



ASSESSMENT REVIEWS AND APPEALS PROCEDURE

Reviewed: 28 October 2024

Introduction

PIABC Limited aims to ensure that all assessments and assessment results are fair, consistent and based on valid judgements. However, it recognises that there may be times when you wish to question a decision. In order to deal with such situations, PIABC Limited has established a process which is designed to:

- Provide a means of reviewing and, where appropriate, revising assessment decisions
- Be fair to everyone
- Be readily accessible and easy to use
- Have realistic target time limits for each stage
- Keep you and the centre informed of the progress of the inquiry or appeal

PIABC Limited is always happy to advise you about these procedures.

Assessment Review – Competence Based

If you are concerned about an assessment result you should contact your Centre in the first instance. The Centre will have its own published procedure for dealing with these issues which will include discussion with the assessor, internal verifier and centre quality manager. If this does not resolve the situation the centre may contact PIABC Limited for a final decision on the reliability and validity of the evidence by the external verifier. These decisions will be examined during external verification visits with the work in question being included in the sampling process.

If you are unhappy with the results of this review, you should proceed to the appeals stage (see below).

Assessment Review – Other Qualifications

If candidates are concerned about their examination results or the results of externally assessed assignments, they should contact their Centre in the first instance. If the Centre is unable to resolve the enquiry the Centre will advise the candidate to contact PIABC Limited. PIABC Limited will ask the candidate to complete form Ext.ec/27, which can be found at the end of this document.

If candidates are being examined independently, they should contact PIABC Limited directly.

Service 1 (Clerical Re-check)

A full clerical re-check including the provision of a statement of the marks by element for an individual candidate. Form Ext.ec/27 should be completed. The Candidate will be notified of the outcome of the clerical re-check within 5 working days from receipt of the enquiry. This service is chargeable, and details can be found PIABC's *Fees and Price List* available from either your Centre or PIABC Limited.

Service 2 (Re -mark)

A re-mark of the specified unit assessment which includes a clerical re-check, and a statement of marks by element for an individual candidate. Only one re-mark per candidate will be allowed for each unit. This service is chargeable, and details can be found PIABC's *Fees and Price List* available from either your Centre or PIABC Limited.

Form Ext.ec/27 should be completed. The Candidate will be notified of the outcome of the re-mark within 10 working days from receipt of the enquiry.

Applications

Applications for either Service 1 or Service 2 must be:

- Submitted on the relevant form, which can be found at the end of this document with any accompanying payment that is due.
- Submitted within four weeks of the publication of results. (Requests made after the four week period will not be accepted)

It is not possible to make retrospective enquiries about previous examination series.

Outcomes of reviews and re-assessments

In cases of a clerical re-check, where inaccurate marking or a clerical error is revealed marks may be confirmed, lowered or raised.

In cases of a re-assessment or re-mark the result may be confirmed, lowered, or raised.

By signing and submitting an application form the candidate confirms awareness of the possible outcomes and has consented to the application.

- PIABC Limited will provide written notification to the centre of the outcome of the enquiry.
- Should the outcome of any enquiry bring into question the accuracy of the results of other candidates, PIABC Limited will extend the enquiry to include any other candidates who may have been affected, and as a consequence of a change in result PIABC Limited will:
 - notify the centre at once in writing
 - issue a revised statement of results and/or issue a revised certificate where necessary when the original certificate has been returned.

Assessment Appeal

If you are unhappy with the results of the previous steps for the review of any assessment or examination, and if these have been exhausted, you may appeal.

The appeals process will consider whether the procedures used were consistent and applied properly and fairly in arriving at judgements. The procedures open to investigation include:

- The setting of the assessment/examination
- Assessment/examination and verification processes
- The outcome of the assessment/examination
- Reviews, results and appeals arrangements

PIABC Limited will charge an administrative fee for appeal(s). The fee(s) will be refunded if the appeal(s) are upheld. A small percentage may be retained to help offset

administration costs. Details of fees for these services can be found PIABC's *Fees and Price List* available from either your Centre or PIABC Limited.

There are 2 appeal stages:

Stage 1

Stage 1 will involve a review of the case by a senior member of PIABC Limited's staff (or nominee) who has had no previous involvement in the case.

The Stage 1 appeal request must be made in writing on the form (ext.ec.27). The form must be received by PIABC Limited within 20 days of you being informed of the outcome of the review process which has been described above or in the cases of plagiarism, of you being informed of PIABC Limited's decision.

