

 BOND UNIVERSITY	REVIEW OF RESULTS PROCEDURE
Endorsing Policy	Student Grievance Management Policy
Procedure Owner	University Registrar
Contact Officer	Chief Integrity Officer
Approval Authority	University Registrar
Date of Next Review	31 July 2026

1. PURPOSE AND OBJECTIVES

This Procedure outlines the processes relating to Review of Interim Assessment and Review of Final Assessment. For the purposes of this Procedure, both of these circumstances are referred to as ‘reviews’.

2. AUDIENCE AND APPLICATION

Academic staff of Bond University and students enrolled in coursework subjects at the University.

3. ROLES AND RESPONSIBILITIES UNDER THIS PROCEDURE

Role	Responsibility
Executive Dean of Faculty or Head of University Academic Unit (UAU)	<ul style="list-style-type: none"> Resolves disputes between reviewers and lead educators arising from the conduct of reviews Considers and determines appeals against outcomes of Review of Interim Assessment
Associate Dean (Student Affairs & Service Quality), or equivalent	<ul style="list-style-type: none"> In exceptional circumstances, may approve extensions to deadlines for submission of requests for Review of Interim Assessment and Review of Final Assessment Assesses (or delegates such responsibility) the eligibility of applications for Review of Interim Assessment and Review of Final Assessment and, where eligible, arranges for Reviews of Interim Assessment and Reviews of Final Assessment to be conducted and notifies outcomes to students and Student Business Services Liaises with the lead educator in circumstances where it has been determined by the reviewer that the result originally given falls outside the range of acceptable options for an assessment item of that quality
Reviewer	<ul style="list-style-type: none"> Considers whether the result for an assessment item is within the range of acceptable options appropriate for the quality of work submitted. Refers to the decision and reasoning of the original marker while undertaking a review Addresses the student’s grounds for seeking the review and provides reasons for the determination reached to the Associate Dean (SASQ) or delegate
Student Business Services	<ul style="list-style-type: none"> Notifies a student where there is a change to a subject’s grade following a Review of Final Assessment
Student	<ul style="list-style-type: none"> Prior to submission of a Review of Results application, where practicable, approaches the educator to seek assessment feedback, discuss the result and endeavour to resolve any concerns through consultation and informal resolution
University Appeals Committee	<ul style="list-style-type: none"> Considers and determines appeals against outcomes of Review of Final Assessment
Academic Secretariat	<ul style="list-style-type: none"> Provides administrative support to the University Appeals Committee

4. PROCEDURE

4.1 General Principles

Bond University acknowledges and supports a student’s right to seek a review of the results for an Interim Assessment or Final Assessment in certain circumstances. A review of results allows for an assessment to be reconsidered by a different educator (referred to as the reviewer) and addresses any specific concerns raised by the student about the assessment. A review is not a means to obtain further feedback on assessment performance.

Students seeking feedback should contact the lead educator, discipline lead, or the SASQ team in their Faculty or University Academic Unit (UAU).

4.1.1 Possible Outcomes

A review of an Interim Assessment or Final Assessment will result in one of the following:

- no change to the mark; or
- a higher mark awarded for the assessment; or
- a lower mark awarded for the assessment.

4.1.2 Grounds for Review

Only limited grounds are accepted for requesting a review. An application must demonstrate that:

- there were computational, arithmetical or other clerical errors in the determination of the assessment mark, including that the weightings specified by the subject outline were incorrect; or
- the assessment was not graded in accordance with published University policy, procedure, or assessment criteria; or
- the marker or assessor had a conflict of interest or acted with bias during the grading process.

4.1.3 Eligibility

Except for original assessments where a resit or supplementary assessment has been offered and/or completed, students may request a review of results for any individual assessment item that meets either of the following criteria:

- the assessment carries a weighting of 15% or more of the overall grade; or
- the assessment is a hurdle assessment (i.e., passing the subject is contingent on passing the assessment).

