

THE GRADE EXPLANATION POLICY

Introduction	2
Purpose	2
A. Request for Explanation of Grading.....	2
B. Time Frame for Processing the Grade Explanation/ Review Requests	4
C. Process Request – If the grades of concern have not passed through the UoS board	4
D. Process Request – If the grades of the concerned have passed through UoS Board	5
E. Grade Explanation/Review Process.....	7
F. References	8
G. Annex	8

DOCUMENT HISTORY

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Introduction

Following the release of grades and commentary to students after the marking period, there are occasions where requests for grading explanations are made. The following policy details the processes involved in how this is managed.

Purpose

The policy is designed to foster a culture of openness and accountability in academic assessments, ensuring that students are well-informed about the criteria and standards applied to their work. By doing so, it helps build trust between students and faculty, encouraging a more engaged and motivated student body. Furthermore, the policy provides a structured avenue for students to voice their concerns and seek clarification, ultimately contributing to their academic growth and success.

A. Request for Explanation of Grading

1. Students can request an explanation of the grade of an assignment or examination if he/she is not satisfied with the grades and/or the feedback they got on Turnitin or paper.
2. In the case of grade explanation, the student can reach the Campus Central (CC) and book a meeting with the module leader (ML) to explain the grade. The grade explanation does not involve any fees, but the meeting should be **minuted** (refer to the meeting minutes template in the Annex).
3. In the event that a clear grading error is identified during the ML meeting, the student shall have the right to request for grade review. Grading errors include, but are not limited to:
 - Miscalculations: Errors in adding up the total marks or in calculating percentages.
 - Missing Marks: Points not awarded for answers that were correct or partially correct.
 - Incorrect Application of the Grading Rubric: Not following the grading criteria accurately, such as giving a lower score than deserved.
 - Data Entry Errors: Mistakes made while entering grades into the system.
 - Omissions: Overlooking parts of an answer or entire questions that were answered.

Any further requests resulting from grade explanation meetings due to the above-mentioned grading errors must be reported by the Head of the School and shall be approved by the Dean. The approved grade change shall then be communicated to the Assessment and Academic Partnerships (AAP) by the respective Heads of the Schools.

4. If the student is not satisfied with the grade explanation by the module leader and grade review, the student has the **right to appeal to the partner University**.
5. Grade review requests can be made **after a grade explanation meeting** with the ML.

6. The grade review requests shall be made through **CC** with the help of a **structured form** (refer to the Grade Review Request Form template in the Annex).
7. CC shall process all the grade review requests and communicate them to the respective **Heads of the Schools**.
8. In case the grade review request is accepted, the Head of the School shall nominate 3 **reviewers** (It can be anyone in the School with relevant expertise and experience in the subject matter, but he/she should be someone other than the original first marker). Those 3 names shall be shared with the **Head Academic Quality** for selecting any one out of the 3 proposed for maintaining the anonymity and objectivity of the review process. On the other hand, if the grade review request is not accepted, the Head of School shall respond to **CC/UCAA** for further support to the students in sending them as an **appeal** to the partner university.
9. **The Head of School** must share the **list of the students** with the change with the **Dean or Head Academic Quality** (in the Dean's Absence) for his/her approval. Once approved by the Dean/HAQ, HoS shall share the list of students with the **Assessment and Academic Partnerships** within the due time frame.
10. The outcome of the grade review request will be final and binding on the students from the BUV's end. The grades may be subject to an increase or decrease based on the review.
11. In cases where students question academic judgment without any rational argument and are rejected by the reviewer, or the student feels his/her concerns are not addressed by the grade reviewer, such students can go for the **"Appeal process"**. The Head of School should get such cases approved by the DEAN and send them to **CC/UCAA** for further support to the students in sending them as an **appeal** to the partner university.
12. **The DEAN** is the **final authority** for approving any grade change or sending the appeal to UCAA for proceeding with the partner universities.
13. The Schools will have a period of 5 working days to finalize their decision on students' requests for review, which is one week after the provisional grade release by the Assessment and Academic Partnerships. The whole grade explanation/ review process must be completed in **2 weeks** from the date of release of the provisional grades within the school level.
14. The request for grade explanation/grade review shall be made within the decided time frame. (mentioned in section B).
15. Any requests for grade explanation/ or grade review shall follow the process mentioned in section D.
16. The Assessment and Academic Partnerships (AAP) shall inform the students of the deadline

for requesting grade explanation meetings when they release the provisional results to students.

