

Make sure that you know the procedures and policies surrounding academic issues at Massey University. The best way to avoid serious issues is to PREVENT them from occurring in the first place. If you need assistance with any issues, Penny Lyall (Advocacy Co-ordinator) is available by appointment.

What do I do if I am unsatisfied with the grade I was given for an assessment or exam?

Re-marking of assessed course work/examinations

There is the opportunity to have your work re-marked (generally by a different marker) within four weeks of the results originally being released. There are however different procedures for assessments and examinations so make sure you are looking at the correct information.

- > To check if you are eligible for re-marking [click here](#).
- > To access the re-marking application form for final examinations [click here](#).

What should I do if I missed an exam or feel I did poorly due to exceptional circumstances (illness, personal or family problems etc)?

Aegrotat/Impaired performance consideration

Massey University does offer Aegrotat/impaired performance consideration for students whose grades have been adversely affected by issues outside of their control. Apply as soon as possible, you have a maximum of 14 days from the assessment.

- > Read the Aegrotat/impaired performance guide [here](#).
- > Access the application form for Aegrotat/impaired performance [here](#).

What is Academic Integrity/Misconduct and what are the Student Disciplinary Regulations in place to handle breaches?

Academic Integrity/Misconduct and Student Disciplinary Regulations

Academic Integrity is very highly valued by Massey University and it involves honesty and morality. Plagiarism, cheating, and other underhanded practices constitute a breach of Academic Integrity and are dealt with according to the Student Disciplinary Regulations. The best way to avoid breaching Academic

Integrity (committing Academic Misconduct) is to know what is expected/required of you as a student.

- > You can read about Student Academic Integrity [here](#).
- > The procedure for managing breaches of Academic Integrity can be found [here](#).
- > The Student Disciplinary Regulations can be found [here](#).

Have I plagiarised someone else's work? How can I know?

Plagiarism

Plagiarism is essentially presenting the work of another as your own. It is a common reason for breach of Academic Integrity and can even occur unintentionally if you are not careful. Proper referencing and citation can help you avoid accidental plagiarism.

- > [Click here](#) to read the Massey University guidelines on plagiarism as well as some helpful tips/examples.

I want to withdraw from a paper or leave my course, how do I get my fees refunded?

Fee Appeal

Massey University has cut-off dates for fee refunds during regular circumstances, so if you plan on withdrawing for a mundane reason (lack of interest, choosing to take up full-time work instead etc), you must do it before the relevant cut-off date. It is possible to appeal fees at any time however if you are unable to continue with study due to extreme personal circumstances.

- > To read about withdrawal dates [click here](#).
- > To view the Student Refund and Fee Policy [click here](#).
- > To access the Fee Appeal Application form [click here](#).

I am failing over half of my course and/or I have had to take papers multiple times. What happens to me?

Unsatisfactory Academic Progress

Massey University does have regulations for what it calls 'Unsatisfactory Academic Progress' and this can result in exclusion from the University (temporary or otherwise). If you are passing less than 50% of your available

credits and/or are having to take a paper multiple times then you are at serious risk for this and may need to reconsider your study or look at options for academic support (tutoring etc).

Read the regulations for the Unsatisfactory Academic Progress [here](#).