The receipt of your request will be acknowledged within 5 working days of PIABC Limited having received it and the outcome of Stage 1 will be reported in writing to you within 10 working days of the receipt of your request.

Stage 2

If you remain unhappy after Stage 1, you may write to request a Stage 2 appeal (also using form ext/ec/27). Again, this should arrive with PIABC within 20 days of you being notified of the outcome of Stage 1. The receipt of your request will be acknowledged within 5 working days of PIABC Limited having received it.

This Stage involves the hearing of the case by a panel convened by PIABC Limited. The panel will comprise three members, at least one of whom will be an independent member (who has not been a member of PIABC Limited's Board or its committees, or an employee or examiner of PIABC Limited, at any time during the previous two years).

The PIABC Appeals Panel is not authorised to re-assess your work nor can it change the grades or decisions made in cases of plagiarism. It has powers to direct PIABC Limited to reconsider a case and may offer recommendations.

PIABC Limited will aim to undertake the appeal within 28 working days of receiving the request. However, if this is not possible, PIABC Limited will inform you of the date of the appeal within 15 working days.

You will be notified in writing of the outcome of the appeals hearing within five working days of the hearing; a copy of which will be sent to your Centre. A report will be published within 28 working days of the hearing.

Should the outcome of any appeal bring into question the accuracy of the results of other candidates, PIABC Limited will extend the enquiry to include any other candidates who may have been affected, and as a consequence of a change in result PIABC Limited will:

- notify the centre at once in writing
- refund the candidate appeal fee (via the centre) if applicable. A small percentage maybe retained to help offset administration costs.
- issue a revised statement of results and/or issue a revised certificate where necessary when the original certificate has been returned.

Independent Assessor

Should a centre or candidate remain dissatisfied with the outcome of PIABC Limited's appeals process, further, final recourse is available through the Regulatory/Accreditation Authority.

A Regulatory/Accreditation Authority does not make judgements on the quality of candidates' work and cannot change academic decisions but determines whether PIABC Limited has complied with both its own policies and the regulators' requirements.

Therefore, if a centre or candidate is dissatisfied with the outcome of PIABC Limited's appeals process, then it might be possible for the centre, on behalf of the candidate, to present a case to the Regulatory/Accreditation Authority. The Regulatory/Accreditation Authority must receive any application within three weeks of the final draft report detailing the outcome of the Stage 2 Appeal.

PIABC Limited will provide the complainant with the Regulatory/Accreditation Authority's name and address upon request.



APPLICATION FORM FOR AN ASSESSMENT REVIEW OR APPEAL

Please complete all parts of this form

Before you complete this form, please read *PIABC: Assessment Review and Appeals Procedure*.

To apply for a review or appeal against of all or part of an assessment or examination you have to complete this form. There are charges for some of the services to cover administration costs – please contact your centre or PIABC for details.

PART A

Details of Qualification and Centre	
Title of Award:	Study centre and address:
Details of Candidate	
First name:	Surname:
Contact Address:	
Contact Email Address:	
Candidate Number (if known):	
I wish to apply to PIABC Limited for a review of my assessment/examination result/decision on plagiarism as indicated in Part B	
Signature:	Date:

PART B

Your name should not appear anywhere on this part of the form.
(Please complete a separate Part B for each Unit)

Candidate Number (if known):	
Date of assessment/examination/decision on plagiarism:	

Please indicate below which paper/assignment is the subject of this re-mark or appeal

Unit Number	Title	Clerical Check	Re-Mark	Stage 1 Appeal	Stage 2 Appeal

(Please tick which service you require)

PART C - PAYMENT METHODS

All applications for reviews must be accompanied by the relevant payment.

BY BANK TRANSFER

Account name: PIABC Ltd

Bank: Santander UK plc

Bank address: 2 Triton Square, Regent's Place, London, NW1 3AN, United Kingdom

Sort code: 09-02-22

Sterling Account number: 11017983

IBAN: GB25ABBY09022211017983

Swift code: ABBYGB2L

Please add the following payment reference: PIABC (YOUR SURNAME)

BY INVOICE

Purchase Order No:	
Contact name & address for invoicing:	
Telephone number:	
E-mail:	

Please send your completed form either to your centre co-ordinator or to PIABC Limited directly (piabc@iom3.org).