ACT EDUCATION

ACT APPEALS POLICY

All ACT assessments and assignments

INTRODUCTION

This document sets out the process by which ACT candidates may appeal against their assessment result should they feel they qualify to do so and have exhausted all other post results services. This process is designed to ensure that such requests are dealt with in a fair and consistent manner.

The ACT aims to:

- a transparent procedure for dealing with appeal requests
- deal with appeal requests in a timely manner
- inform the candidate of the progress of their appeal and when the outcome is reached, including information on what further action (if any) is to be taken
- monitor appeal requests to identify trends and patterns.

In most cases, comments on and enquiries about the contents of assessment papers, assessment protocol, the conduct of an assessment or assessment results, can be resolved by contacting the Awarding Body team. Any such requests will be dealt with outside of the appeals process. For contact details of the Awarding Body, see the end of this document. Before submitting an appeal, we would advise candidates to contact the Awarding Body for informal advice on whether their circumstances meet the criteria for an appeal.

An appeal is **not a re-marking service**, as robust quality and assurance procedures are applied throughout the assessment process. Guidance on Post Assessment Feedback is available on the ACT website and in the Notes to Results document.

FEES

The fee for an appeal is £500+VAT which must be paid at the time of processing your application. In the event an appeal is upheld, or we feel that the appeal process is not appropriate for you, this fee will be refunded.

APPEALS GUIDANCE AND CRITERIA

Appeals against assessment results will only be accepted in the following circumstances:

- that a substantial procedural irregularity* occurred which had an impact on a candidate's performance
- the assessment decision was biased or discriminatory.

*the irregularity must be the ACT's sole responsibility.

Appeals are **not** accepted in the following circumstances:

- if a candidate wishes to challenge academic judgement
- if a candidate wishes to have their assessment remarked

- if a candidate believes that their assessment performance was affected by extenuating circumstances either before or during their assessment, such as illness or a technical failure. **ACT's** Special Consideration policy applies in these circumstances
- if a candidate wishes to apply for reasonable adjustment retrospectively, once an assessment result is known.

Furthermore, applications will **not** be accepted from candidates who have passed the exam, from candidates awaiting results and anyone applying as a third party on behalf of a candidate. More than one appeal may not be made on the same grounds, by the same appellant.

HOW TO APPEAL

Before submitting an appeal, candidates should contact ACT's Awarding Body either via email assessment@treasurers.org or on + 44 (0) 207 846 2527 for informal advice on whether their circumstances meet the criteria for an appeal.

Appeals will only be accepted by candidates completing the application form with the appropriate fee, available from: https://learning.treasurers.org/assessment/appeals.

Candidates should set out clearly and concisely the grounds on which the appeal is based and enclose full supporting evidence within **two months** of the date of publication of the assessment results, but only after candidates have received their post assessment feedback (PAF), where applicable. All information relevant to the appeal must be presented at the beginning of the application.

ACT'S APPEALS PROCESS EXPLAINED

Appeals will be lodged with ACT's Assessment Operations Manager who will follow and co-ordinate a two-stage process as outlined below.

Stage 1: Initial review of the application:

- the appeal application will be acknowledged within two working days
- the Assessment Operations Manager will conduct an initial review of the circumstances presented and will decide whether the appeal criteria has been met. This may involve an evaluation of the assessment process with relation to assessment validation and the administrative processes involved with marking and the recording of marks
- if the appeal application is considered valid, this will be communicated to the candidate within seven working days and the ACT will follow Stage 2 procedures below
- if the appeal application is rejected, this will also be communicated to the candidate with reasons within seven working days.

The outcome of the initial review is final. If the application is not considered valid, the appeal will not progress to Stage 2.

Stage 2: Refer to Appeals Review Panel

In the event that the appeal application is considered valid, the ACT will convene an Appeals Review Panel consisting of the ACT's Director of Education and Membership (or another Director of the ACT if they are unavailable), ACT's Chief

Assessor (who will act as Chair) and a member of the ACT, entirely independent of the assessment process. The Appeals Panel will consider the:

- papers relating to the appeal circulated to the panel for their consideration
- evidence as presented by the candidate.

The decision of the Appeals Review Panel will be communicated to the candidate in writing within **one month** of the Appeals Review Panel meeting. The decision will either be that the appeal is not upheld, in which case the original assessment outcome remains unchanged, or that the appeal is upheld, and the original mark may be adjusted. If circumstances preclude adjustment of the original mark, appropriate redress will be agreed with the candidate. No detailed feedback will be provided irrespective of the outcome. The decision of the Appeals Review Panel is final.

If the outcome of the appeal indicates a failure of an assessment process which may impact on future sittings, then the ACT will take steps to mitigate the effect as far as possible and ensure that such a failure does not re-occur.

TIMELINES AND PROCESS OVERVIEW

Appeals Application Deadline	Up to two months from result notification
Acknowledge Appeal Application payment	Five working days from receipt
Stage 1: Assessment Operations Manager reviews application to assess whether it meets the criteria and communicates outcome	Seven working days from receipt of application
Stage 2: Appeals panel convened and reviews appeal application	Within one month of appeal application
Decision communicated to candidate	Within one month of Appeals Review Panel meeting



To find all the resources needed to take your assessment successfully and support any post-assessment queries you may have, please visit our website at: learning.treasurers.org/assessment.

If you have any questions regarding your assessments, please contact us at assessment@treasurers.org.