



INFORMATION SYSTEMS EXAMINATIONS BOARD

The Appeals Procedure

April 2008

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Introduction

ISEB recognises that there may be circumstances in which candidates wish to have their examination results re-appraised and this document sets out the processes for appealing against decisions made by ISEB. Appeals regulations have a limited scope and limited outcome. The purpose of an appeal is to request a formal review of a decision in the light of an alleged material defect in the way in which the original decision was made or exceptionally, in light of information about the appellant's personal or medical circumstances that was unknown to the appellant at the time at which the original decision was taken. If an appeal is allowed the most favourable outcome is for the exam panel that made the original decision to be required to review its decision. This does not necessarily mean that the original decision will be reversed or altered. Normally marks for summatively assessed work will only be changed if there was an error in recording or processing them.

Who Can Appeal

Any candidate can appeal their results if:-

A they believe their performance was adversely affected by illness or personal circumstances (*Mitigating Circumstances*)

B they believe their performance was adversely affected by administrative errors or material irregularity

Please note:

Disagreement with the academic judgement of an ISEB Examiner Panel in confirming marks, grades for written examinations, and grades for assessments or oral examinations **does not** constitute grounds for appeal.

The ISEB Appeals Procedure must also not be used to bring complaints related to teaching, supervision or services. These must be raised at the time that they occurred and through the appropriate channels such as course tutor or Training Provider.

When Can I Appeal

You can only appeal when your results have been **officially published**.

Once your results have been published you have a limited timescale in which to lodge an appeal. Read on for more information.

How Do I Appeal

The candidate should send their 'Appeals Pro Forma' to the ISEB Qualification Support Department no later than 20 working days from publication of the examination results. A cheque made payable to the British Computer Society for £55.00 + VAT (per result being appealed) should accompany the application. This fee is non returnable unless the appeal is upheld.

What Happens Next

The case for appeal is considered initially by the Qualifications Support Manager who will decide if there is a case for appeal. If so, he/she will present this information to the Appeals Panel for consideration. This documentation will include the candidate's Appeals Pro Forma and may include any of the following:

- The exam result
- Examiner's or Moderator's reports and any other papers related to the examination
- A tape recording of the oral examination, where applicable
- Additional input from the examiner(s), moderator or invigilator in response to the appeal

The Appeals Panel will consist of the Qualification Products Director, the relevant Examinations Manager and a representative from the relevant Examination Panel.

The results of the appeal will be recorded and the candidate notified in writing by the ISEB Qualification Support Manager. The decision of the Appeals Panel in either upholding or rejecting the appeal is final.

Please find a list of the most frequently asked questions in relation to the ISEB Appeals Procedure. These FAQ's are intended to supplement the ISEB Appeals Procedure available on the ISEB website [Appeals Procedure](#).

Frequently Asked Questions

I received my results today and they are not what I expected – how do I appeal?

First of all, you can not appeal because you do not like your results; an appeal must have 'grounds'. There are three grounds for appeal permitted by the procedure (which you should read carefully if you are considering making an appeal) but very simply they are as follows:

- A candidate suffered personal mitigating circumstances and there was good reason why he did not tell ISEB about them at the time they occurred.
- There has been a significant error made by the ISEB Examiners Panel.
- The ISEB Examiners Panel has acted in a way which is manifestly unreasonable

I had some mitigating circumstances during my course but was too embarrassed to tell anyone about them unless I had to do so I decided to wait and, if I was not happy with my results, put in an appeal.

The ground for appeal which covers mitigating circumstances states that there must be 'good and reasonable cause' why you did not submit a PMC (Personal Mitigating Circumstances) claim at the appropriate time. Being embarrassed is not good and reasonable cause – the personal mitigating circumstances will still be embarrassing later and you would actually be revealing them to a wider audience than initially if you submitted an appeal. You should be aware that the Appeals Panel will first look at the case for 'good and reasonable cause' and will not even consider the mitigating circumstances until they are satisfied that this has been met.

I felt that the mark I received for one piece of work should have been higher as I worked really hard – which ground for appeal should I appeal under?

Disagreeing with academic judgement does not constitute grounds for appeal. 'Academic judgement' means that the mark, the pass or fail decision, the grade etc. given by the person marking the piece of work. This system is robust because it is not one person's opinion as there are various quality processes – for example there are a group of people involved in 'verification' which is the writing of the question in the first place – and in 'moderation' – where work is checked to make sure that the assessment and marking schemes have been applied properly. An external examiner is involved in both the verification and moderation processes.

If you are unhappy or disappointed with the mark you receive for a piece of work, you should speak to your Training Provider so that you can be given feedback; feedback will help you to understand how the mark was arrived at.

How long do I have to submit an academic appeal?

You must submit notice of an appeal within 20 working days of publication of the results from your particular examination. You must use the ISEB appeals pro forma. Make sure that you read the form carefully and provide all the information requested. It is **your** responsibility to make the case, and to make it clearly; ISEB cannot make assumptions - you must spell out the cause and effect.

How long will it take for my appeal to be resolved?

As each appeal is different there are no general guidelines as to how long an appeal will take to resolve, but you will be kept up to date at each stage of the appeal. We aim to investigate and resolve appeals as quickly as possible.

How will my appeal be considered?

The appeals review panel will have a copy of your letter of appeal and any supporting documents, along with relevant documentation (if necessary) from your Training Provider. If the panel considers that you do not have valid grounds for further consideration of your appeal, your appeal will terminate at this point. If the panel feel that there are grounds then they will refer the matter to a moderator. A decision by the panel that a valid ground has been made out in no way implies that the appeal will succeed.

Appeals Pro Forma

Section 1 – Candidate Details

Surname	
Forename	
Full Address	

We will send all correspondence to the above address so please ensure that you notify us promptly of any changes to your address

Section 2 - Exam Details

Exam Title	
Training Provider	
Candidate Number (If Known)	
Date of Examination	
Examination Result / Mark	

Section 3 - Grounds of Appeal

Mitigating Circumstances	
Administrative Error / Examination Material Irregularity	
Other	

(Please tick relevant box)

Section 5 – Documentation Attached

I attach the following documentation with my appeal proforma (please tick the relevant box)

Medical Evidence	
Other Documentation (please specify)	

Section 6 – Declaration

I declare that to the best of my knowledge all of the information I have supplied or attached with this form is true, accurate and complete.

I give my consent for this information to be circulated to relevant members of staff on a need-to-know basis for the purpose of investigating my appeal.

Signature of Appellant: _____

Date: _____

Please retain a copy of this form and all its attachments for your records.

Please send the completed proforma with attachments and ORIGINALS of any medical certificates to:-

The Qualification Support Manager
Information Systems Examinations Board
1st Floor, Block D
North Star House
North Star Avenue
Swindon
Wiltshire
SN2 1FA

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