

# Higher Education Re-mark Request

## Policy guidelines

Students who require a review of an assessment may request a re-mark if they believe their result for an assessment item was not accurate. Requests must be made within 3 to 5 calendar days following the release of the assessment result. Requests submitted after 5 calendar days will not be considered. Please refer to the Assessment Policy on the student policies and forms page of the Kaplan Professional [website](#).

## How do I apply for a re-mark?

Students wishing to request a re-mark must complete the following steps:

- Complete and sign the Re-mark Request Form on the following page.
- Prepare a separate justification document. For guidance on the requirements of a justification, see below section titled 'Justification for a re-mark'.
- Submit the form and your justification document to the address listed at the bottom of the form and keep a copy of what you have submitted.

## Justification for a re-mark

The Re-mark Request Form must be accompanied by a written justification in a Word document.

Your justification should:

- Identify the specific section(s) of your assessment that you believe were incorrectly marked.
- Clearly explain why you consider the original mark to be inaccurate.
- Provide evidence or reasoning that supports your claim e.g. demonstrate how your work met the standards outlined in the Criteria Based Marking Guide. Use excerpts from your submitted work to demonstrate where criteria were met.

Please keep your justification factual and objective. General dissatisfaction with your mark, requests for another opinion or unsupported claims are not sufficient grounds for a re-mark. The justification is your opportunity to present a reasoned case for review. A re-mark will only be undertaken where clear, evidence-based justification is provided.

## How is the re-mark request processed?

Students will receive a confirmation email from a member of the Student Resolutions team that their request has been received. An independent assessor will be appointed to conduct a re-mark to ensure objectivity and fairness. After timely and fair consideration, Kaplan will notify students in writing of the outcome. Please note that the re-mark process may take up to 15 business days.

## What are the possible outcomes of a re-mark request?

If the original marking was not accurate, the mark will be amended, and the mark could go up or down. If the mark is amended, no fee is applicable. However, if the original marking is accurate, the original mark for that assessment will stand and the re-mark fee as specified on the form will be charged.

## Grievances, Complaints and Appeals

Students who are dissatisfied with the outcome of a re-mark request should refer to the Grievances, Complaints and Appeals Policy on the Kaplan Professional [website](#).

## Re-mark Request Form

Personal Information			
Student ID			
Name:			
Address:			
E-mail:			
Phone (Work):		Phone (Mobile):	
Subject:		Study Period:	
Assessment item:			
Student Declaration			
I understand that only one re-mark request per assessment is permitted, and that based on this re-mark my result may increase, decrease or remain the same, and this will be my final result for this assessment item.			
Signed (Student):		Date:	
Payment Details			
The <b>\$190</b> re-mark fee will only be charged if the original assessment marking is deemed to be accurate as a result of a re-mark. All fees are subject to change without notice. GST is included where applicable.			
<input type="checkbox"/> Credit card payment		We take your privacy seriously – Kaplan is unable to accept credit card details via email or in a word/pdf document format. If you wish to make a payment by credit card, please indicate how you would like to pay below.  We will contact you once your invoice is ready to arrange payment over the phone or via your secure online student portal. I wish to pay by: <input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> AMEX (Additional 2.5% surcharge)	
<input type="checkbox"/> Pay online		Kaplan will email you a copy of your invoice once it is ready to pay online via your student portal.	

**PRIVACY** — We recommend that you read Kaplan's Privacy Policy published on our website.

**email to**      [studentadviser@kaplan.edu.au](mailto:studentadviser@kaplan.edu.au)

**mail to**      Kaplan Professional, Re-mark Request, Level 12, 45 Clarence Street, Sydney, NSW 2000

**Application Assistance** Contact a Student Experience Adviser on 1300 135 798 (option 1) (+612 8248 7611).