for all students enrolled in courses of the University, other than candidates for the degree of Doctor of Philosophy and for the degree of Master by research (by thesis)

(Candidates for the degrees of PhD or Master by research (by thesis) should follow the Appeals Procedure set out on the web at http://www.postgraduate.uwa.edu.au/home/current/policies/appeals)

- Appeals against academic assessment
- Appeals against the award of a progress status
- Appeals against the result of an application for special consideration in relation to an individual student
- Appeals against the application of scaling or other adjustment systems
- Appeals against non-adherence to the Assessment Mechanism Statement for the unit

DEFINITIONS

For the purposes of this document:

‘Chair of the Academic Board’ includes any person nominated by the Chair to act on their behalf in relation to a specific appeal;

‘dean’ includes the associate dean in the Faculty of Engineering, Computing and Mathematics and any person nominated by the dean to act on their behalf in relation to a specific appeal;

‘guild education officer’ - The Guild as the student representative body on campus, employs staff to act as Education Officers whose role is to provide independent information, advice and support to students;

‘head of school' includes any person acting in the capacity of the head of the school;

‘mechanism for assessment’ is the means by which the final result is calculated, as described in the Assessment Mechanism Statement;

‘process of assessment’ is the process of marking by one or more assessors;

‘senior academic’ is an academic at senior lecturer level or above, or an academic of lecturer status who has held full-time teaching/research positions at this University for at least ten years.

‘sub-dean’ includes sub-deans and the appropriate associate dean in the Faculty of Medicine and Dentistry; the Senior Faculty Administrative Officer in the Faculty of Natural and Agricultural Sciences; the academic student advisor in the Faculties of Arts, Humanities and Social Sciences, and Life and Physical Sciences and Commerce; and the Deputy Dean in the Faculty of Education.

INTRODUCTION

Essential background information

Please read the section on “Student Procedures” and University General Rules 1. 2.1.18 to 1.2.1.21 and 1.2.1.27 to 1.2.1.32 in the Undergraduate or Postgraduate Handbooks before reading this document.

Special Consideration

It is important that a student contact the sub-dean of their faculty for advice prior to submitting an appeal. There is a separate process in cases where a student is seeking special consideration rather than actually challenging a mark awarded. The sub-dean will be able to advise on this process.

Adherence of this Process to the Principles set out in the Charter of Student Rights
This process adheres to the principles set out in the Charter of Student Rights (which can be found at: http://www.secretariat.uwa.edu.au/home/policies/charter) in particular in relation to the following rights as outlined in the Preamble to that Charter:

“Every student has every right given by State and national legislation, by the University statutes, by-laws, regulations and policies, and by the United Nations Declaration of Human Rights. Everything in this [Process] is limited by anything to the contrary in relevant State and national legislation, and the University’s statutes, by-laws and regulations.”

Eligibility

The Process applies to:

- all students enrolled for the following qualifications of the University:
  - undergraduate (including honours) degrees;
  - diplomas and certificates;
  - master’s degrees by coursework;
  - faculty-administered master’s degrees by research; and
  - professional doctorates;
- students enrolled in Higher Degree by Research preliminary courses;
- students enrolled on a non-award basis; and
- those enrolled through University Extension as continuing education students in units offered within degree, diploma or certificate courses of the University.

Scope of the Process

This Process covers:

- appeals against academic assessment;
- appeals against the award of a progress status;
- appeals against the result of an application for special consideration in relation to an individual student;
- appeals against the application of scaling or other adjustment systems;
- appeals against non-adherence to the Assessment Mechanism Statement for the unit.

Matters outside the scope of this Process

The following complaints/grievances are outside the scope of this Process:

- general grievances; and
- poor teaching or supervision.

The section in the Undergraduate and Postgraduate Handbooks entitled “Policy, Policy Statements and Guidelines” explains, among other things, how the matters above can be addressed.

Other processes exist, and should be followed, for:

- appeals against decisions to terminate postgraduate scholarships following determinations of unsatisfactory progress in postgraduate courses (dealt with by the Graduate Research and Scholarships Office via the Appeals Procedure for Research Higher Degree by thesis); and
- general grievances or complaints (see “Student Grievance Resolution Policy” at the following address: http://www.secretariat.uwa.edu.au/home/policies/griev).

Administrative Considerations

- Appeal forms are available from faculty offices and from the Guild or at the following web address: http://www.secretariat.uwa.edu.au/home/policies/appeals
- All correspondence from the University to a student relating to a formal appeal submitted in terms of these Regulations is sent to the address given by the student on the appeal form. The student must therefore advise the faculty office or school concerned of any change of address while an appeal is in progress. A student who has an email address is encouraged to provide this in addition to a postal address, as email communication in appropriate circumstances may save time.
- The University expects that staff involved in processing appeals will take the necessary actions as quickly as possible, since delay may disadvantage students in a variety of ways.
Every effort is to be made to aim to finalise the appeal prior to the start of the next semester. A student must recognise, however, that most appeals occur at a time of year when faculty staff are extremely busy with the processes of selection, enrolment and re-enrolment and that some delays may occur. A written acknowledgement will be sent within five University working days of receipt of the appeal, although it may take longer for the matter to be investigated and resolved. If a re-assessment by the original assessor has been requested, a written advice as to whether this has been granted will be sent to the student within ten University working days of receipt of the appeal. However, if a school does not respond to the student within the ten days, a re-assessment will automatically be granted. The outcome of the appeal will normally be communicated in writing to the student not more than twenty University working days after the appeal has been lodged. If circumstances prevent the appeal process being completed within the time frame specified, the student must be kept informed in writing of progress being made.

- While Faculty and University appeals committees will take longer than twelve University working days to arrive at their decisions because of the need to assemble the committee and the documentation and to prepare minutes and have them approved by the committee, heads of school, deans and chairs of appeals committees must ensure that students are kept informed of the progress of their appeals. A student who, after checking with the relevant school or faculty office, in relation to an appeal at any level, remains concerned that consideration of their appeal is being delayed unacceptably may lodge a written request for investigation of the delay with the Registrar.

- A student should be aware, that while the University can encourage external assessors to submit assessments quickly, it has no authority over staff of other institutions.

**Student Responsibilities**

- The Appeals Process involves several levels of appeal. A student should not attempt to shorten the Process by omitting one or more levels of appeal, as this will cause unnecessary delay. In one-school faculties where the head of school and dean are the same person, the head of school will nominate a senior academic staff member of the school to act in their place at school level.

