

QUERYING AN INDIVIDUAL MARK/GRADE OR FINAL MARK FOR A SUBJECT

On occasion, a student may disagree with an individual mark/grade, or final mark for a subject. There are procedural steps to follow when making these queries.

REASONS TO APPLY

You can query an **individual mark or grade** for an assessment task of final exam for any reason.

Reasons to query the **final mark for a subject** should only be for administrative or procedural irregularities, and may include:

- A subject outline was not provided
- Assessment requirements were changed in an unreasonable way
- Due regard was not paid to an approved special consideration application
- There was an error in the calculation of the final subject mark
- Alleged discrimination, prejudice or bias from any person involved in the determination of the final subject mark

HOW TO APPLY

Students should email their Subject Coordinator **within 5 working days of the release of the assessment task or final result for a subject**. Students must complete and attach this [template](#) to their email, and include the following information:

- Student ID
- Subject Name and Number
- Application Type: Assessment Task Result Query or Final Result Query
- Details of query (including proof of any error if applicable)
- For a review of final subject mark, you must provide examples and supporting documentation. You must also outline why you were prevented from seeking help prior to the release of results.

The Subject Coordinator will consider the claim and determine if the mark needs to be adjusted. If the subject coordinator determines that the mark does not need to be adjusted, they will inform the student of their decision.

APPEAL PROCESS

Where a student is dissatisfied with the determination of the Subject Coordinator, they may escalate the query to the Responsible Academic Officer (RAO) via written submission through the [Ask UTS Online Enquiry Portal](#).

The Online Enquiry must contain the following attached documents:

1. The **original query mark or grade form** the student sent to Subject Coordinator
2. The **email trail** between the student and the Subject Coordinator showing:
 - the full conversation between both parties
 - the Subject Coordinator's final decision
3. A **statement** outlining the reasons why the student wishes for the RAO to review the decision.

The RAO will make a determination and provide an answer to the student and the Subject Coordinator with their reasons.

Following the RAO's decision, if the student believes they have not been treated fairly and equitably, they may seek the assistance of the [Students Complaints Resolution Office](#), who may seek to resolve the matter if a reasonable resolution is available. The complaints process is not a substitute for the process of querying a mark or grade, and does not oversee academic judgement in the awarding of assessments or grades.

Application can also be made to the [Student Ombud](#) to determine whether appropriate procedure has been followed in awarding a mark or grade.

For further information, please refer to the [Coursework Assessments Procedures](#).