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When can an examiner change a given grade?

As soon as the examiner has submitted a grade to the secretariat/programme administration (usually by handing in or sending a signed list of grades), the examiner is usually not able to change the grade.

Examiners' error - type I

A student requests a motivation for the given grade. The examiner reviews the exam answer and finds that he/she for some reason has made an incorrect assessment and thus given a lower grade. The examiner is not able to change the grade only by contacting the secretariat/programme administration.

In such cases the only way to change the grade is to ask the student to lodge a complaint. If the exam is a written test, the examiner will then have to make a statement for this complaint and recommend that the student is offered a new assessment. If the exam is oral or includes an oral element, the examiner can recommend that the student is offered a new test. A new test will take place and the answer will be assessed by new examiners.

Examiners' error - type II

An already given grade can only be changed outside the exam complaint procedure if the grades have been counted wrong, the grade list have been filled out wrong, read wrong, copied wrong or been subject to any similar human or technical mistakes implying that the student has been given the wrong grade.

CBS is obligated to ensure that the students are given the right grades. CBS is therefore also obligated to immediately remedy mistakes, where *the exam answer is not subject to a new assessment*, but only where the intended grade is not the one that has been registered in the programme administration system and informed to the student (e.g. the grades on the list have been displaced due to absence, and the student has not been given his/her 'own' grade).

As soon as an examiner identifies such a mistake, he/she must inform the exam secretary, so that the student can be informed that a wrong grade has been registered, that this will be corrected as soon as possible and that the student be informed when the mistake has been corrected. This applies both in the cases where the registered grade is higher and in those where the grade is lower than the correct grade.

At the same time, the examiner must make a short statement including the following information:

- The name (if known by the examiner) and civil registration no., user name or student number of the student
- The name of the exam
- The date of the assessment

- A brief explanation of why the wrong grade has been registered and therefore should be corrected
- The correct grade.

The statement must be dated and signed by the examiner(s). All examiners who have assessed the exam answer must sign the statement. The requirement that the examiner(s) must sign the statement is considered fulfilled if the statement or the confirmation of the statement has been sent from a CBS e-mail. However an external examiner must always send in a signed statement.

The statement must be submitted to Legal, after which Legal must ensure that the conditions for rectifying the given grade are present and then forward the statement to the relevant secretariat. The secretariat will then make the necessary corrections and file the statement with the case.

The secretariat will then inform the student that the wrong grade/assessment has been corrected.

In case of doubt whether a grade can be corrected, Legal should be presented with the case.

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