- A student is encouraged to submit the appeal as soon as possible in the interests of an early resolution.

- The student is responsible for finding out, via the University’s information notice-boards, the dates of release of formal results. The student will then be able to estimate when to expect release of examination results on the Web, or when to expect the examination result slips in the mail, and to take appropriate action if the delay in receipt appears excessive. A student who has access to the Web is encouraged to check the results as early as possible, to avoid any delay in lodging an appeal. Students who have been denied access to examination results because of non-payment of fees or charges will only be afforded an extension of time in order to lodge an appeal in exceptional circumstances and where they have made satisfactory arrangements regarding the payment of the fees or charges with Student Administration.

- The student is advised to take follow-up action if they believe unreasonable delays are occurring in consideration of the appeal. (See "Administrative Considerations" above.)

**APPLICATIONS AGAINST ACADEMIC ASSESSMENT**

An appeal against academic assessment is concerned purely with the accurate academic assessment of the worth of a piece of work submitted by an individual student relative to established standards and to the assessment of the work of other students (both current and former) in the unit.

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1 Students should ensure that all relevant paperwork is submitted. If there has been a previous request for special consideration a copy of the paperwork relating to this request should be submitted with the appeal documentation.
A student should appeal on this ground only if they have reason to believe that the final mark/grade given for a unit or course does not fairly represent the academic worth of the work submitted, relative to established standards and to the assessment of the work of other students. If the final mark is the sum of marks for a number of components of a unit, the student may appeal against one or more of the component assessments contributing to the final mark for the unit.

The Process covers student appeals against the following results, as issued by boards of examiners or by faculties through their higher degrees committees or equivalent bodies:

- **Final results** (including results for component parts*) in coursework units in courses at all levels;
- annual and final results in honours and Higher Degree by Research preliminary courses; and
- annual and final results in the thesis and dissertation components of postgraduate research degrees other than PhD and master’s degrees by research (by thesis only).

* Failure to seek re-assessment of a written assignment (or other than final examination) in the course of the year will not preclude a student from lodging a formal appeal during the relevant period following the publication of the final result. In certain courses such as Dentistry, multiple assessments are made during the year involving original works which are either altered successively and/or given back to the student such that a request for reassessment after dispatch of the formal result for the unit as a whole is too late to permit reassessment of the original works. In these circumstances, a student must request a reassessment while the work is in the same state as when it was assessed and is still in a location supervised by the school.

A student who does not fulfil the criteria for this appeal may have other avenues open to them for example an application for special consideration, as provided for in University General Rule 1.2.1.21.

In pursuing an appeal against academic assessment beyond an initial arithmetic check of a result, a student will be questioning the judgement and/or fairness of those who assessed the academic worth of their work, and while it is entirely legitimate to do this, there should be good reasons for doing so.

**Recommended Informal Action**

Dissatisfaction with a result may arise purely from a lack of understanding of such matters as the method of assessment or the standards expected at a particular level. In order that formal appeals are not pursued unnecessarily, a student is encouraged to seek informal explanations of assessments from the unit co-ordinator or in the absence of the unit co-ordinator from the Head of School. In the case of assessments in assignments which will contribute to the final result in a unit, such explanations should be sought during the year as soon as possible after the assessment is known. In the case of a final result issued by the University, a student is recommended to seek informal feedback, where possible, including an arithmetic check, but must do so without delay so that a formal appeal can still be pursued within the twelve University-working day time limit specified in the Regulations.

**PROGRESS STATUS**

The Process covers student appeals against the award of a progress status by boards of examiners.

The Process is concerned purely with whether the progress status awarded has been fairly arrived at by the application of the relevant Faculty Rules to the student’s final results.

A student who does not fulfil the criteria for this appeal may have other avenues open to them, for example an application for special consideration, as provided for in University General Rule 1.2.1.21.

**Recommended Informal Action**

A Progress Status is awarded according to the relevant Faculty Rules. Before proceeding with a formal appeal a student is encouraged to check the rules used in the award of the progress status. A student who believes that the rules have not been correctly applied in their case is encouraged to discuss the matter with the sub-dean.

It is recommended that a student dissatisfied with the explanation given informally by the sub-dean of the faculty concerned consult a Guild Education Officer for advice and guidance before deciding whether to pursue a formal appeal.
APPEALS AGAINST THE RESULT OF AN APPLICATION FOR SPECIAL CONSIDERATION IN RELATION TO AN INDIVIDUAL STUDENT

A student may seek redress via the appeals process where they are dissatisfied with the outcome of an appeal for special consideration, as it affects the final mark in a unit or the award of a progress status.

Recommended Informal Action

The student is advised to discuss the matter informally with the sub-dean in the first instance.

It is recommended that a student dissatisfied with the explanation given informally by the sub-dean of the faculty concerned consult a Guild Education Officer for advice and guidance before deciding whether to pursue a formal appeal.

THE APPLICATION OF SCALING OR OTHER ADJUSTMENT SYSTEMS

The Process covers student appeals against the application of scaling or other adjustment systems by boards of examiners or others, and not appeals where the student is dissatisfied with the fact that a scaling or adjustment system is in use or the actual formulae involved.

The Process is concerned purely with whether the scaling or other adjustment system has been fairly applied by the application of the relevant Faculty policy to the student’s initial results.

A student who does not fulfil the criteria for this appeal may have other avenues open to them for example an application for special consideration, as provided for in University General Rule 1.2.1.21.

Recommended Informal Action

Scaling and other adjustment systems are applied according to the relevant faculty policies. Before proceeding with a formal appeal a student is encouraged to check the policies used in this process. A student who believes that the policies have not been correctly applied in their case is encouraged to discuss the matter with the sub-dean.

It is recommended that a student dissatisfied with the explanation given informally by the sub-dean of the faculty concerned consult a Guild Education Officer for advice and guidance before deciding whether to pursue a formal appeal.

NON-ADHERENCE TO THE ASSESSMENT MECHANISM STATEMENT FOR THE UNIT

The Process covers student appeals against non-adherence to the Assessment Mechanism Statement for the unit and not appeals against the content of the Assessment Mechanism Statement itself.

A student who does not fulfil the criteria for this appeal may have other avenues open to them for example an application for special consideration, as provided for in University General Rule 1.2.1.21.

Recommended Informal Action

A student who is dissatisfied with the manner in which the assessment criteria, as outlined in the Unit Assessment Mechanism Statement, have been applied, should discuss this in the first instance with the sub-dean.

