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Purpose

IRM is committed to providing fair and transparent policies and procedures. This Assessment Review and Appeals procedure is intended for consideration of circumstances where all enquiries related to a candidate's performance in an assessment through readily available routes have been exhausted.

The Appeals Process is only available for those candidates who either:

- For Modules 3-6, have received a review of their exam results or final grade for their assignments.
- For Modules 1-2, where the principal grounds for appeal (see below*) are met

Candidates may request a formal review of their results and feedback on their examination script (for the old Diploma syllabus) by completing and submitting the Review and Feedback Form found in the "My Study" section of the IRM's website at www.theirm.org.

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

1. Review Process for Diploma Examinations and Assignments only

Candidates may initiate request for a review by completing and the Review and Feedback form.

Upon receipt of a request for a review, IRM will appoint a Review Examiner/Assessor (who did not assess the original exam script or assignment and will usually be the Principal Examiner or Assessor) and forward to that person, the Candidate script or assignment and confirmation of the candidate's examination number (if applicable), mark and grade. To preserve the candidate's anonymity, no additional identifying information will be provided. Where there are any significant comments within the candidate's form, these will be brought to the Examiner or Assessor's attention where deemed appropriate by the Examinations and Assessment manager.

For exam scripts or assignments, the Review Examiner or Assessor will undertake a clerical check to ensure:

- All pages have been marked
- All the marks have been correctly totalled
- In the case of assignments that the correct Rubric/Grade Sheet has been applied
- Appropriate candidate comments that have been forwarded
- Any special considerations/reasonable adjustments have been made in accordance with the policy

The Review Examiner or Assessor will then review the script or assignment to ensure that the marks awarded by the original examiner or assessor followed the requirements of the approved marking scheme or rubric. He or she will then produce a report summarising the overall performance of the

Candidate and provide feedback on a question-by-question basis (in the case of exams) or on each criterion of the Rubric for assignments. Where the Review Examiner or Assessor feels there are grounds to change the result from “Fail” to “Pass”, or, to change the grade awarded, he or she would state this at the appropriate place in the report. The Principal Examiner or Assessor will have the responsibility for making the final decision.

The report will then be sent by e-mail by the Review Examiner to the Principal Examiner/Assessor for scrutiny, together with the examination script or assignment (where the Principal Examiner was not the Review Examiner). Where the Principal Examiner/ Assessor was the Review Examiner, the report will be sent to IRM’s Examinations and Assessment Manager for scrutiny. The Chief Examiner will only be required to scrutinise the script and report where a recommendation has been made to upgrade the script or assignment from a fail to a pass, or in cases where the Examinations and Assessment Manager wishes to bring something to the Chief Examiner/Assessor’s attention.

The Principal Examiner/Assessor or Chief Examiner/Assessor will evaluate the report for:

- Obeisance to the specified Review Report formatting standards
- Syntax, consistency and fairness of the reports

Where the Principal Examiner/Assessor or Chief Examiner/Assessor confirms the judgement of the Review Examiner or Assessor, he or she will then provide a final electronic version of the report to the IRM (Examinations and Assessment Manager), to be issued to the student.

Where the Principal Examiner/Assessor or Chief Examiner/Assessor does not agree with the overall judgement of the Review Examiner/Assessor, then he or she will discuss the situation with the Chief Examiner/Assessor or Examinations and Assessment Manager respectively and decide based on that discussion.

2. Appeals process for Diploma Examinations and Assignments

Candidates who are dissatisfied (e.g., their ‘Fail’ has not been upgraded to ‘Pass’ or their pass has not been upgraded to “Merit” or their ‘Merit’ has not been upgraded to ‘Distinction’) as conveyed by the Review Process (for Diploma exams and assignments) may instigate an Appeal. The Appeals Process is outlined in the Student Handbook for Diploma candidates. There are two stages to the Appeal Process, Moderator Review, and the Independent Appeals Process:

The candidate may request a Moderator Review by contacting the exams team (exams@theirm.org). A fee will be payable, and this will be refunded in instances where the appeal is upheld).

3. Appeals process for Certificate Examinations

Candidates who have a previously undisclosed Extenuating Circumstance, are dissatisfied with IRM's procedures or their application may instigate an Appeal. The Appeals process is outlined in the Student Handbook for Certificate candidates.

4. Grounds of Appeal

The Candidate must state their grounds of appeal. The principal grounds of appeal are as follows:

- Extenuating Circumstances that were not revealed for valid reasons prior to the publication of results
- IRM not applying its procedures consistently, properly, or fairly

STAGE 1 - Moderator Review

IRM will appoint either the Chief Examiner, Assessor, or the Examinations and Assessment Manager as the Moderator for the purpose of the Review. He or she will scrutinise the documentation including the Review Examiner or Assessor's reports. The moderator review must clearly either confirm the judgement of the Review Examiner/Assessor or recommend the award of a revised mark i.e., award a 'PASS' instead of a Fail or a Merit instead of a Pass or a Distinction instead of a Merit. In arriving at this decision, the Moderator may, at his or her discretion, discuss the circumstances with the Principal Examiner or Assessor concerned.

The Moderator's Review Report will then be sent to IRM's Examinations and Assessment Manager. On receipt of the Moderator's report, the Examinations and Assessment Manager will then inform the Candidate that the appeal has either been upheld or declined in accordance with the policy.

Where an appeal is upheld, IRM will update the Candidate's assessment record and refund both the appeal and the Review Report Fee. A copy of the Moderator's report will be sent to the Principal Examiner/Assessor or Chief Examiner/Assessor (depending on who carried out the review).

STAGE 2 – Independent Appeals Panel

Where the Candidate is not content with the outcome of Stage 1 (Moderator Review) of the Appeal Process they may escalate their appeal to Stage 2 of the process so that it may be considered by an Independent Appeals Panel. The Candidate must provide full details of the specific grounds for such an appeal using the form which can be obtained from the exams team.

The form must be sent by email to IRM's Responsible Officer who will appoint an Independent Appeal Panel of not less than three appointed individuals:

- An independent Chair of relevant experience/expertise as appropriate

- The IRM's Head of Examinations and Assessment
- The Chief Examiner or Principal Examiner/ Assessor (as appropriate depending on who was the reviewing manager)

The Panel will assess all documentation and responses as provided by those involved in stage 1 of the process. The focus of the Panel will be to verify that all procedures have been carried out and that the responsibilities of those involved have been conducted in accordance with due procedure.

The purpose of the Panel is as described above, and it is not its responsibility to re-examine the script or assignment.

The Panel, at its discretion, may wish to hear oral or receive written responses from the Candidate and any other parties who have been involved in the appeal.

After the meeting and considerations of the Independent Appeals Panel has taken place, the Chairman will communicate the outcomes of its deliberations to the Head of Examinations and Assessment at IRM giving specific address to the areas of concern highlighted by the appellant.

The Head of Examinations and Assessment will then write to the Candidate advising them of the outcome of their appeal. The outcome will simply be that the appeal has been upheld or declined. No additional details will be provided, and the Candidate will be advised that IRM will not enter any further correspondence. Where an appeal is upheld, the fee initially paid by the appellant will be refunded in full.