B. Time Frame for Processing the Grade Explanation/ Review Requests

The below-mentioned time frame for grade explanation and review must be followed by the students, module leaders and Head of the Schools.

Time Frame

Semester/ Period	Provisional results release date (By AAP)	School to review/remark/finalise results to the Dean	Dean to approve (1 working day)
Autumn SEM/ Spring SEM/ Summer SEM	TBD	Within 2 weeks of publishing the provisional results date.	Within 11 working days of the provisional results date.

C. Process Request – If the grades of concern have not passed through the UoS board

Students request a grade review of an assignment or examination paper.

1. The student is requested to read the feedback on Turnitin to see if that answers their concerns by CC.
2. If concerns are not answered by the Turnitin feedback, or the paper is an exam script, the student requests a grade explanation meeting (minuted) with the relevant ML to have the grading/grading level explained to them, and what they can do to improve their grade in the future. The grade explanation does not involve any fees.
3. If there are any remaining valid concerns (i.e., other than the student questioning academic judgment), then a Grade reviewer is nominated by the Head of the School (or Discipline lead in the absence of the Head) and appointed by the Head Academic Quality to regrade the paper. The grade reviewer must have access to the original student submission assignment or exam script, meeting minutes of the student/ML meeting, assignment feedback, assessment question paper, and answer paper/rubric. If an assignment, the grade reviewer must have access to all student submissions of the cohort; if an examination script, the grade reviewer must have access to all examination scripts of the cohort.
4. In all cases, the grade reviewer must complete a moderation form proposing (in detail) any changes to the grade or a short justification explaining the mark as agreed.
 - a. If an assignment, a new paragraph of student feedback should be created and made

available to the student via Turnitin. This should be appended to the original feedback created by the first marker

- b. If an exam, an Excel marking sheet should be created for the remarking process. This should identify the grades attained by the student on a per-question basis, alongside feedback where necessary to explain the grade awarded.
5. The moderation form and student feedback must be approved by the Head of the School/ DL.
6. The Assessment and Academic Partnerships advised of any changes to the grade needed and provided all documentation.
7. The Assessment and Academic Partnerships to advise the student of the revised grade and advise the student to review the new feedback available on Turnitin, or read the created marking sheet.

D. Process Request – If the grades of the concerned have passed through UoS Board

1. Students request a grade explanation/grade review of an assignment or examination paper.
2. The student is requested to read the feedback on Turnitin to see if that answers their concerns.
3. If concerns are not answered by the Turnitin feedback or the paper is an exam script student meet (in a minuted meeting) with the relevant ML to have the grading/grading level explained to them and what they can do to improve their grade in the future.
4. If there are any remaining **valid concerns** (e.g., there is a fault in the question paper or incorrect addition of grades etc. but not that the student is questioning academic judgment) then BUV take ownership of the process of getting the grade changed at the University of Staffordshire.
5. To support the student, a grade reviewer is nominated by the Head of School (or DL in the absence of the HoS) and appointed by the Head Academic Quality to regrade the paper. The Grade reviewer must have access to the original student submission assignment or exam script, meeting minutes of the student/ML meeting, assignment feedback, assessment question paper, and answer paper/rubric. If an assignment, the grade reviewer must have access to all student submissions of the cohort; if an examination script, the grade reviewer must have accessto all examination scripts of the cohort.
6. In all cases, the grade reviewer must complete a moderation form proposing (in detail) any changes to the grade or a short justification explaining the mark as agreed.
 - a. If an assignment, a new paragraph of student feedback should be created and made available to the student via Turnitin. This should be appended to the original feedback

created by the first marker.

- b. If an exam, an Excel marking sheet should be created for the remarking process. This should identify the grades attained by the student on a per-question basis, alongside feedback where necessary to explain the grade awarded.
7. The moderation form and student feedback/marking sheet must be approved by the HoS.
8. The file is passed to the academic compliance office to support the student's case
 - a. If there are **no valid concerns** (e.g., there are no faults in the question paper or incorrect addition of grades etc., but e.g., the student is questioning the academic judgment of the grade reviewer), then the student is advised to appeal to Staffordshire University and supported by the academic compliance office.
 - b. If there are adjustments to grades required, then the academic compliance office will work with the Assessment and Academic Partnerships to request a grade adjustment from SU. Once confirmation of the new grade is received from UoS, the Assessment and Academic Partnerships will notify the student of the revised grade(s), and advise the student to review the new feedback available on Turnitin, or read the created marking sheet.