It is recommended that a student dissatisfied with the explanation given informally by the sub-dean of the faculty concerned consult a Guild Education Officer for advice and guidance before deciding whether to pursue a formal appeal.

REGULATIONS FOR

- appeals against academic assessment;
- appeals against the award of a progress status;
• appeals against the result of an application for special consideration in relation to an individual student;
• appeals against the application of scaling or other adjustment systems;
• appeals against non-adherence to the Assessment Mechanism Statement for the unit.

GENERAL PROVISIONS

Unit Assessment Mechanism Statements

1. (1) For each unit offered within a course in the University, the school/s responsible for the unit must make available to students, by the second week of the semester in which it is offered, a clear written statement of the details of the assessment mechanism for the unit.

(2) The Assessment Mechanism Statement must be available to each student from the school office on request.

(3) For any unit in which the assessment mechanism is the subject of an agreement between the assessor or supervisor and an individual student, a written agreement must be drawn up before the end of the third week of the semester/year concerned and must be signed by both parties and lodged immediately after signature with the head of school concerned.

(4) The Guild of Undergraduates or the Postgraduate Students' Association, as appropriate, may recommend to the appropriate dean, in writing, with a copy to the Chair of the Academic Board, that a matter of policy relating to the assessment mechanism for a unit offered by a school be investigated, and may seek a report on the outcome of the investigation.

Responsibility of Schools in Relation to Assessment

2. (1) The responsibility for determining the mechanism for assessment of a unit lies with the school offering the unit, which must comply with current University and faculty assessment policies.

(2) The responsibility for the process of assessment of assignments and examinations contributing to the final result in a unit lies with the school offering the unit, which must comply with current University and faculty assessment policies.

Responsibility for Determining Criteria for the Award of a Progress Status

3. The responsibility for determining the criteria for the award of a progress status lies with the faculty responsible for the course and the criteria are published in the relevant Faculty Rules.

Responsibility for the Application of Scaling or other Adjustment Systems

4. The responsibility for the application of scaling or other adjustment systems lies with the faculty responsible for the unit and the criteria are published in the relevant faculty policy document.

Responsibility of Boards of Examiners/Faculty

5. In terms of University General Rule 1.2.1.23(3) the responsibility for considering final results in units and reporting them to the Registrar lies with the faculties' boards of examiners.

Responsibilities of Deans and Appeals Committees

6.(1) In the case of an appeal against assessment, deans and faculty appeals committees have authority, and responsibility, to satisfy themselves that a fair process was used to determine an assessment, and, if necessary, to require a head of school to -

(a)(i) review the assessment; and/or

(ii) refer the work to an/other assessor/s within or outside the University to further inform the academic judgement of the school; and

(b) resubmit a result.

(2) If a dean or appeals committee requires that a piece of work be referred to an/other assessor/s within or outside the University, the dean or committee must also require that the head of school
provide the other assessor/s with a copy of the piece of work from which the student’s name has been deleted but which indicates the mark awarded and preserves any comments made by the original assessor.

(3) When complying with the provisions of sub-Regulation (2) the head of school must also:
(a) where possible provide to the other assessor/s for the purposes of comparison copies of the same piece of work completed by two or more other students from which the students’ names have been deleted, but which indicate the marks awarded and preserves any comments made by the original assessor.
and, where possible, are sufficiently close to, but differentiated from, the appellant's mark as to provide a reasonable point of comparison;
(b) ensure that the appellant's work is identified as such;
(c) request the other assessor/s to -
(i) rank the pieces of work in order of relative merit; and
(ii) indicate whether the mark awarded to the appellant’s work was reasonable;
(d) ensure that the other assessor/s are aware of the expected standard of work and criteria against which this should be judged;
(e) provide an explanation from the original assessor as to why the mark was awarded; and
(f) provide a copy of the Appeal Form lodged by the student setting out the grounds on which the appeal is made.

(4) Deans and faculty appeals committees have authority, and responsibility, to satisfy themselves that a fair process was used to determine the award of a progress status, the determination of the level of special consideration granted, the application of scaling or other adjustment systems or the adherence to the Assessment Mechanism Statement.

Rights of Students

7.(1) Given the provisions of sub-Regulation (2), a student has the right to lodge, at school level, an appeal which challenges the school’s academic judgement in arriving at an assessment but only has the right to pursue an appeal beyond that level if they have reason to believe that the process which led to the disputed academic judgement was unfair in their individual case.

(2) In an appeal at the school level, a student may—
(a) submit their assignment for comparison with that of another student who has received a higher grade for the same assignment; or
(b) ask that a head of school arrange for comparison of an assignment or examination script with that of another student who has received a higher grade for the same assignment or script.

Responsibilities of Students

8. Students must recognise that they have a responsibility not to make frivolous claims and to take note of the grounds for summary dismissal of appeals as outlined in Regulation 35(1).

Rights of Schools

9. Where the process of assessment is shown to have been fair in an individual case, a school assessment must not be changed as a result of an appeal to a dean or faculty appeals committee.

Delegation of Powers of Boards of Examiners and Faculties to Deans

10.(1) Subject to the agreement of the faculty concerned, a board of examiners may delegate to the dean the power to—
(a) amend a result approved by a board of examiners if such amendment is recommended by a head of school after the processes set out in these Regulations have been followed; and
(b) as a result of an amendment referred to in (a), amend any unsatisfactory progress status imposed by the faculty, as appropriate, in line with faculty policy.

(2) A dean may, in any particular case, choose to refer a recommended change back to the board of examiners for consideration.

Filing of Documentation
11.(1) All documentation relating to a formal appeal at the school level must be filed in the school concerned and on the University student file in accordance with general University procedures.

(2) All documentation relating to an appeal at the level of dean will be filed in the faculty office concerned and on the University student file in accordance with general University procedures...

(3) All documentation relating to an appeal to a faculty appeals committee will be placed on the University student file and on the appropriate Faculty Appeals file in Central Records in accordance with general University procedures.

Separate Consideration of Appeals

12.(1) Each separate appeal must be considered on its merits, without reference to other appeals submitted previously or simultaneously.

(2) The various levels of consideration of an appeal against a result do not constitute separate appeals.

Extension of Appeal Deadlines

13.(1) Despite the deadlines set out in these Regulations for the submission of an appeal at each level of the Process, the head of school has the discretion to extend the specified deadline for submission of an appeal at the school level, the dean of a faculty has the discretion to extend the specified deadline for submission of an appeal below the level of a faculty appeals committee, and the chair of the appeals committee has the discretion to extend the normal deadline for submission of an appeal to a faculty appeals committee, where a student shows that exceptional circumstances apply.

