

# **Appeals Procedure**

## 1. General

- 1.1 Regal International College recognises that there may be circumstances in which candidates wish to have their examination results re-appraised, and the procedures set out below are designed to ensure that such requests are dealt with in a fair and consistent way.
- 1.2 Appeals fall in to three categories:
  - a. Those relating to extenuating circumstances external to the examination itself such as illness, non-attendance for good cause or conditions in the examination room.
  - b. Those relating to the fairness of the examination questions or process.
  - c. Those relating to the marking of a written examination.  
Appeals under categories a, and b are dealt with in section, those under category c in section 3.
- 1.3 All evidence available to Regal International College is considered at the time of reaching a decision.
- 1.4 Appeals should initially be directed to the Internal Examiner at Regal International College. A named person will then be appointed to handle the appeal process. This person will be independent to the particular examination taken by the candidate.

## 2. Appeals

### 2.1 Making an appeal

2.11 A candidate may seek a review of the decision on the basis of extenuating circumstances, which were not known to Regal International College at the time of reaching a decision.

2.12 The candidate should provide a written request to the Internal Examiner at Regal International College not later than 4 weeks after the release of the examination results.

2.13 The request should include:

- The candidate's name
- The candidate number
- The full title(s) of examination(s) at issue
- The date(s) examination(s) taken

2.14 The candidate should identify all the reasons for the appeals and provide full supporting evidence including a full medical report or other documentary evidence where appropriate.

### 2.2 Consideration of the appeal

2.21 The case for appeal is considered by the person appointed by the Internal Examiner, who will decide if there is a prima facie case and if so what further evidence should be provided for consideration of the appeal. This will always include the candidate's documentary submission and may also include any or all the following:

- The examination result
- Examiners' or moderators' reports and any other papers related to the examination
- Additional input from the examiner(s), moderator or invigilator requested by the appointed person in response to the appeal
- Any other evidences which the appointed person considers relevant
- In exceptional circumstances, the appointed person may decide to interview one or more parties involved

2.22 The results of the appeal will be recorded and the candidate notified in writing by the Internal Examiner.

### **3. Re-marking Written Examinations**

3.1 The candidate should provide a written request to the Internal Examiner within 5 days of the release of the examination results.

3.2 The request should include

- The candidate's name
- The candidate number
- The full title(s) of the paper(s) at issue
- The date(s) sat

3.3 The script will be re-assessed by an internal examiner or appointed person not previously responsible for the marking of the examination script.

3.4 Where necessary 1<sup>st</sup> marker will be instructed to re-mark and the 2<sup>nd</sup> marker will also be instructed to mark remark.

3.5 The result of the re-assessment will be notified to the candidate in writing by the Internal Examiner.

### **4. Further action**

4.1 Once the above process have been completed, if a candidate wishes to further appeal against the decision, he/she must re-appeal to the Examination centre manager within 10 days of receiving their results, outlining clearly the circumstances of the appeal.

4.2 The 1<sup>st</sup> and 2<sup>nd</sup> marker will be instructed to re-mark the script again.

4.3 In the case of printing errors or computer problems the candidate may be offered a free test.

4.4 The Test Manager will inform the outcome of the second appeal.

## **5. Higher and final appeal**

5.1 If the candidate is still not satisfied with in the outcome then he/she needs to appeal to the external awarding body – Examination administrator.

5.2 The external awarding body should inform the candidate and the centre manager regarding the final outcome in writing.