4.1.4 Conditions and Limitations

- A student may submit only one Review of Results application for any given assessment.
- An application must be submitted within the stipulated submission time frame set out in this Procedure.
- For participation or performative assessments, the review will typically consist only of an administrative check to confirm whether marks were correctly aggregated (refer to clause 4.2.1); and
- The following are ineligible reasons for seeking a review of results:
 - disagreement with the assessment methods or learning outcomes approved by the University for the subject;
 - disagreement with the standard required to receive particular marks or grades in the subject;
 - enrolment overload;
 - personal and/or medical problems (which may be dealt with by deferred assessment requests or retrospective withdrawal procedures);
 - financial, career, visa or other personal implications of not passing the subject or not achieving a particular mark or grade;
 - the mark or grade not being indicative of academic performance in other assessments in the subject or previous academic history;
 - the amount of time, work or effort expended in completing the assessment;
 - the need for additional marks to secure a higher or passing grade;
 - marks or grades achieved by other students in the subject;
 - changes to a mark or grade due solely to an administrative error; and/or
 - disagreement with a penalty imposed for academic misconduct in accordance with the Student Code of Conduct Policy.

4.1.5 Criteria for Review Submission

4.1.5.1 Review of Interim Assessment

Students must submit their request for review by email (refer to clause 4.3.2). The request must:

- include the subject code, subject name and assessment;
- provide at least one ground listed under clause 4.1.2 for seeking the review;
- not exceed three A4 pages (size 10 font or greater) and be supported by no more than 10 A4 pages of evidence/documentation; and
- be submitted by the student who completed the assessment (i.e., not submitted by any third party).

For further information, students should consult clause 4.3.

4.1.5.2 Review of Final Assessment

Students must submit their request for review via the appropriate online form located on the Assessment page of the Bond University website. The request must:

- include the subject code, subject name and assessment;
- provide at least one ground listed under clause 4.1.2 for seeking the review;
- not exceed three A4 pages (size 10 font or greater) and be supported by no more than 10 A4 pages of evidence/documentation; and
- be submitted by the student who completed the assessment (i.e., not submitted by any third party).

For further information, students should consult clause 4.4.

4.1.6 Assessment of Application

Where a student seeks a Review of an Interim Assessment or a Review of a Final Assessment, the Associate Dean (SASQ) or delegate will first assess the submission for eligibility.

Applications that are deemed ineligible for review will not be progressed and the student will be advised in writing including the reasons why the application cannot be progressed. Where a student's application is deemed ineligible for review, the student will be advised there is no further avenue for resubmission, review or appeal.

4.2 Conduct of Reviews

4.2.1 Where practicable, performative assessments should be recorded to facilitate review. Otherwise, the review will consist only of an administrative check of whether the marks for the assessment have been aggregated correctly.

4.2.2 Where practicable, all reviews should be conducted without the reviewer knowing the identity of the student and by a member of academic staff qualified to undertake the review.

4.2.3 A review considers whether the result for an assessment item is within the range of acceptable options appropriate for the quality of work submitted. Accordingly, it is appropriate for the reviewer to refer to the decision and reasoning of the original marker while undertaking a review.

4.2.4 The reviewer will address the student's grounds for seeking the review (as set out in clause 4.1.2) and provide reasons for the determination reached to the Associate Dean (SASQ) or delegate.

- Where a reviewer determines that the result originally given falls within the range of acceptable options for an assessment item of that quality, they will confirm the result originally given.
- Where a reviewer determines that the result originally given falls outside the range of acceptable options for an assessment item of that quality, they will nominate a result which they deem to be appropriate. The Associate Dean (SASQ) will consult with the lead educator who may either accept that result or the matter will be referred to the Executive Dean or Head of UAU, or delegate, for final decision.

4.2.5 Where a review results in a changed result, this result will be recorded as the student's result for the assessment item, regardless of whether it is higher or lower than the original result.

4.2.6 Where a student has been excluded for unsatisfactory academic progress and has submitted, or intends to submit, a request for review of results, the student must appeal against their exclusion within the appeal timelines pending the outcome of their request for review of results.

4.3 Review of Interim Assessment

4.3.1 A student who is not satisfied with their result for an interim assessment item should initially approach the lead educator of the subject to discuss the result and endeavour to resolve any concerns through consultation.

4.3.2 A student who is not satisfied with the outcome of the discussions with the lead educator may request a Review of Interim Assessment within 10 business days of being advised of the original result. The request must be in writing, provide at least one ground listed under clause 4.1.2 for seeking the review,

and be lodged with the Student Affairs & Service Quality (SASQ) Team, or equivalent, within the Faculty or UAU responsible for the subject.