(2) A student who seeks an extension of the deadline for submission of an appeal at any level must lodge a written request with the head of school, dean or chair of the appeals committee, as appropriate, giving the reasons for seeking the extension, and must lodge a copy of the request with the faculty administrative officer.

(3) The head of school, dean or chair of the appeals committee, as appropriate, must advise the student in writing of their decision, giving reasons if the request is denied, and must give a copy of their written decision to the faculty administrative officer.

(4) The decision of the head of school, dean or chair of the appeals committee not to allow an extension may be appealed to the Dean of Undergraduate Studies in the case of undergraduate students and postgraduate coursework students, or the Dean of the Graduate Research School, in the case of postgraduate research students, and their decision will be final.

Scope of Appeal Outcome

14.(1) An appeal against academic assessment may result in an amendment that may be either an increase or a decrease in the mark originally awarded.

(2) An appeal against the award of a progress status may result in an amendment to the progress status originally awarded.

(3) An appeal against the result of an application for special consideration may result in an amendment in the mark originally awarded.

(4) An appeal against the application of scaling or other adjustment systems may result in an amendment that may be either an increase or decrease in the mark originally awarded.

(5) An appeal against non-adherence to an Assessment Mechanism Statement may result in an amendment that may be either an increase or decrease in the mark originally awarded.

(6) In respect of sub-Regulations (1), (3), (4) and (5), where an amendment results in a decrease in the mark originally awarded, the amendment will be guided by the principles outlined in the University’s “Policy on Amendment of Examination Results and Other Academic Decisions Found to be in Error After Formal Notification to Students” (see Appendix 1) in order that a student is not unduly disadvantaged.
(7) Where an appeal by an individual student brings to light an error which can be reasonably considered to affect the results of the entire, or any part of, the cohort of students involved, any consequent amendments to the results of the other students will be guided by the principles outlined in the University’s “Policy on Amendment of Examination Results and Other Academic Decisions Found to be in Error After Formal Notification to Students” (see Appendix 1) in order that an individual student is not unduly disadvantaged.

THE APPEAL

15. A formal appeal must be submitted on an appeal form which can be obtained from the faculty office or on the www at: http://www.secretariat.uwa.edu.au/home/policies/appeals.

Student Responsibilities in Submitting Appeals

16.(1) In submitting an appeal, a student must provide a clear written statement giving the reasons for the appeal.

(2) In an appeal above the level of head of school, a student must provide good reasons for believing that the process of assessment was unfair in their case.

(3) In complying with sub-Regulation (2) a student may comment on the circumstances which, in their view, lead to the alleged unfairness.

Staff Responsibilities to Declare an Interest, or perceived Interest, in an Appeal

17. Any staff member who is aware of having previous involvement or a direct interest in, or a possible perceived direct interest in, the outcome of an appeal, must declare that interest to the appropriate person (depending on the level of the appeal) and take no part in the determination of the appeal.

Regulations Relating to all Students Appealing against Results in Coursework Units

18. For a student wishing to appeal against results in coursework units, including Higher Degree by Research preliminary, master’s and professional doctorate students, the processes for appeal are those set out in Regulations 20 to 48.

Regulations for Postgraduate Students Appealing against Annual or Final Dissertation or Thesis Results Determined by Higher Degrees Committees or their Equivalent

19. For students enrolled in faculty-administered Higher Degree by Research preliminary courses, master’s degrees by research and those enrolled in master’s degrees by coursework or in professional doctorates who wish to appeal against an annual or final result for a thesis or dissertation, which has been determined by the higher degrees committee of a faculty, or equivalent, the processes for appeal are as follows:

(1) The student must submit an appeal form to the chair of the higher degrees committee of the faculty concerned.

(2) The higher degrees committee will consider the appeal and the chair will provide the student with written advice of the outcome and the reasons for it.

(3) If the student is not satisfied with the outcome of the appeal, the processes set out in Regulation 31 onwards will apply.

APPEAL AGAINST ACADEMIC ASSESSMENT AT SCHOOL LEVEL

Submission of Appeal Form

20. If after seeking informal feedback, including an arithmetical check, on a result issued by the University, a student believes they have reasons for appeal against the result they must within twelve University working days of the release of the formal result submit an appeal form to the head of the school concerned, with a copy to the faculty office concerned.

Responsibilities of Head of School
21. (1) The head of school must consider whether the process of assessment used to arrive at the disputed result was satisfactory and whether there is reason to question the academic judgement which gave rise to the result.

(2) If the head of school is satisfied that the process of assessment used to arrive at the disputed result was satisfactory, the appeal is not upheld. The head of school must inform the student in writing of this outcome and also advise the student of the next step in the appeals process (see Regulations 23-26).

(3) If the head of school is not satisfied that the disputed result is fair in all the circumstances, then, the head must ensure that appropriate action is taken as soon as possible to have the mark reviewed, or in exceptional circumstances, the work reassessed.

Review by the original assessor

(4) Where the head of school is not satisfied that the process of assessment used to arrive at the disputed result was satisfactory, the head must first consult with the original assessor to ascertain the reasons why the mark was awarded and to request a re-assessment of the work if appropriate.

(5) The head of school must inform the student in writing of the outcome of this review, normally within 20 University working days of receipt of the appeal.

(6) If the student and/or head of school is not satisfied with the outcome of the review by the original assessor, the student may request that the piece of work be referred, or the head of school may refer the piece of work, to an/other assessor/s within or outside the University.

Review by another assessor

(7) If the head of school refers a piece of work to an/other assessor/s, within or outside the University, for re-assessment, the head must provide the other assessor/s with a copy of the piece of work from which the student’s name has been deleted but which indicates the mark awarded and preserves any comments made by the original assessor.

(8) The head of school must also:
(a) where possible provide to the other assessor/s, for the purposes of comparison, copies of the same piece of work completed by two or more other students from which the students’ names have been deleted, but which indicate the marks awarded and preserve any comments made by the original assessor.
and, where possible, are sufficiently close to, but differentiated from, the appellant's mark as to provide a reasonable point of comparison;
(b) ensure that the appellant's work is identified as such;
(c) request the other assessor/s to
(i) rank the pieces of work in order of relative merit; and
(ii) indicate whether the mark awarded to the appellant’s work was reasonable;,
(d) ensure that the other assessor/s are aware of the expected standard of work and criteria against which this should be judged;
(e) provide an explanation from the original marker as to why the mark was awarded; and
(f) provide a copy of the Appeal Form lodged by the student setting out the grounds on which the appeal is made.

