I AM DISAPPOINTED WITH MY GRADE, WHAT CAN I DO?
Firstly, breathe, take some time to process emotions. Seek support if you need to. Once you are thinking clearly, reflect. In many cases disappointing grades will indicate the need to improve while in statistically fewer cases there may have been an error.

If there has been a clerical or procedural error, you may wish to appeal. Limited grounds to appeal apply under the Grade Appeal Policy. The 5 grounds are listed in this guide. Sometimes the grounds do not have the most obvious meaning. It is recommended you view the Grade Expectations Presentation (https://prezi.com/w8hpomor2anca/grade-expectations/#) Attend a workshop if you have questions about the grounds after reading this guide and the Policy.

See the Advocacy web page for more information: https://students.mq.edu.au/support/wellbeing/studentadvocacy

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

For career advice contact the Career and Employment Service
   Email: careers@mq.edu.au
   Phone: (02) 9850 7372
   Visit: Level 3 MAZE, 18 Wally’s Walk

HOW DO GRADE APPEALS WORK?
You can only appeal your final grade, so you need to wait until final grades are released. Appeals at Macquarie University are based on procedural grounds. Grade Appeals must identify where the University has not followed appropriate procedure.

WHAT SHOULD I DO BEFORE LODGING A GRADE APPEAL?
Check your grade is accurate and seek feedback. It is important for you to view your exam paper before you prepare your appeal. For more information about viewing your exam contact your Faculty Administration without delay. Viewing your exam script/paper may enable you to identify areas you need to improve in or to detect whether errors have occurred. Check whether all questions have been marked and marks have been added up correctly. When viewing your exam script/paper you will not be able to take photos or notes. You will need to remember where any problems in your paper are so that you can mention these in a grade appeal. When seeking feedback adopt a neutral tone and be polite. Remember academics are very busy and may take time getting back to you. If you receive constructive feedback take time to reflect objectively. Keep a copy of email exchanges in case they are relevant to an appeal.

WHAT ARE THE 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.

3. Due regard was not paid to an illness or misadventure that had been found to be eligible for special consideration
   • NOTE: If you did not lodge a Special Consideration request, or, the request was rejected, you cannot appeal on this ground.
   • 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.

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.

HOW DO I LAUNCH A GRADE APPEAL?
You will need to use the university’s online Grade Appeal system at ask.mq.edu.au

You must submit your application within 20 working days from the day your exam results are released. Appeals after this date will be rejected unless a student can show they were significantly incapacitated during the appeal period.

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://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policies/academic-appeals#policy.

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.mq.formstack.com/forms/studentadvocacyrequestforhelp