



Institute
and Faculty
of Actuaries

Assessment Appeals Policy and Procedure

June 2024

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Introduction

We are committed to providing you with a fair and transparent route to achieving our qualifications.

Assessment Appeals are intended to offer you a formal process through which you can appeal the outcome of your assessment(s). An appeal is distinct from a complaint which seeks to raise concerns about the quality or delivery of a service we provide. We handle complaints under a separate process which can be found at: <https://actuaries.org.uk/about-us/choosing-the-right-avenue-for-your-complaint>

Our Assessment Appeals process is designed to ensure your appeal is dealt with fairly and consistently.

We aim to:

- Deal with your appeal in an impartial and timely manner and keep you appropriately informed of its progress.
- Notify you of the outcome reached and, where appropriate, what further actions we will be taking.
- Monitor and track appeals to identify trends which can be used to improve our assessment and appeals processes.

We are committed to promoting equality and diversity in our services to members. Your privacy and confidentiality will be respected at each stage of the appeals process. However, by submitting an appeal you agree to the disclosure of all, or parts of, your submission necessary to consider your case.

You can expect that everyone who deals with your appeal does so impartially, and that no individual will have a material interest in your case.

Grounds for Appeal

We can only consider an appeal under at least one of the following grounds:

Ground One: There was irregular procedure or improper conduct of an assessment.

- *This can include procedures for question setting, marking of an examination or moderation of results.*

Ground Two: There were Mitigating Circumstances:

- which could not be disclosed through the usual mitigating circumstances process following the examination.
- Where new evidence that could not have been, or for good reason was not, made available at the time of the mitigating circumstances application's submission.

Appeals made on the above grounds need to provide substantive independent evidence as to why it was not possible to submit a mitigating circumstances case or evidence immediately following the examination

- Where a procedural irregularity or administrative error occurred in consideration of the original mitigating circumstances application

Evidence of the procedural irregularity or administrative error which occurred must be provided.

To assist you in considering an appeal, the following are not valid grounds.

<p>Ground One Irregular Procedure or Improper Conduct of an Assessment</p>	<ul style="list-style-type: none"> • Marking variances – <i>variance between Marker 1 and 2 which have been checked by way of script review (unless errors can be evidenced)</i> • Comparison of your own analysis with your awarded marks <i>i.e. marking your own paper i.e. use of the Examiner's report</i> • Requests for re-marking • Challenging the academic judgement of the examiners because you believe you deserve a different outcome • Lack of understanding of the assessment regulations and procedures • Lack of understanding of the marking guidelines/policy • Any errors or irregular procedure concerning the setting of the exam paper which have been acknowledged in the Examiner report
<p>Ground Two Mitigating Circumstances</p>	<ul style="list-style-type: none"> • Not being aware of the Mitigating Circumstances process or deadline • Not meeting the eligibility criteria of the mitigating circumstances policy • Retrospective reporting of mitigating circumstances which could have been submitted within the required post-examination deadline. • <u>Where evidence could have been made available at the time of the submission</u> • <u>Where the independently verified evidence does not meet the standard required to support the appeal</u> (see supporting evidence section of policy)Appealing once you know your results, having previously chosen not to report mitigating circumstances • If the ground of the appeal is deemed more applicable to <u>Access Arrangements</u> or the <u>IFoA Complaints process</u>

Supporting Evidence

Regardless of the grounds, you will need to provide independent evidence to support your appeal. Without such evidence it is unlikely that your appeal will be successful.

All supporting evidence must be provided at the time of your appeal, as it will only be assessed based on the information submitted at that time. The application must be in English and only evidence written in English can be considered. It is the Candidate's responsibility to obtain and submit a verified translation if the original evidence is in another language whilst adhering to the deadlines laid out below.

Where you believe, an irregular procedure has occurred including a marking/moderation error, you will need to provide a detailed explanation giving your reasoning for this and this must be supported with evidence as appropriate.

For appeals made under Ground Two, we require **independently verified*** evidence of why you were unable to make a mitigating application or submit evidence within the mitigating circumstances deadline. In cases where your appeal relates to procedural irregularity or an administrative error this must also be evidenced.

**Should be typed, signed and dated and on letter headed paper*

In most circumstances, the IFoA deems the following individuals suitable to provide independent verification:

- Medical Professional
- Legal professional
- A Fellow of the IFoA (FIA/FFA) line manager or supervisor

Independently verified evidence must categorically state that in the professional opinion of the individual providing the verification, the candidate could not have submitted the Mitigating circumstances within the stated deadline.