(9) It is the responsibility of the head of school to try to ensure that any external assessors used by the school have no connection with any of its staff or students, beyond professional acquaintance within the academic community, and to request the assessors, in submitting their assessment, to sign a statement confirming that position.

(10) If it is not possible for the head of school to find an external assessor who does not have a connection with any of the staff and students of the school, beyond professional acquaintance within the academic community, the head must document the reasons for not being able to do so.

(11) If after work has been reviewed, the head of school proposes to change a student's final result, the head must inform the dean in writing, giving a brief explanation of the way in which the work was reviewed and the reason for the recommended change. Any change in a Progress Status that arises from a change in mark must be made. The head of school must also inform the student in writing.

(12) If after the work has been reviewed, the head of school determines that no change to the student’s result is warranted, they will, if possible, inform the student in person, with a follow-up in
writing, copied to the faculty office, giving a brief explanation of the way in which the work was reviewed.

(13) If the student is not available to be advised in person, the head of school must inform the student in writing as required in sub-Regulation (12).

(14) If the head of school has been involved in the assessment under appeal, they must request the dean to refer the appeal to another senior academic staff member of the school who will act in place of the head for the purposes of these Regulations.

(15) If the head of school is the same person as the dean, they must nominate another senior academic staff member of the school to act in place of the head for the purposes of these Regulations.

Responsibility of Dean

22. The dean will take whatever action is appropriate, within the limits of their delegated authority from the board of examiners or faculty, in relation to any change to a result arising from a head of school's recommendation, and must advise the student in writing of the action taken.

APPEAL TO THE DEAN

This is the first level at which the following are submitted:
(a) appeals against the award of a progress status;
(b) appeals against the result of a request for special consideration;
(c) appeals against the application of scaling or other adjustment systems; and
(d) appeals against non-adherence to the Assessment Mechanism Statement.

Submission of Appeal Form

23.(1) A student who is not satisfied with
(a) the outcome of an appeal against academic assessment to a head of school; or
(b) the process used by the board of examiners to determine the award of a progress status; or
(c) the result of an application for special consideration in relation to an individual student;
(d) the application of scaling or other adjustment systems; or
(e) the non-adherence to the Assessment Mechanism Statement for the unit

and who wishes to pursue the appeal on the grounds that the process was unfair in their case, must submit an appeal form to the dean.

Which Dean?

24. (1) Students appeal to the dean of the faculty responsible for the course in which they are enrolled.

(2) In the case of a student enrolled in a combined course for two degrees:
(a) (i) where the appeal is against academic assessment, the application of scaling or other adjustment systems or non-adherence to the Assessment Mechanism Statement for the unit, the appeal must be made to the dean of the faculty responsible for the degree course of which the disputed unit is a part;
(ii) where a unit may be considered part of both courses, both deans must consult and agree on which dean is to handle the appeal;
(b) in the case of an appeal against the award of a progress status, or against the result of an application for special consideration, the appeal must be made to the dean responsible for the degree course which comprises the greater part of the student’s enrolment in the current academic year.

Time Limit

25. The form must be lodged within twelve University working days after:
(a) the date of notification of the outcome of the appeal lodged in accordance with Regulation 20; OR
(b) the outcome of a request for special consideration; OR

2 A student should inform themselves of this process via the recommended informal action as outlined above.
3 A student should inform themselves of this process via the recommended informal action as outlined above.
(c) the release of the formal results in the case of an appeal under Regulation 22 (c) and/or (d).

Responsibility of Dean in an Appeal against Academic Assessment

26.(1) The dean must consider whether the student’s appeal has been fairly dealt with at the school level.

(2) If the dean is not satisfied that the appeal has been fairly dealt with they will require the head of school concerned to make immediate arrangements for review, to report on the outcome, and to make a recommendation, within a specified period.

(3) If a dean requires, in terms of sub-Regulation (2), that a piece of work be reviewed and/or referred to an/other assessor/s within or outside the University, the dean must also require that the head of school provide the other assessor/s with a copy of the piece of work from which the student's name has been deleted, but which indicates the mark awarded and preserves any comments made by the original assessor.

(4) When complying with the provisions of sub-Regulation (3) the dean or head of school must also:
   (a) where possible, provide to the other assessor/s, for the purposes of comparison, copies of the same piece of work completed by two or more other students from which the students' names have been deleted, but which indicate the marks awarded and preserve any comments made by the original assessor,
   and, where possible, are sufficiently close to, but differentiated from, the appellant's mark as to provide a reasonable point of comparison;
   (b) ensure that the appellant's work is identified as such;
   (c) request the other assessor/s to -
      (i) rank the pieces of work in order of relative merit; and
      (ii) indicate whether the mark awarded to the appellant's work was reasonable;
   (d) ensure that the other assessor/s are aware of the expected standard of work and criteria against which this should be judged;
   (e) provide an explanation from the original marker as to why the mark was awarded; and
   (f) provide a copy of the Appeal Form lodged by the student setting out the grounds on which the appeal is made.

(5) It is the responsibility of the head of school to try to ensure that any external assessors used by the school have no connection with any of its staff or students, beyond professional acquaintance within the academic community, and to request the assessors, in submitting their assessment, to sign a statement confirming that position.

(6) If it is not possible for the head of school to find an external assessor who does not have a connection with any of the staff or students of the school, beyond professional acquaintance within the academic community, the head must document the reasons for not being able to do so.

(7) If, following receipt of the report and recommendation of the head of school, the dean is satisfied that the recommended assessment of the head of school has been fairly arrived at, they will confirm or amend the assessment, and confirm or amend any related progress status as appropriate, within the limits of authority conferred on them by the board of examiners.

(8) If, following receipt of the report and recommendation of the head of school, the dean is not satisfied that the recommended assessment of the head of school has been fairly arrived at, they must refer the student's appeal form to the faculty appeals committee for consideration.

(9) The dean will provide each student who has appealed under sub-Regulation (1) with written advice of the outcome, including a brief explanation of the reasons for the outcome.

Responsibility of Dean in an Appeal against Progress Status

27. (1) The dean will seek a report from the sub-dean, or sub-deans in the case of a student undertaking a combined course, on the process used by the board of examiners to determine the award of the progress status.
If, following receipt of the report under (1), the dean is satisfied that the recommended progress status has been fairly arrived at, they will confirm the progress status, within the limits of authority conferred on them by the board of examiners.