E. Grade Explanation/Review Process

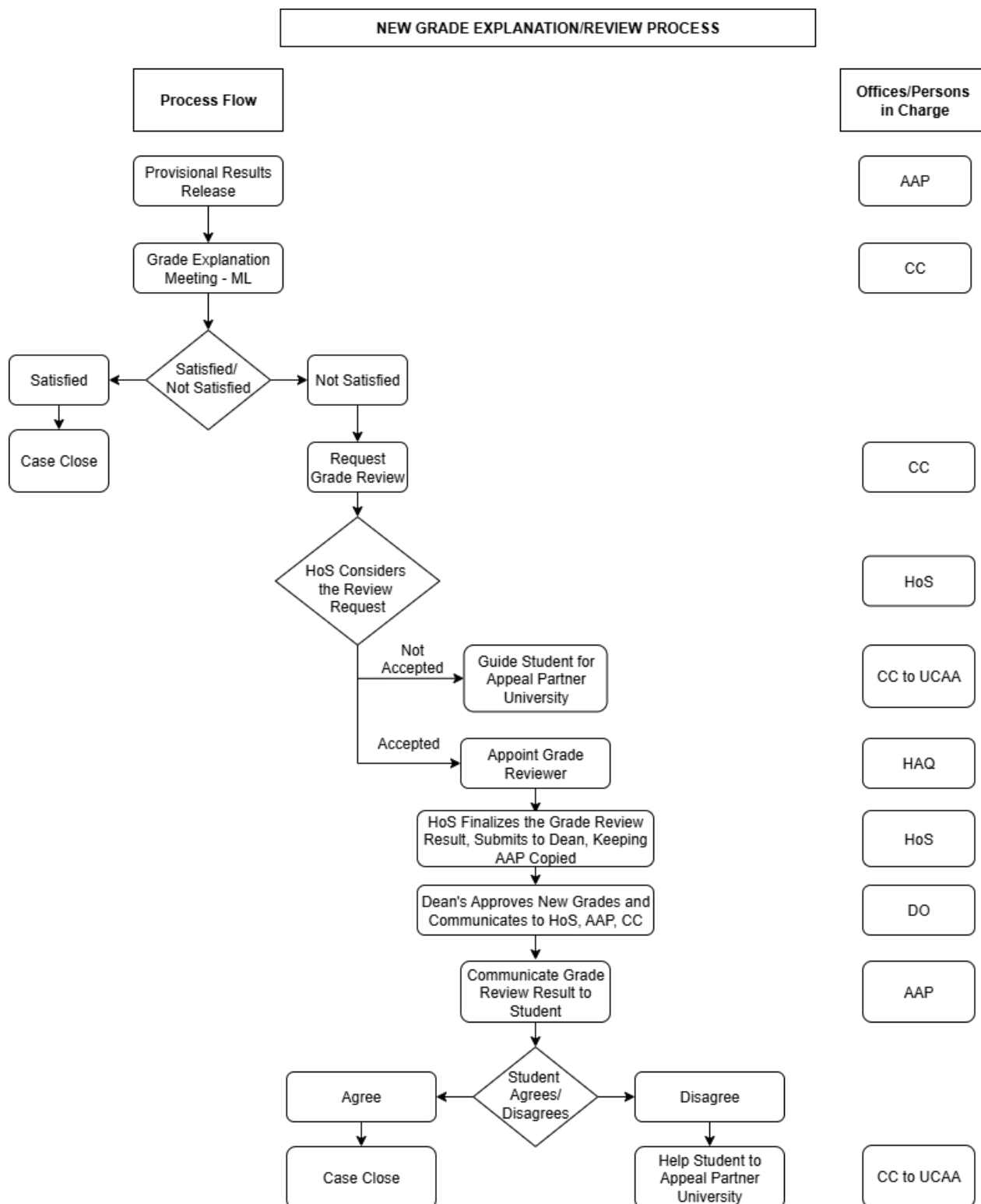


Figure 1: Grade Explanation/Review Process

Abbreviations

AAP – Assessment and Academic Partnerships

CC – Campus Central

DO – Dean’s Office

HAQ – Head Academic Quality

HoS – Head of School

ML – Module Leader

UCAA – University Compliance, Audit and Accreditation

F. References

<u>Document Ref</u>	<u>Document Title</u>
001/2025/AQO/BUV	The Grade Explanation Policy

G. Annex

1. Grade Explanation Procedure
2. Minutes of Meeting template
3. Grade Review Request Form