



Assessment Enquiry & Appeal Procedure

The school aims to ensure that all of its assessments and assessment results are fair, consistent and based on valid judgments. However, it recognises that there may be occasions when a student may wish to double-check on final assessment scores.

There are two stages of the enquiries and appeals procedure:

- Stage 1 – Enquiry Stage – Review by the Principal
- Stage 2 – Appeal Stage – Review by Examination Board

In response to an enquiry, the Principal shall look at the student's script, check the responses, review the answers and provide a report on the candidate's areas of weakness in the assessment. It should be noted that on review, assessment results can decrease as well as increase.

If the student is still not satisfied with the outcome of the enquiry, he/she may then appeal to Examination Board (EB).

The Examination Board will check whether all procedures have been correctly followed.

Our aim is to resolve all enquiries/appeals internally. The Examination Board offers an independent reviewing only the actions taken during Stage 1 Appeal process. It will consider the papers submitted and may appoint advisers and/or hear oral evidence representations to inform the final decision.

The school is committed to resolving all enquiry/appeal fairly and quickly. There may be exceptional circumstances when it is not possible to reach a decision within the specified timescale. In this case, the appellant will be notified and informed of the date when a decision will be made.

Stage 1 - Student's enquiry against an assessment result (Stage 1 – Enquiry with Review by the Principal)

An enquiry to the Institution reviewing an assessment result must be received within **4 weeks** of the date of notification of the result. Prior to that, the student should discuss their case with the Academic before the request is made.

When an enquiry is requested against an assessment result, the Institution will carry out a review led by the Principal.

What happens next?

- (1) The School will send an acknowledgement letter on receipt of the enquiry.
- (2) For multiple choice question assessments – the School will check if the Students completed answers against the responses held in our records.
- (3) For written answer assessments/ assignments – the School will check the candidate's answer book to ensure the marks recorded for each question have been allocated and totalled correctly.
- (4) The School will then review the candidate's answers and provide a report on the candidate's areas of weakness in the assessment.

Outcomes

- (1) Institution will notify the appellant within **2 weeks** of receipt of the enquiry.
- (2) If the decision is to alter the assessment result in favour of the appellant, the school shall submit the enquiry and recommendation to the Examination Board for endorsement. The student shall receive a letter on the outcome.
- (3) If the decision confirms the original assessment result, the student will be sent a letter of notification with the findings.



Stage 2. Student appeal against an assessment result

(Stage 2 - Appeal with Review by Examination Board)

After stage 1 enquiry is completed, if the student is still not satisfied, the student may then lodge an appeal to Examination Board must be received within **10 working days** of the notification of the outcome of the enquiry.

What happens next?

- (1) Institutions Examination Board will review an appeal only when it has been through Institution enquiry.
- (2) Institutions Examination Board reviews the process only. They will consider whether the correct procedures were followed consistently during the enquiry and whether they were applied properly and fairly in arriving at judgments.
- (3) Institution Examination Board process is not concerned with making judgments about Students' work. It is not authorized to remark students' work nor can it change grades or marks previously issued.
- (4) If it finds the procedures were not followed by the enquiry, the Examination Board may then direct the case for remedial action.

Outcomes

- (1) The outcome of remedial action with recommendation will then be sent back to examination board for final decision.
- (2) Institution will notify the appellant within **4 weeks** of receipt of the appeal.

Note: The Appeal process on our academic partners is posted on the noticeboard. Student may approach the ICASTEC Student Centre for any enquiry.



Assessment Appeal Policy Work Flow

Student request to appeal for result

Within **4 weeks** of notification of results

Submit to Student Services Centre (SSC)

School to review student's result

Within **2 weeks**

Inform student college decision

Student accept
Decision

student do not accept decision

Within **10 working days**

Student can appeal to examination board

EB to review the Stage 1 Appeal actions and process

Within **4 weeks**

Inform student of examination board decision

(Examination board decision is final)