If, following receipt of the report of the sub-dean(s), the dean is not satisfied that the recommended progress status has been fairly arrived at, they must refer the student's appeal form to the board of examiners for consideration.

The dean will provide each student who has appealed with written advice of the outcome, including a brief explanation of the reasons for the outcome.

Responsibility of the Dean in an Appeal against the Result of a Special Consideration Application

28. (1) The dean will seek:
(a) in the case of special consideration for a unit, a report from the sub-dean and/or head of school on the process used in determining the level of special consideration applied in that unit; or
(b) in the case of special consideration for the award of a progress status, a report on the process used to determine the level of special consideration to be applied in the award of the progress status.

If, following receipt of the report, the dean is satisfied that the final mark for a unit or progress status has been fairly arrived at, they will confirm the mark or progress status, within the limits of authority conferred on them by the board of examiners.

If, following receipt of the report, the dean is not satisfied that the recommended final mark or progress status has been fairly arrived at, they must refer the student's appeal form to the board of examiners for consideration.

The dean will provide each student who has appealed with written advice of the outcome, including a brief explanation of the reasons for the outcome.

Responsibility of the Dean in an Appeal against the application of scaling or other adjustment systems

29. (1) The dean will seek a report from the sub-dean and/or head of school on the process used in the application of the scaling or other adjustment systems.

If, following receipt of the report under (1), the dean is satisfied that the final mark has been fairly arrived at, they will confirm the mark, within the limits of authority conferred on them by the board of examiners.

If, following receipt of the report, the dean is not satisfied that the recommended final mark or progress status has been fairly arrived at, they must refer the student's appeal form to the board of examiners for consideration.

The dean will provide each student who has appealed, with written advice of the outcome, including a brief explanation of the reasons for the outcome.

Responsibility of the Dean in an Appeal against non-adherence to the Assessment Mechanism Statement for the unit

30. (1) The dean will seek a report from the sub-dean and/or head of school on the assessment process used and that laid down in the Assessment Mechanism Statement for the unit/course.

If, following receipt of the report under (1), the dean is satisfied that the final mark has been fairly arrived at, they will confirm the mark, within the limits of authority conferred on them by the board of examiners.

If, following receipt of the report, the dean is not satisfied that the recommended final mark or progress status has been fairly arrived at, they must refer the student's appeal form to the Board of Examiners for consideration.

The dean will provide each student who has appealed, with written advice of the outcome, including a brief explanation of the reasons for the outcome.
APPEAL TO FACULTY APPEALS COMMITTEE

Submission of Appeal Form

31.(1) A student who is not satisfied with the outcome of an appeal to a dean or a faculty higher degrees committee and still wishes to pursue the appeal because they believe that the process of assessment was unfair in their case must submit a written request to the faculty administrative officer that the appeal form previously submitted to the dean or higher degrees committee be forwarded to the appeals committee of the faculty responsible for the course in which they are enrolled.

(2) In the case of a student enrolled in a combined course for two degrees:

(a) (i) where the appeal is against academic assessment, the application of scaling or other adjustment systems or non-adherence to the Assessment Mechanism Statement for the unit, the appeal must be made to the dean of the faculty responsible for the degree course of which the disputed unit is a part;

(ii) where a unit may be considered part of both courses, both deans must consult and agree on which dean is to handle the appeal.

(b) in the case of an appeal against the award of a progress status, or against the result of an application for special consideration, the appeal must be made to the dean responsible for the the degree course which comprises the greater part of the student’s enrolment in the current academic year.

(3) The student may attach new information to the written request only if it relates to the reason(s) for the appeal which were put forward in the appeal to the dean or higher degrees committee.

(4) The student may include a relevant written submission from another person who may be a Guild Education Officer, the Head of the School of Indigenous Studies, or any other person, including a legal practitioner, who in the student's opinion is likely to be able to assist the committee in its enquiry.

Time Limit

32. The request to forward the appeal form to the faculty appeals committee must be lodged with the faculty administrative officer no later than twelve University working days after the date of notification of the outcome of the appeal to the dean or higher degrees committee as appropriate.

FACULTY APPEALS COMMITTEE

Purpose of a Faculty Appeals Committee

33.(1) Each faculty must have an appeals committee to consider student appeals where there is dissatisfaction with an assessment result and/or progress status.

(2) Appeals will only be heard from a student who has previously followed the processes set out in these Regulations for reconsideration of a result at the level of the head of school and dean, or higher degrees committee, as appropriate.

Minutes of Meetings

34. The proceedings of each meeting of an appeals committee must be minuted, and the minutes must be made available to the student concerned, following confirmation by the members of the committee.

Summary Dismissal of Appeals

35.(1) The chair of an appeals committee may summarily dismiss an appeal if—

(a) in their judgement, the appeal is based solely on disagreement with an academic assessment made by a school and the evidence available shows that the assessment has been arrived at using the method described in the Assessment Mechanism Statement and provides no reason to suspect that the process of assessment was unfair ; or

(b) in their judgement the appeal is based solely on a disagreement with the criteria used to determine the award of a progress status; or

(c) in their judgement the appeal is based solely on a disagreement about the criteria for the application of scaling or other adjustment systems rather than the application of these criteria; or
in their judgement the appeal is based solely on a disagreement about the content of the Assessment Mechanism Statement rather than on adherence thereto; or

(e) the student submitting the appeal has not already appealed at the level of head of school and/or dean, or higher degrees committee, as required in these Regulations; or

(f) in their judgement, the stated reasons for the appeal are so wide or imprecise that there is no reasonable case for consideration; or

(g) the student has not replied to a request for additional information within twelve University working days, or within a longer period if a longer period has been allowed in light of special circumstances.

(2) If the chair decides to dismiss an appeal summarily, they must advise the student in writing within twelve University working days, following the submission of an appeal in accordance with Regulation 31, giving the reason/s for the decision.

Constitution of Faculty Appeals Committees

36.(1) A Faculty Appeals Committee comprises:

(a) the Chair of the Academic Board or nominee, as Chair;

(b) a dean, deputy dean, associate dean or sub-dean of another faculty, appointed by the Chair of the Academic Board;

(c) two (one from each faculty in the case of a combined course student) senior academic members of the faculty appointed annually by the faculty, or if either or both are unavailable to serve, alternatives drawn from a panel of at least five senior academic members of the faculty elected by the faculty each year in terms of sub-Regulation 38(1)(b);

(d) one student, appointed by the faculty on the recommendation of the faculty’s student association/s, provided that—

(i) if that person is unavailable or ineligible to serve, an alternative must be drawn from the panel of three students elected by the faculty each year in terms of sub-Regulation 38(1)(a);

(ii) if the appeal relates to a postgraduate case, the student must be drawn from the panel of postgraduate students referred to in sub-Regulation 38(2).

