I AM DISAPPOINTED WITH MY GRADE, WHAT CAN I DO?
In many cases disappointing grades will indicate the need to improve while in a smaller number of cases there may be an error. If there has been a clerical or procedural error, you may wish to appeal. You can only appeal your final grade, so you need to wait until final grades are released before lodging an appeal.

If considering an appeal:
1. Seek written feedback from academic teaching staff and view your exam;
2. Assess whether you appear to meet one or more of the grounds of appeal;
3. Attend a grade appeal workshop (or view presentation online) to help you navigate the policy and procedure;
4. Appeals can be lodged via Ask.MQ (submit within 20 working days of the release of the final grade).

Grounds for a Grade Appeal
A formal Grade Appeal must be supported by evidence. Grounds for a Grade Appeal are:

1. A clerical error occurred in the determination of a final grade
   • e.g. Your marks were not added up correctly.

2. The Unit Guide was not in accordance with the Assessment Policy Schedule 6 and/or the Unit Guide Procedure
   • e.g. There were two different unit guides provided for your unit which have conflicting information.
   • Assessment Policy Schedule 6: https://goto.mq.edu.au/policy-assessment
   • Unit Guide Procedure: https://goto.mq.edu.au/policy-unit-guide

3. Due regard was not paid to an illness or misadventure that had been found to be eligible for special consideration
   e.g. You were granted an extension on your assignment after you put in a Special Consideration Application – but now you find you have lost marks for submitting your assignment late.
   NOTE: If you did not lodge a Special Consideration request, or, the request was rejected, you cannot appeal on this ground.

4. The student had been disadvantaged in some way due to the conduct of an assessment task
   • e.g. For your oral presentation, you were only given the opportunity to speak for 10 minutes and had to rush the end of your speech because the time allocated to the tutorial had finished and a new class was waiting outside. Everyone else in the class got a full 15 minutes for their presentation.

5. The student had been disadvantaged by variation of the assessment requirements or feedback provisions laid out in the Unit Guide
   • e.g. The unit guide stated that the exam would be a mix of short answer questions and multiple choice, but on the day of the exam it turned out that it was comprised of short answer questions and an essay question.
BEFORE LODGING AN APPEAL

- Check your grade calculation is accurate; check iLearn and the exam paper;
- To seek feedback, email your tutor or Unit Convenor, remain courteous in your emails;
- If you receive constructive feedback take time to reflect objectively;
- Keep copies of your emails - sometimes they can be used as evidence with an appeal;
- When viewing your exam, try to identify areas you need to improve in and/or any errors in marking;
- To view your exam, contact your Faculty Student Administration;
- When viewing your exam, check all questions have been marked and all marks have been added correctly;
- You may not be able to take photographs or notes when viewing the exam;
- If you identify errors, you will need to recall where they are in the paper;
- You will need to explain in your appeal the location of any error you saw in the exam viewing;

HOW DO I LODGE A GRADE APPEAL?
All Grade Appeals need to be lodged via ask.mq.edu.au

You must submit your application within 20 working days from the day your final results are released. Check the MQ Calendar for results release dates: https://www.mq.edu.au/study/calendar-of-dates

If your grade is released late (e.g supplementary), calculate from the date you received written notification of the final grade.

HOW & WHEN WILL I KNOW THE OUTCOME?

- An outcome should be sent to you by email;
- If seeking an update, you may wish to contact your Faculty Administration;
- While there is no stated timeframe for processing, you may wish to contact Advocacy if it is taking an unreasonable amount of time to get an outcome.

WHAT IF MY GRADE APPEAL IS REJECTED?

If a student can demonstrate, with evidence, that the University has not followed its Grade Appeal Procedure (a procedural error) they may consider appealing the decision in accordance with the Academic Appeals Policy:
https://goto.mq.edu.au/policy-academic-appeal

You have 20 working days from the date you received your grade appeal decision to submit this secondary appeal.

If you would like assistance with a secondary appeal, or to register for a workshop, visit Request for Help – Student Advocacy and Support Services:
https://it-mqo.formstack.com/forms/studentadvocacyrequestforhelp

For wellbeing support contact Student Wellbeing:
Email: wellbeing@mq.edu.au
Phone: (02) 9850 7497
Visit: AHH, Ground Floor, 16 University Avenue