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### Purpose

IRM is committed to promoting fairness and transparency in all policies and procedures. This Assessment Appeals Policy and Procedure is intended for cases where all standard routes for querying a candidate's assessment outcome have been fully exhausted. It outlines the process and principles for handling appeals in line with Ofqual's General Conditions of Recognition, specifically Condition I1, and ensures that all candidates have access to a clear, fair, and timely appeals process.

### Scope

This policy is applicable only to candidates who wish to appeal decisions relating to assessment outcomes, results, reasonable adjustments or special considerations.

General complaints should be raised through the G-05 IRM Complaints Policy & Procedure.

Appeals relating to academic misconduct, including malpractice, are addressed separately under the QA-05 Candidate Malpractice Policy.

### Grounds for Assessment Appeals

Any candidate who has completed an IRM assessment has the right to appeal their assessment result if there is evidence to support any of the following:

- Procedural errors in the administration or processing of the assessment process. e.g. candidate had an approved access arrangement (like extra time) that was not provided at the time of the exam; IRM failed to apply its own procedures (during moderation, appeals, or reviews); wrong candidate paper marked, script misplaced or mixed up with another candidate's script.
- Marking error e.g. sections of an assignment not being marked.
- Error in the application of special consideration or access arrangements.
- Consideration of extenuating circumstances not previously disclosed where the student believes that unforeseen personal, medical, or other circumstances significantly affected their performance and were not communicated at the time of assessment\*

\*Please note -The student must provide a written explanation of why the IRM was not informed earlier and submit any supporting evidence and appeals on this ground will only be accepted where there is a clear and justifiable reason for the late disclosure.

Where the appeal is to a marking error, candidates are advised that any review made may result in a lower grade being awarded.

The appeals procedure consists of a two-stage process but only appeals that are not resolved at stage one can progress to stage two.

### Informal Action Prior to an Appeal

All candidates are encouraged to contact the exams team ([exams@theirm.org](mailto:exams@theirm.org)) in the first instance and prior to making an appeal if they believe that the IRM has made a mistake in the recording of results, or if there was an error in the calculation of a result.

If the candidate believes there has been interference, disruption, or errors made at a Test Centre, they should raise this with the Test Invigilator at that Centre in the first instance, at the time of the exam.

Advice will be offered by IRM to any candidate who requires clarification on the details of the appeals procedure and how to make an application.

The diagram in Appendix 1 outlines the appeals procedure in relation to the applicable grounds for appeal.

### Application for Appeal

Candidates wishing to make an appeal must provide full details of the specific grounds for any appeal using the Appeals form which can be obtained by emailing the exams team ([exams@theirm.org](mailto:exams@theirm.org)). **Please note that if your appeal is based on an assignment then you must have already applied and received feedback on the assignment first before an appeal can be made.**

All appeals applications must be received by the IRM exams team within 7 working days of the results being published (for multiple choice exams) or within 7 working days of receiving their feedback and review report (for assignments).

Candidates who submit an appeal will be required to pay an initial administration fee of £60. This payment must be received at the time the application is made. If payment along with the application is not received within the 7 working days of the stated timeline above, the appeal application will not be processed. For Candidates who are unsatisfied with the outcome of Stage One of the Appeals procedure and wish to proceed to Stage two, a further fee of £70 will be applicable.

In cases where an appeal is upheld, the candidate will be fully reimbursed for the full amount paid. Where candidates are due reimbursements, these will be paid by the IRM within 30 days of the outcome of the appeal being notified.

### Stage One

The IRM will appoint a moderator to carry out a review of the candidate's appeal and all available evidence. The appointed moderator will consult with others as required. This could include Test Centre invigilation staff, chief and principal examiners, assessors, and witnesses.

Once the moderator has completed their review, a member of the exams team will contact the candidate regarding the outcome. The outcome communicated to the candidate will include a short explanation and a rationale for the moderator's decision.

Stage one appeals will be completed with the outcome notified to the candidate within 20 working days of the appeal being received by the IRM examinations team. If further time is required in order to gather further evidence, the candidate will be informed along with a revised date of when the investigation will be completed and the outcome notified.

Where an appeal is upheld, IRM will update the Candidate's assessment record and refund the appeal application fee.

### Stage Two

Where the candidate is not satisfied with the outcome of Stage 1 of the Appeals procedure, they may escalate their appeal to Stage 2. The case and all available evidence will be reviewed by an Independent Appeals Panel. The Candidate must provide the full details of the specific grounds for the Stage 2 appeal, using the form which can be obtained from the exams team. Stage 2 appeal applications must be submitted within 10 working days of receiving the outcome of the Stage 1 appeal. The form must be sent by email to IRM's Head of Exams and Assessment ([exams@theirm.org](mailto:exams@theirm.org)) who will process the application and forward it to IRM's Director of Qualifications (DoQ). The DoQ will appoint an Independent Appeal Panel to review the appeal.

The Independent Appeals Panel will review all documentation and responses submitted as part of Stage One of the process. The Panel's primary purpose is to ensure that all procedures were correctly followed and that the actions of all parties involved were carried out in accordance with established procedures.

The Panel is not responsible for re-marking scripts or reconsidering the assessments. However, at its discretion, it may invite written or oral representations from the candidate or other relevant individuals involved in the appeal.

Following the Panel's review, the Head of Examinations and Assessment will formally notify the candidate in writing of the outcome. The outcome will state whether the appeal has been upheld or declined. No further details will be provided, and the decision of the Panel is final. IRM will not enter into further correspondence with the candidate on the matter.

In cases where an appeal is upheld, the fee paid by the candidate will be refunded in full. Stage two appeals will be completed with the outcome notified to the candidate within 30 working days of the appeal being received by the IRM exams team.