(2) A person with a direct interest in or previous involvement in the case is ineligible to serve on the committee.

Quorum

37.(1) The quorum for an appeals committee is the full committee.

(2) The chair has both an ordinary and a casting vote.

Panels

38.(1) Each year each faculty must elect two panels as follows:

(a) a panel of three undergraduate students to be drawn on as necessary in terms of sub-paragraph 36(1)(d)(i); and

(b) a panel of at least five senior academics who are members of the faculty to be drawn on as necessary in terms of paragraph 36(1)(c).

(2) For each faculty, the Postgraduate Students’ Association will elect a panel of three postgraduate students for endorsement by the faculty.

(3) Members of the panels will be numbered sequentially and will be called upon to serve in order of their numbering.
If an eligible alternative member, or eligible alternative members, cannot be provided when necessary from the appropriate elected panel, the chair of the committee will appoint a person from the requisite category to serve on the committee.

**Conduct of the Appeal**

39.(1) The conduct of an appeal is at the discretion of the appeals committee, but with the following conditions:

(a) if the student has previously appealed to a faculty higher degrees committee—

(i) the chair of the higher degrees committee must submit all papers relating to the appeal at higher degrees committee level for inclusion in the agenda for the appeals committee;

(ii) the chair of the higher degrees committee must be invited to the appeals committee meeting to explain the higher degrees committee's determination on the case;

(iii) the agenda and all attachments must be sent to the student at the same time as they are sent to committee members; and

(iv) the student must be invited to appear before the committee and to be accompanied by a Guild Education Officer, Head of the School of Indigenous Studies or by a person nominated by either party;

(b) in all cases other than those described in paragraph (a)—

(i) where applicable, the head of the school concerned must submit all papers relating to the appeal at school level for inclusion in the agenda for the appeals committee;

(ii) the dean concerned must submit all papers relating to the appeal at dean level for inclusion in the agenda for the appeals committee;

(iii) the agenda and all attached papers must be sent to the student at the same time as they are sent to committee members;

(iv) the head of school or nominee must be invited to attend the appeals committee meeting to explain the school determination in a case relating to an appeal against academic assessment;

(v) the dean or nominee, and sub-dean and/or head of school in the case of an appeal against the result of an application for special consideration or against the award of a progress status, must be invited to attend the appeals committee meeting to explain the earlier determination made on the case; and

(vi) the student must be invited to appear before the committee and to be accompanied by, and, if they wish, represented by a Guild Education Officer, Head of the School of Indigenous Studies or a person nominated by either party.

(2) If the committee considers it appropriate, the appeal may be heard in the presence of the student, any person accompanying the student and the invited staff member/s.

**Alternative Process**

40. If the Registrar is satisfied that it would be impractical for a student to appear before a Faculty Appeals Committee constituted and conducted in accordance with Regulations 33-36, the Registrar must determine an alternative process to ensure that the student has an opportunity to present a case to those charged with hearing the appeal.

**Action Following the Meeting of the Faculty Appeals Committee**

41.(1) If the faculty appeals committee is not satisfied that the appeal has been fairly dealt with it must require the dean, or the chair of the higher degrees committee, as appropriate, to make immediate arrangements for:

(a) the review of the process by which—

(i) the result of the application for special consideration was arrived at; or

(ii) the award of the progress status was made; or

(iii) the scaling or other adjustment systems were applied; or
(iv) the adherence or otherwise to the Assessment Mechanism Statement has been determined; or
(b) review in the case of an appeal against assessment

and to report and to make a recommendation, within a period specified by the committee, on the outcome of the review or reassessment.

(2) The committee may require the chair of a higher degrees committee to refer a thesis or dissertation to an/other assessor/s within or outside the University to further inform the academic judgement of the higher degrees committee, and, having done so, to provide, as part of the report required by sub-Regulation (1) a summary of all assessments made to date, and a rationale for the result recommended.

(3) The committee, through the dean, may require a head of school to refer the work to an/other assessor/s within or outside the University to further inform the academic judgement of the school, and, having done so, to provide, through the dean, as part of the report required by sub-Regulation (1) a summary of all assessments made to date, and a rationale for the result recommended.

(4) If a committee requires that a piece of work be reviewed or referred to an/other assessor/s within or outside the University, the committee may also require that the chair of the higher degrees committee or the head of school, as appropriate, provide the other assessor/s with a copy of the piece of work from which the student's name has been deleted, but which indicates the mark awarded, and preserves any comments made by the original assessor.

(5) When complying with the provisions of sub-Regulation (4) the chair of the higher degrees committee or head of school must also:
(a) where possible provide to the other assessor/s, for the purposes of comparison, copies of the same piece of work completed by two or more other students from which the students’ names have been deleted, but which indicate the marks awarded, and preserve any comments made by the original assessor,
and, where possible, are sufficiently close to but differentiated from the appellant's mark as to provide a reasonable point of comparison;
(b) ensure that the appellant's work is identified as such;
(c) request the other assessor/s to -
(i) rank the pieces of work in order of relative merit; and
(ii) indicate whether the mark awarded to the appellant’s work was reasonable;
(d) ensure that the other assessor(s) are aware of the expected standard of work and criteria against which this should be judged;
(e) provide an explanation from the original marker as to why the mark was awarded; and
(f) provide a copy of the Appeal Form lodged by the student setting out the grounds on which the appeal is made.

(6) It is the responsibility of the chair of the higher degrees committee or head of school, as appropriate, to try to ensure that any external assessors appointed have no connection with any of the staff or students of the school, beyond professional acquaintance within the academic community, and to request the assessors, in submitting their assessment, to sign a statement confirming that position.

(7) If it is not possible for the chair of the higher degrees committee or head of school, as appropriate, to find an external assessor who does not have a connection with any of the staff and students of the school, beyond professional acquaintance within the academic community, the chair or head, as appropriate, must document the reasons for not being able to do so.

(8) If after receipt of the report and recommendation of the dean or the chair of the higher degrees committee, as appropriate, the appeals committee is satisfied that the reassessment has been fairly arrived at, the dean must confirm or amend the assessment, within the limits of the authority conferred on him or her by the board of examiners.