Faculty / UAU	Email
Bond Business School	SASQ_business@bond.edu.au
Bond University College	SASQ_BUC@bond.edu.au
Faculty of Health Sciences & Medicine	SASQ_HSM@bond.edu.au
Faculty of Law	LAWSASQ@bond.edu.au
Faculty of Society & Design	SASQ_FSD@bond.edu.au
Transformation CoLab	SASQ_CoLab@bond.edu.au

The deadline above may be varied for a subject running on a non-standard calendar in order to facilitate the timely resolution of assessment outcomes, provided this is specified in the subject outline.

In exceptional circumstances only, the Associate Dean (SASQ), or equivalent, may approve an extension to the deadline for submission of a request for Review of Interim Assessment.

4.3.3 The Associate Dean (SASQ), or equivalent, will arrange for the review to be conducted (or delegate such responsibility) and for the student to be notified of the outcome by email normally within 10 business days from the date of lodgement of the request for review. The written notification to the student will address the student's grounds for seeking the review and provide reasons for the decision.

4.3.4 A student who believes the outcome of the review to be incorrect may submit an appeal against the decision to the Executive Dean or Head of UAU. Refer to clause 5 of this Procedure and clause 4.3 of the Student Review and Appeals Procedure.

4.4 Review of Final Assessment

4.4.1 For the purposes of this Procedure, a Review of Final Assessment is defined as a review of a final subject examination or other final assessment item and includes consideration of whether the aggregate marks for all assessment items in the subject have been taken into account.

4.4.2 Reviews of interim assessment items are subject to the process outlined in clause 4.3 and will not be undertaken as part of a Review of Final Assessment.

4.4.3 Where practicable, a student who is not satisfied with their result for a final assessment should initially approach the lead educator of the subject to discuss the result and resolve any concerns through consultation.

4.4.4 A student who is not satisfied with the outcome of the discussions with the lead educator may request a Review of Final Assessment by lodging the online application form, including written reasons for seeking a review, via eStudent no later than 5pm on the Friday of Week 1 of the semester following the final examination or assessment (or, where the student receives a result after the official release date, no later than 10 business days following publication of the result).

The deadlines above may be varied for a subject running on a non-standard calendar in order to facilitate the timely resolution of assessment outcomes, provided this is specified in the subject outline.

In exceptional circumstances only, the Associate Dean (SASQ), or equivalent, may approve an extension to the deadline for submission of a request for Review of Final Assessment.

4.4.5 The Associate Dean (SASQ), or equivalent, will arrange for the review to be conducted (or delegate such responsibility) and the student will be notified of the outcome by email normally no later than Friday of Week 2 of the semester following the final examination or assessment. The written notification to the student will address the student's grounds for seeking the review and provide reasons for the decision.

4.4.6 Where there is no change of result, except where the original result was a Fail grade, a fee of \$50 per subject will be charged to the student's account.

5. Appealing the Outcome of a Review of Results

Where a Review of Interim Assessment Results or Review of Final Assessment Results has been undertaken, a student may appeal the outcome of that decision on the following grounds:

- there was a misapplication of policy or procedure resulting in disadvantage to the student; or
- there was bias or a conflict of interest on the part of the decision maker.

An appeal against an outcome of a review will not include a second review of the quality of the assessment.

The appeal should be directed as follows:

- Review of Interim Assessment - appeal to the Executive Dean of the Faculty or Head of UAU
- Review of Final Assessment - appeal to the University Appeals Committee

Students must read the information set out in clause 4.3 of the [Student Review and Appeals Procedure](#) before submitting an appeal.

6. RELATED DOCUMENTS

[Student Grievance Management Policy \(SS 5.8.1\)](#)

[Student Review and Appeals Procedure](#)

[Academic Progress Policy \(SS 5.4.5\)](#)

[Assessment Policy \(TL 3.5.1\)](#)

[Assessment Procedure](#)

7. MODIFICATION HISTORY

Date	Sections	Source	Details
30 July 2025	Schedule B	Acting University Registrar	V4: Amendments to clause 3, clarify assessment of applications and appeal conditions
6 May 2025			V3: minor amendments
14 December 2023			V 2 Academic Governance Interim Review
19 December 2022			Date First Approved Regs to Procedure