

## **PROCEDURES FOR APPEAL OF RESULTS OF THE EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT (EISA)**

Note: ACRP as QCTO's Assessment Quality Partner uses the services of well experienced assessors and moderators to ensure that marking and calculation of results are of high standard. Students are therefore advised not to randomly ask for a re-assessment without good reason. However, if a student is convinced that the published results do not reflect the value of their efforts, they are welcome to ask for a re-assessment or to lodge an appeal.

Students using these procedures are obliged to exhaust each stage before being able to proceed to the next stage.

*Appeals should be emailed to the office of the AQP at: [aqp-admin@acrpafrica.co.za](mailto:aqp-admin@acrpafrica.co.za)*

### **STAGE 1: PROCEDURES FOR RE-ASSESSMENT OF EXAMINATIONS**

#### **1.1 Grounds for Re-assessment**

A re-assessment of the paper may be requested where a student is of the view that a result does not adequately represent his/her performance in the EISA.

#### **1.2 Re-assessment Procedures**

- a. Students may formally request the EISA Manager to arrange a re-assessment of their examination results within three weeks from the date of submitting the results to the relevant Skills Development Providers (SDPs), or, in exceptional circumstances, within such extended period as allowed on the sole discretion of the AQP Manager.
- b. The EISA Manager communicates with the original marker(s) of the script(s) or his or her nominee and arrange to have the script re-assessed as soon as possible. This will also include a formal check to ensure that all parts of the examination have been marked and that no errors occurred in the recording, collating or combining of marks that determined the result.
- c. The outcome of the re-assessment of the examination result shall be communicated in writing to the student by the EISA Manager who shall, if a change in the result is recommended, make the necessary arrangements to have the result amended.
- d. There shall be a fee of R500 per script for the re-assessment of an examination result. If the examiner recommends an upward adjustment of marks of more than 3 percent, or if a "fail" mark is changed to a "pass" mark, this fee shall be refunded.
- e. The candidate will be informed in writing by e-mail to the relevant SDP and the student's own e-mail address as provided to the AQP, of the outcome of the re-assessment.

### **STAGE 2: PROCEDURES FOR A FORMAL ACADEMIC REVIEW OF EXAMINATION RESULTS**

## **2.1 Grounds for Formal Academic Review**

A Formal Academic Review may be conducted where:

- a. The student is dissatisfied with the outcome of the re-assessment of the examinations.
- b. There is evidence of substantive irregularity in the conduct of the examinations.

Students requesting a Formal Academic Review have to outline in detail their reasons for requesting the review.

A request for a Formal Academic Review will only be considered where a student has first completed the re-assessment phase and then has completed viewing the scripts under the oversight of representatives of the AQP and the relevant SDP. The AQP will arrange a date for the viewing of scripts at AQP Headquarters or such other venue as agreed upon between the AQP and the relevant SDP. Students are not allowed to photograph scripts or take notes from scripts during the viewing period.

## **2.2 Formal Academic Review Procedures**

- a. The request for a Formal Academic Review must be received by the AQP Manager not later than three weeks after the results of the re-assessment stage have been issued to the students.
- b. The request, which must be in writing and signed by the student concerned, should set out the grounds for the Formal Academic Review in accordance with 2.1 above.
- c. The Formal Academic Review will be carried out by a Formal Academic Review Committee under the direction of the AQP Manager and, where appropriate and feasible, will entail the reconsideration of the results of the marking process.
- d. There shall be a fee of R600 per script for the Academic Review of an examination result. If the process leads to an upward adjustment of marks of more than 3 percent, or if a “fail” mark is changed to a “pass” mark, this fee shall be refunded.
- e. The candidate will be informed in writing by e-mail to the relevant SDP and the student’s own e-mail address as provided to the AQP, of the outcome of the Formal Academic Review.

## **STAGE 3: PROCEDURES FOR FORMAL APPEAL OF EXAMINATION RESULTS**

### **3.1 Grounds for Formal Appeal**

A Formal Appeal of an examination result shall be considered if the student is not satisfied that the re-assessment or Formal Academic Review of his/her examination result was properly carried out.

### **3.2 Formal Appeal Procedures**

- a. A request for a Formal Appeal will only be considered where a student has completed

the re-assessment and Formal Academic Review stages.

- b. A student who wishes to formally appeal an exam result must do so in writing, setting out the grounds for the Formal Appeal in full to the AQP Manager, within three weeks of the conclusion of the Formal Academic Review.
- c. There shall be a fee of R1,000 per script for the appeal against an examination result. If the appeal process leads to an upward adjustment of marks of more than 3 percent, or if a “fail” mark is changed to a “pass” mark, this fee shall be refunded.
- d. Upon receipt of a written appeal, the AQP Manager shall refer the matter to an *ad hoc* Examinations Appeal Committee of the ACRP Board.

### **3.3 Examinations Appeal Committee**

- a. The Examinations Appeal Committee of the ACRP Board shall consist of at least one Board member and two other educational and assessment professionals as identified by the Board. The AQP Manager shall serve as an advisor of the Committee but will not have voting rights.
- b. The quorum for any meeting of the Committee shall be three members. No voting member of the Appeal Committee shall have an involvement in the examination process or matter being considered under appeal.
- c. The Examinations Appeal Committee considers appeals from students, taking into account the decisions made by the Formal Academic Review Committee. The Appeal Committee functions as an independent and final arbiter in disputes in relation to examination results.
- d. The Examinations Appeal Committee shall consider the appeal on the grounds on which it is based and shall as appropriate consult with the internal and external examiner(s) and staff involved in the re-assessment and Formal Review stages and the student concerned.
- e. The Examinations Appeal Committee shall determine the appeal by giving a decision. The Chairperson of the Committee shall inform the appellant, SDP involved and AQP Manager and the ACRP Board of the outcome of the appeal.
- f. The decision of the Examinations Appeal Committee is final and no further correspondence will be entered into on the matter.

Adapted for ACRP from the IPA *Procedures for Appeal of Examination Results*  
([https://www.ipa.ie/\\_fileupload/Procedures%20for%20Appeal%20of%20Examination%20Results.pdf](https://www.ipa.ie/_fileupload/Procedures%20for%20Appeal%20of%20Examination%20Results.pdf))