

Assessment Review and Appeals Policy

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 relating to the marking outcome of an assessment. The policy set out below is designed to ensure that such requests are dealt with in a fair and consistent way.

Reviews

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

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

- Candidates should complete the 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 email 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 and Special Consideration Policy.

Consideration of the Review

The consideration of the review 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.
- CIPS will communicate the outcome by email to the candidate. This will be completed within four 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.

Please note: CIPS will not provide any feedback regarding the completed assessment as part of the review outcome.

Appeal against the review outcome

- If the candidate does not agree with the outcome of the review, they have the right to take the process to an appeal, which would involve an independent scrutiny of the case. Candidates must request an appeal by submitting an appeals form via the CIPS website within 2 working days of receiving the review outcome. There is a fee for appeals, which would be refunded if the appeal were successful.
- Appeals do not review the content of the candidate's assessment. An appeal 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.
- 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 an 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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