



Chartered
Governance
Institute
UK & Ireland

Exam Results Appeal Policy and Procedure

February 2023

A decorative graphic in the bottom right corner consisting of three curved, overlapping bands. The top band is white, the middle band is orange, and the bottom band is light blue. They are set against a dark blue background.

1. Introduction and scope

- As part of our commitment to ensuring the standard and quality of the exams, CGIUKI have established this policy for handling appeals from candidates.
- CGIUKI's Appeals Procedure is intended to provide formal means for reviewing candidates' examination results, and it is applicable to all examinations set and run by the Institute.
- This policy sets out the process for handling appeals concerning exam results only. It does not cover complaints, mitigating or extenuating circumstances, which are covered by separate policies.
- All appeals will be considered by CGIUKI in a fair and consistent way and dealt with in confidence and without recrimination.
- An appeal can only be submitted when there are eligible grounds for doing so (as specified in section 3), and not simply because a candidate is dissatisfied with the outcome of their exam result.
- An appeal that questions the academic or professional judgement of those charged with responsibility for assessing a candidate's academic performance will not be permitted.
- A candidate may submit an appeal only on his or her own behalf; an appeal submitted by a third party will not be accepted unless accompanied by written authorisation from the candidate.
- A candidate considering submitting an appeal, should discuss the matter with CGIUKI before doing so, to better understand the reason for the result against which they wish to appeal. A formal appeal should only be submitted if a candidate remains dissatisfied once informal avenues have been exhausted.

2. Receiving your exam result

- The dates for the release of exam results are published in advance on the 'Exam timetable and key dates' areas of the CGIUKI's website and in MyCG.
- You can log into MyCG on the release day to receive your exam results and they are also emailed to you on the same day.
- You will receive one overall result for the exam expressed as a mark (usually out of 100). These grade margins are included on your results sheet and in MyCG.

0-49%	Fail
50-64%	Pass
65-74%	Merit
75-100%	Distinction

3. Grounds for appeal

- You have the opportunity, before and after the exam, to inform us know about any incident or personal circumstance which you feel may have affected your performance. All issues raised with CGIUKI will have been considered by the Assessment Review Panel before agreeing and releasing exam results.
- If there are other circumstances which you feel have not been taken into account. Or which indicate that your result has not been arrived at correctly, you can lodge a formal appeal of your result.
- If you are considering appealing your result, it is important that you read all parts of this section very carefully.
- An appeal may be made only on grounds alleging one or more of the following:
 - *the existence* of circumstances affecting the candidate's performance of which, for a credible and compelling reason, the Assessment Review Panel was not aware of, when the decision was taken, and which might have had a material effect on the decision.
 - *(Note: candidates wishing to appeal on such grounds must give credible and compelling reasons with supporting documentation and a valid explanation as to why this information was not made available prior to the decision being made).*
 - that there was a material administrative error or procedural irregularity in the examination process.
 - that there is evidence of prejudice or bias on the part of one or more of the examiners.
- An appeal made on one or more of the following grounds **will not** be considered:
 - academic judgment of the Assessment Review Panel.
 - lack of candidate's awareness of examination regulations and procedures.
 - extenuating circumstances (such as ill-health or personal issues) where there were no credible reasons to not disclose these before the exam result release.

4. Appeals procedure

- If a candidate remains dissatisfied with the decision of the Assessment Review Panel, once informal avenues have been exhausted, and believes there are valid grounds for appeal (as specified in section 3 above), they may invoke the formal appeal procedure.
- A formal appeal may be initiated by completing the 'Submission of Appeal' process in the MyCG area (the same page as your latest exam result) of the website within 14 working days of notification of the result. Appeals made after this date will be rejected unless the candidate has provided clear documentary evidence to demonstrate that they were prevented from submitting the appeal earlier. Please contact examinations@cgi.org.uk if you have any questions about the process.
- The candidate must make it clear on which of the above grounds they are making their application. Appeals submitted without this information will automatically be rejected. Candidates should submit any documents that they wish to be considered as part of the appeal with their application.
- On receipt of the formal appeal, CGIUKI will consider whether the application is made on one or more of the grounds specified in section 3. If it is not based on one of the grounds, the candidate will be notified within ten working days of the appeal having been received,

that the appeal has been rejected. There will be no opportunity for the candidate to appeal against this decision.

