeal the outcome should they wish to take their matter further.

6. Appeal of Formal Grade Review Outcomes

- a) After receiving the grade review outcome notification, if a student is dissatisfied with the review process, they can appeal the decision.
- b) Appeals can be made using the online [Formal Appeal Form](#) within twenty (20) working days of receiving the SIBT notification.

- c) All supporting documents that provide evidence to support the grounds stated must be submitted with the Appeal application.
- d) The appeal will be assessed by the Student Appeals Committee. For more information, refer to the [Student Complaints and Appeals Policy](#) and [Student Complaints Resolution Procedure](#).

7. Monitoring and Reporting

- a) The Academic Director is responsible for the collation and analysis of information about the nature and number of reviews of final grades and appeal cases.
- b) The Academic Director will present a report on the results of this analysis to the Academic Board after each session.

8. Review

- a) This Policy will be reviewed by the Responsible Officer and the Quality and Compliance Manager, a minimum of every three (3) years, or following any changes to related regulatory compliance requirements, legislation, other regulations, and guidelines.