



Chartered
Governance
Institute
UK & Ireland

Assessment Appeals Policy



December 2024

Introduction and scope

- As part of our commitment to ensuring the standard and quality of the exams, CGIUKI has established this policy for handling appeals
- CGIUKI's Appeals Procedure is intended to provide formal means for reviewing 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 about service levels 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.
- You may only submit an appeal on your own behalf. An appeal submitted by a third party will not be accepted unless accompanied by written authorisation from you (the candidate).
- If you are submitting an appeal, you are advised to discuss the matter with CGIUKI before doing so, to better understand the reason for the result against which you wish to appeal. A formal appeal should only be submitted if you remain dissatisfied once informal avenues have been exhausted.

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.
- Exam results are released after the Assessment Review Panel has met to verify and approve the validity of assessment results
- 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.
- The grade margins are indicated in the following table:

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

Grounds for appeal

- You have the opportunity, before and after the exam, to inform us 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:
 - 1) circumstances affecting your performance which CGIUKI was not aware of, when the assessment decision was taken, and which might have had a material effect on the decision. If you wish to appeal on these grounds, you must provide credible and compelling reasons, along with supporting documentation, and a valid explanation for why this information was not available before the assessment decision.
 - 2) that there was a material administrative error or procedural irregularity in the examination process that had an impact on the assessment decision
 - 3) 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:
 - that questions the academic or professional judgement of those charged with responsibility for assessing a candidate's academic performance;
 - that questions the academic judgment of the Assessment Review Panel;
 - your lack of awareness of examination regulations and procedures; or
 - extenuating circumstances (such as ill-health or personal issues) where there was no credible reason for not disclosing these before the exam results were released.

Appeals procedure

- If you remain dissatisfied with the decision of the Assessment Review Panel, once informal avenues have been exhausted, and believe there are valid grounds for appeal (as specified in section 3 above), you may invoke the formal appeal procedure.
- The appeal fee is £100.00 and is paid when the appeal is submitted. It will be refunded only if the appeal is upheld.
- A formal appeal may be submitted by completing the 'Submission of Appeal' process in the MyCG area (the same page as your latest exam result) within **14 working days of notification of the result**.
- Appeals made after this date will be rejected unless you have provided clear documentary evidence to demonstrate that you were prevented from submitting the appeal earlier.
- You must make it clear on which of the above grounds you are making your application. Appeals submitted without this information will be rejected. You should submit any documents that you wish to be considered as part of the appeal with your application.
- On receipt of the formal appeal, CGIUKI will consider whether the application is made on one or more of the three grounds specified in section 3. If it is not based on one of the grounds, you 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 you to appeal this decision, and the appeal fee will not be refunded.
- If the appeal is made on one or more of the grounds set out in section 3, a senior manager will lead the investigation. The senior manager will be independent of the assessment decision and will present recommendations on the appeal outcome to the Appeal Review Group.
- 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 a strict confidentiality clause.
- If you have any questions about the appeal process, then please contact examinations@cgi.org.uk.

Appeal outcomes

- Following consideration of an appeal, the Appeal Review Group may make any of the following decisions:
 - that the appeal does not have substance, in which case you will be informed of this decision in writing within 30 working days of the appeal window closing

- 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.
 - 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
- The Appeal Review Group will inform you of their findings within 30 working days of the appeal having been received. Where the original assessment decision is confirmed, you 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.
 - 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 result could be higher or lower than your original mark.

Appeals Panel

- Appeals considered by the Appeal Review Group that raise serious or complex matters that require further investigation will be referred to the Appeal Panel. The Appeal Panel will consist of members of the Education and Learning team and an independent member from either the Assessment Review Panel or the Education and Learning Committee. It will be chaired by an unconnected Director from CGIUKI's Executive Leadership Team.
- The Appeal Panel will review the appeal and associated evidence following which it may make one of the following decisions:
 - to reject the appeal, in which case you 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, guidance or recommendation from the Appeal Panel. The Chair of the Assessment Review Panel will have the power to confirm or alter the original assessment decision. Where the original decision is confirmed, you will be given reasons for that decision. There will be no opportunity for the candidate to appeal against the decision of the reconvened Assessment Review Panel.
 - to revoke the original assessment decision of the Assessment Review Panel and, as appropriate, allow you 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:
 - that your 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 for each exam

- you are informed that the Institutes procedure is being reviewed or changed as a result of the appeal.
- you are offered another exam attempt without charge.
- At the conclusion of Appeal Panel, you will be issued with a Completion Letter.
- There are no other appeals procedures beyond those detailed above.