

# QUERYING A MARK /GRADE

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On occasion, a student may disagree with a mark or grade. There are procedural steps when querying an assessment result or an exam result.

**Note:** FEIT students follow a slightly different process. Please visit the FEIT Academic Advice page for more details:

<https://www.uts.edu.au/current-students/current-students-information-faculty-engineering-and-it/academic-advice>

1. To query a mark or grade for an assessment task or final exam, students should request for an appointment to query their marks with their Subject Coordinator **within 5 working days of the release of the assessment task or exam result.**
2. **The Subject Coordinator** will consider the claim and determine if there is an error. If an error is found, the mark will be adjusted. If the subject coordinator determines that an error has not been made, they will inform the student of the decision. Where a student is dissatisfied with the determination of the Subject Coordinator, they may escalate the query by making an appointment to see the Responsible Academic Officer (RAO) via written submission through the [Ask UTS Online Enquiry Portal](#), at which time their query is now treated as a *complaint*.
3. **To make an appointment to see the RAO** via a written submission through the [Ask UTS Online Enquiry Portal](#), the Ask UTS Online Enquiry must contain a record (email) of the interaction with your Subject Coordinator and their decision. The RAO will make a determination and provide an answer to the student and the Subject Coordinator with reasons. Where a student is dissatisfied with the determination of the RAO, the student may bring the complaint to the attention of the Dean by making an appointment.
4. **The Dean** may limit the investigation to matters of procedural fairness. The Dean will make a determination and provide an answer to the student and the Subject Coordinator with reasons.
5. Following the Dean's decision, if the student believes they have not been treated fairly and equitably they may seek the assistance of the **Student Ombud**: <http://www.uts.edu.au/current-students/support/when-things-go-wrong/appeals-and-complaints/uts-student-ombud>

For further information on Querying a Mark/Grade, refer to section 4.49 of the Coursework Assessments

Procedures: <http://www.gsu.uts.edu.au/policies/coursework-assessments.html>