We recognise it can be difficult to disclose sensitive personal information. To reassure you, all your appeal documentation will be treated sensitively, and remain confidential. The information submitted to us will also be subject to our relevant data retention policy.

Assessment Appeal Application Process

Making an Assessment Appeal

- You must submit an appeal using the application form available on the IFoA website, including all supporting evidence.
- We must receive your Appeal application within **21 calendar days** of the publication of your assessment result.
- Appeals should be sent by email to appeals@actuaries.org.uk
- You will receive an automatic confirmation of receipt by email.

Application Fee

Assessment appeals are subject to a fee for each examination result you are appealing (see [application form](#) for fee information). If you are appealing the outcome of more than one examination on identical grounds, at our discretion we may choose to charge you only one appeal fee.

Acceptance of your Appeal

Once your application has been received you will receive an email within 5 days, which will include details of how to pay. The invoice must be paid within five working days to avoid your appeal being automatically withdrawn.

We reserve the right to reject any application that does not clearly set out the reasons for appeal or meet the criteria of the grounds. At this stage we may also decide, at our discretion, that it is more appropriate to consider your case under a separate process, such as Access Arrangements or Complaints.

Where an investigation is carried out, we aim to provide a formal outcome of your appeal within 30 calendar days of payment. Any delays which mean this will not be possible will be communicated to you in advance of this deadline.

Consideration of your Appeal

The Head of Registry (or nominee) oversees the assessment appeals process. In each case when an appeal is made, a full investigation is carried out which includes a review of all available evidence and may involve consulting with Examiners, Assessors, Board Officers or other IFoA colleagues. This can include checking that no administrative, numerical, data transcription, computing or procedural errors have occurred.

Where your appeal relates to a specific irregular procedure or marking/moderation error being made and you have provided evidence of this, your case may be referred to a subject matter expert, for further review and comment.

The outcome of your appeal, with reasons for the decisions, will be communicated to you by letter from the Head of Registry (or nominee) within 30 calendar days from the receipt of your appeal fee, unless we have explained there will be a delay in communicating the outcome to you.

Appeal Outcome

Your appeal may be upheld, partially upheld or it could be deemed unsuccessful.

Should your appeal be upheld, this does not necessarily mean that your final mark will be amended.

For example, you may receive one or more of the following:

(List is not exhaustive)

- An explanation or apology
- An undertaking to review the relevant administrative procedures
- A re-mark of your assessment
- Correction of the previously awarded mark
- Consideration of your mitigating circumstances

Remark of your assessment

Where a remark is required, the previously awarded mark could go up or down from the original outcome. We will seek your permission before undertaking a remark of your script unless further review is required to ensure that the marking guidelines have been followed.

Any remark undertaken as part of the Appeal investigation will be a full remark of all questions and question parts and not a partial remark of the examination script. For dual paper subjects, a remark will only be carried out for the script(s) where error(s) have been identified. If the corrected mark meets the required standard for the assessment, you will receive a Pass.

Where the outcome of an appeal identifies a failure in the assessment process which may also have affected other candidates, we will take steps to correct or mitigate the effect on others as far as it is possible to do so, and work to ensure that similar failures do not occur in future.

Mitigating Circumstances

If an appeal based on mitigating circumstances is upheld, you will be asked to complete a mitigating circumstances application and provide further evidence at this time to support your application. This will then be considered by the panel as appropriate.

Where you are appealing due to a procedural or administrative error which occurred in consideration of your original mitigating circumstances application, if appeal is upheld your case will be referred once again to the panel for a further review, you will not be asked to provide any further evidence for the panel to take into consideration unless you have grounds to do so.

Exam Bookings

If you are awaiting the outcome of an Assessment appeal and your decision on whether to book a resit during the next session is dependent on this, we would strongly advise you to go ahead with the booking before the closing date. We will be unable to accept late entries after the booking period, as a result of a delayed Assessment appeal outcome.

Refunds

If we either uphold or partially uphold your appeal, your appeal fee will be refunded. If you have booked a resit for the same assessment and your appeal results in a pass, the examination entry fee will also be refunded to you.

End of Appeals process

Should your Assessment Appeal result in a remark by the Chief Examiner (or Nominee), or your mitigating circumstance be considered by the Mitigating Panel, no further challenges can be considered. Your awarded mark will be final.

The outcome of your Assessment Appeal is final and once this has been communicated to you, we are unable to consider your appeal further.



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Document control

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Date approved: June 2024

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