(9) If after receipt of the report of the dean or chair of the higher degrees committee, the appeals committee is not satisfied that the reassessment has been fairly arrived at, it may either—

(a) arrange a meeting with the chair of the higher degrees committee or the dean and head of school, as appropriate, in an effort to resolve, or find a means of resolving, the matter; or
(b) require the dean or the chair of the higher degrees committee, as appropriate, to take further steps in regard to reassessment; or
(c) refer the matter, via the chair of the faculty appeals committee, in appropriate cases, for consideration by the board of examiners who must make a final decision on the mark to be awarded.

(10) If after receipt of the report and recommendation as referred to in Regulation 41(1), the appeals committee is not satisfied that the result of the application for special consideration or the award of the progress status or the application of scaling or other adjustment systems has been fairly arrived at, it may refer the matter back to the board of examiners in order that they may:
(a) in the case of an appeal against the award of a progress status, vary that progress status; or
(b) in the case of an appeal against the result of an application for special consideration, vary the level of special consideration granted; or
(c) in the case of an appeal against the application of scaling or other adjustment systems amend the final mark.

(11) If after receipt of the report and recommendation as referred to in Regulation 41(1), the appeals committee is of the opinion that there has been non-adherence to the Assessment Mechanism Statement, it may consider the implications of this non-adherence, which may lead to a referral of the work involved back to the head of school for reassessment in accordance with Regulation 21(3).

Advice to Student of Outcome

42.(1) The chair of the committee must advise the student in writing of the committee’s decision and of further avenues of appeal if the decision is not in favour of the student.

(2) The chair’s letter to the student must be copied to the head of school and/or dean or chair of the higher degrees committee, as appropriate.

43. Except as provided in Regulation 45, the decision of the committee is final and it will not engage in any further correspondence with the student.

Power to Make Recommendations on Matters of General Concern

44. (1) The chair of an appeals committee has the power to make recommendations to deans on matters of general concern arising from appeals to faculty appeals committees, with a copy to the Dean of Undergraduate Studies, and to seek a report on the action taken as a result of these recommendations.

(2) The chair of an appeals committee may also recommend to the Registrar that these Regulations be reviewed in light of matters of general concern arising from appeals to faculty appeals committees.

APPEAL TO THE VICE-CHANCELLOR AGAINST PROCEDURAL IRREGULARITY BY A FACULTY APPEALS COMMITTEE

45.(1) A student who believes that a faculty appeals committee or its chair has operated irregularly, in a procedural sense, may appeal in writing to the Vice-Chancellor.

(2) A student who wishes to appeal to the Vice-Chancellor must lodge that appeal within twelve University working days of notification of the outcome of an appeal to the faculty appeals committee, and must clearly identify the procedural irregularity which they believe the faculty appeals committee has committed.

(3) The Vice-Chancellor or nominee will enquire into the procedure of the faculty appeals committee, in the light of the content of the written appeal.

(4) If the Vice-Chancellor or nominee is satisfied that the faculty appeals committee concerned has not acted irregularly in any significant way in the conduct of the appeal, they will inform the student accordingly.

(5) If the Vice-Chancellor or nominee finds that there was some procedural irregularity in the conduct of the appeal, they may:
(a) require the faculty to arrange for a faculty appeals committee with a completely revised membership, including a chair appointed by the Vice-Chancellor, to hear the appeal again; or
(b) if they believe that no useful purpose will be served by reference back to a revised faculty appeals committee, establish a University Appeals Committee to hear the appeal.

Appointment of University Appeals Committee
An Appeals Committee established in terms of paragraph (5)(a) must be provided with exactly the same material as was provided to the original committee but must not be given the minutes of the original meeting.

An Appeals Committee established in terms of paragraph 5 (b) will comprise at least three members appointed by the Vice-Chancellor or nominee, including a student, and will be provided with all documentation relating to the earlier appeal.

Except as otherwise specified in these Regulations, Regulations 36-43 apply to a faculty appeals committee established in terms of sub-Regulation 45(5)(a) and a University appeals committee established in terms of sub-Regulation 45 (5)(b).

Power of a University Appeals Committee to Determine an Academic Result

A University appeals committee has the power to determine an academic result which is based on the advice of acknowledged external experts in the discipline concerned, given after receiving work submitted by other students in the unit (or in the case of a thesis or dissertation, in the discipline) together with information on the grades/marks awarded for that work.

A University appeals committee may vary the level of special consideration granted or a progress status.

A University appeals committee may amend the final mark in the case where a scaling or other adjustment system has been found to have been incorrectly applied.

A University appeals committee may determine an academic result in terms of sub-Regulation (1) in the case where there as been non-adherence to the Assessment Mechanism Statement.

A decision of a University Appeals Committee is final within the University.

APPEALS OUTSIDE THE UNIVERSITY

A student who has exhausted the avenues of appeal available within the University may pursue their case through any appropriate government body or official.

[APPEALS_PROCESS]
5 July 2005
POLICY ON AMENDMENT OF EXAMINATION RESULTS AND OTHER ACADEMIC DECISIONS FOUND TO BE IN ERROR AFTER FORMAL NOTIFICATION TO STUDENTS

1. This policy applies to the amendment of examination results and other academic decisions which have been found to be in error after the student concerned has been formally notified of the original result or decision.

2. The University is committed to the following principles which will guide those responsible for amending results/decisions:
   - maintaining for the benefit of the institution and individual students an accurate record of students’ achievements
   - ensuring an equitable outcome for all students concerned

3. Subject to clause 4, where errors are found to have occurred in the process of calculating and reporting examination results or making academic decisions for admission to courses, imposition/removal of sanctions, award of scholarships or similar, the University will formally amend its records and notify the students concerned of this amendment, notwithstanding the fact that the amendment may represent a less favourable outcome for the students.

4.1 Where possible, the University will strive to ensure that students do not suffer unduly by the loss of any opportunity provided by the University to which they have already been granted access as consequence of an examination result or other academic decision found to be in error after formal notification to the students.

4.2 Where possible the University will strive to ensure that students are not precluded from accessing an opportunity which would have been available to them if no error had been made in the processing of results and decisions pertaining to other students.

5. If a staff member becomes aware that an examination result or academic decision is incorrect after the students concerned have been formally notified, he or she will follow the procedures stipulated on the Student Administration website (http://www.admin-srs.uwa.edu.au/).

6 September 2000