

Assessment Review and Appeals Policy and Procedure

Introduction

The Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated Awarding Body. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias.

Overview

This document sets out the policy adopted by the Awarding Body for dealing with reviews and appeals following assessment decisions. The policy set out below is designed to ensure that such requests are dealt with in a fair and consistent way.

The Awarding Body aims to:

- Provide a transparent procedure for dealing with requests for reviews and appeals
- Deal with any requests for reviews and appeals in a fair and timely manner and keep the candidate appropriately informed of the progress of the investigation
- Notify the candidate of the outcome which has been reached and where appropriate, what further action, if any, is to be taken
- Monitor and track reviews and appeals to identify trends and patterns to be included in annual reports.

Reviews and appeals fall into two categories:

- **Category A** those relating to the fairness of the assessment questions, tasks or process
- **Category B** those relating to the marking outcome of an assessment

In each case, Stage 1 deals with reviews and Stage 2 deals with appeals.

Category A – Reviews and Appeals relating to assessment tasks or processes

Stage 1 – Category A Reviews

A candidate wishing to make a challenge relating to Category A should complete the Stage 1 Category A Review form via the CIPS website no **later than 2 working days after the assessment date**.

- The candidate should identify the reasons for the review request and provide supporting evidence.
- The candidate will be required to complete the Category A Review form. Please note that the exact wording of the question is not required, nor is the question number however, an outline of the general nature of the question is required in order for the Assessment Delivery team to be able to review and investigate.
- There is no charge for this type of investigation.
- On receipt of the review request, an acknowledgement will be sent to the candidate within one week.

Consideration of the Review

- The Assessment Development Manager will investigate the matter and communicate the outcome in writing to the candidate. For both objective response (OR) and constructed response (CR) exams, this will be within the same week as exam results are published.
- Where the outcome of this process indicates a failure in assessment processes that might affect other candidates, the Awarding Body will take steps to correct or mitigate the effect on them as far as possible, and to ensure that such a failure does not occur again.

Stage 2 – Category A Appeals

- If the candidate does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve independent scrutiny of the case. Candidates must request an appeal by submitting a Stage 2 Category A appeal form **within 2 working days** of receiving the review outcome. There is a fee for Stage 2 appeals, which would be refunded if the appeal were successful.
- Stage 2 appeals do not re-investigate the circumstances of the original review. An appeal at Stage 2 will only be considered if the appellant can show that the Awarding Body did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.
- The outcome of a Stage 2 appeal will be communicated to the appellant within one month of the date the appeal was received.

Consideration of the Appeal

Appeals will be considered, and decisions taken, by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be made by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by CIPS, is not an assessor working for CIPS, and is not otherwise connected to CIPS.

Category B – Reviews and Appeals relating to the marking outcome of an assessment

Stage 1 – Category B Reviews

Category B Review requests will not apply to objective response (OR) exams, these exams are marked by computer and then moderated by CIPS examiners.

Candidates requesting a review of their assessment (constructed response (CR) exams) under Category B must do so **within 2 working days of the assessment result release date.**

- Candidates should complete the Category B Review & Appeal Application Form and pay the fee via the CIPS website giving a reason* for their request. A separate form must be completed for each module. Most of the fee is paid to the assessor for the review. A small percentage is retained to help offset administration costs.
- On receipt of the application form, an acknowledgement letter will be sent to the candidate within one week.
- The Awarding Body will return the fee to the candidate if the grade is subsequently changed as a consequence of the review.

*Reasons such as illness, or something that the candidate believes affected their performance during an assessment, cannot be considered under this policy. If a candidate believes that their performance in an assessment has been affected, they should refer to the Special Considerations section of the Reasonable Adjustments Policy.

Consideration of the Review

The Exams Management Team Operations Manager will investigate the review request, which will include:

- Review of the answers against the mark scheme by an assessor not involved in the original marking.
- Remark of any questions where the second assessor believes the original marks allocated were incorrect.
- The Exams Management Team Operations Manager will communicate the outcome in writing to the candidate. Wherever possible, this will be completed within eight weeks from the last date of when the review request can be accepted.
- Where the outcome of this process indicates a failure in assessment processes that might affect other candidates, the Awarding Body will take steps to correct or mitigate the effect as far as possible and ensure that such a failure does not re-occur.

Stage 2 – Category B Appeals

- If the candidate does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve an independent scrutiny of the case. Candidates must request an appeal by submitting a Stage 2 Category B appeals form via the CIPS website **2 working days** of receiving the review outcome. There is a fee for Stage 2 appeals, which would be refunded if the appeal were successful.
- Stage 2 appeals do not review the content of the candidate's assessment. An appeal at Stage 2 will only be considered if the appellant can show that the Awarding Body did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.

- Stage 2 appeals will scrutinise the assessment processes and procedures to ensure they have been consistently followed.
- If the appeal is successful, the Awarding Body will review the candidate's assessment; however, the original mark may be upheld.
- Wherever possible, the outcome of a Stage 2 appeal will be communicated to the appellant within one month of the date the appeal was received.

Consideration of the Appeal

Appeals will be considered, and decisions taken, by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be taken by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by CIPS, is not an assessor working for the Awarding Body, and is not otherwise connected to the Awarding Body.

CIPS Awarding Body
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