- If the appeal is shown to have been made on one or more of the grounds set out in section 3, then CGIUKI will convene the appeal Committee to consider the appeal.
- Your data and the information submitted as part of an appeal will be dealt with in confidence. However, when you lodge an appeal you accept that relevant staff members and, potentially, our assessors and board members, will have access to all the information under strict confidentiality clause.

5. Appeal outcomes

- Following consideration of an appeal, the Appeal Committee may make any of the following decisions:
 - that the appeal does not have substance, in which case the candidate will be informed of this decision in writing within 30 working days of the appeal having been received.
 - that the appeal has identified relevant matters that were not known to those making the original decision or that there had been procedural or administrative errors that might have affected that decision, in which event the appeal will be referred back to the Chair of the Assessment Review Panel for reconsideration, taking into account any new information, or any guidance and/or recommendations, from the Appeal Committee. The Appeal Committee should inform the candidate of their findings within 30 working days of the appeal having been received. Where the original decision is confirmed, the candidate will be given reasons for that decision. There will be no opportunity for the candidate to appeal against the decision of the Chair of the Assessment Review Panel.
 - that the appeal has raised serious or complex matters that require further investigation, in which case the application will be referred to an Appeal Panel.
- It is important for you to know that, even if your appeal is upheld, this does not mean that your mark will be adjusted. Your script would only qualify for re-marking as the outcome of an upheld appeal if serious errors were discovered in the marking process. If the result of an upheld appeal is that your exam script is remarked, the final result could be higher or lower than your original mark.

6. Appeals Panel

- Appeals considered by the Appeal Committee to raise serious or complex matters that require further investigation will be referred to the Appeal Panel. The Appeal Panel will include CGIUKI's Chair of Assessment Review Panel, Lead Learning & Assessment, Lead Learning Standards and Head of Education & Learning.
- The candidate will be given 10 working days' notice of the date and time of the Appeal Panel meeting and will be present their case, via video conference. Where the candidate decides not to attend, the Panel may proceed in their absence.
- The candidate may be accompanied at the meeting by a supporting person.
- The candidate will be sent copies of all documents to be made available to the Appeal Panel. The Appeal Panel is empowered to call members of staff with knowledge of the case to attend the meeting to give evidence, and to correspond with External Examiners

or others as appropriate. The candidate and the supporting person will be permitted to speak and to question any persons giving oral evidence to the Panel.

- Having considered the evidence, the Appeal Panel may make one of the following decisions:
 - to reject the appeal, in which case the candidate will be given reasons for the decision. If the appeal is rejected, there is no further right of appeal.
 - to refer the matter back to the Chair of the Assessment Review Panel for reconsideration, taking into account the new information or any guidance from the Appeal Panel. The Chair of the Assessment Review Panel will have the power to confirm or alter its original decision. Where the original decision is confirmed, the candidate will be given reasons for that decision. There will be no opportunity for the candidate to appeal against the decision of the reconvened the Chair of the Assessment Review Panel.
 - to revoke the original decision of the Assessment Review Panel and, as appropriate, allow the candidate a further opportunity to satisfy the requirements for the programme or relevant part of the programme.
 - to direct that further exam options be made available to the candidate as recommended by the Panel. Some of the possible options are:
 - the candidate's mark is 'withdrawn', meaning that it does not count as a 'fail' on the exam record and does not count as one of the four permitted attempts at each exam
 - the candidate is informed that our procedure is being reviewed or changed as a result of the appeal.
 - The candidate is offered another exam attempt without charge.
- At the conclusion of the Procedure, candidates will be issued with a Completion of Procedure Letter. There are no other appeals procedures beyond those detailed above.

This policy and the effectiveness of these procedures will be reviewed on a regular basis and updated if necessary.