

Assessment Enquiry & Appeal Process

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 examination 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, checks the responses, reviews the answers and provides a report on the candidate's areas of weakness in the examination. It should be noted that on review, examination 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 your 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.

I. Student's enquiry against an examination result (Stage 1 – Enquiry with Review by the Principal)

An enquiry to the Institution reviewing an examination 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 Manager before the request is made.

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

What happens next?

- The School will send an acknowledgement letter on receipt of the enquiry.
- For multiple choice question examinations – the School will check if the Students completed answers against the responses held in our records.

- For written answer examinations – the School will check the candidate’s answer book to ensure the marks recorded for each question have been allocated and totalled correctly.
- The School will then review the candidate’s answers and provide a report on the candidate’s areas of weakness in the examination.

Outcomes

- Institution will notify the appellant within **2 weeks** of receipt of the enquiry.
- If the decision is to alter the examination 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.
- If the decision confirms the original examination result, the student will be sent a letter of notification with the findings.

II. Student appeal against an examination 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?

- Institutions Examination Board will review an appeal only when it has been through Institution enquiry.
- 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.
- 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.
- If it finds the procedures were not followed by the enquiry, the Examination Board may then direct the case for remedial action.

Outcomes

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

Note: The Appeal procedure for BTEC programs are covered under ICASTEC appeal procedure. Student may approach the ICASTEC Student Centre (School Admin) for any enquiry

Examination Appeal Policy Work Flow

