

## RE-MARKING OF EXAMINATION SCRIPTS

Candidates may request that examinations be remarked subject to the following conditions:

1. A written application for re-marking an examination script must be submitted within 14 calendar days of the results of the examination being made available, to the relevant Examination Body Administration.
2. The mark(s) awarded after re-marking will be the final result(s), even if lower than the original mark(s).
3. The fee for re-marking **each individual script** is proposed by the regulatory examination project team and submitted to the Minister of Finance for approval.
4. The money should be paid to the Examination Body Administration before the request will be considered.
5. Re-marking results will be made known as quickly as possible, but it is unlikely that re-marking will be completed less than 30 days after such a request was received.
6. Please refer to the IT Specification for specific guidelines.

## APPEALS AND COMPLAINTS

The principles adopted by the FSB in respect of how the regulatory examinations are developed and made available to candidates is such that sharing of exam questions after an examination is prohibited. In order to ensure fairness in the conducting of the regulatory examinations, the Examination Policy makes provision for candidates to appeal the examination material. The Examination Terms and Conditions does alert candidates of their right to appeal.

The internal policies and procedures of the authorised Examination Body must make provision for:

- i. Appeal process
- ii. Complaints management.
- iii. Examination re-mark

For the purposes of this policy document the following definition will apply:

**Appeal** – A process whereby the candidate formally indicates that he/she wishes to challenge the accuracy or fairness of a specific aspect of the examination material i.e. examination question/s; alternatively, the candidate may deem a specific question/s to be ambiguous and, consequently, unfair.

Examination Bodies are obliged to inform candidates at the time of examination of their right of appeal. The necessary documentation to support the candidate's appeal must be made available to the candidate at the examination venue at the time of writing the examination. The Intention of Lodging and Appeal template must be made available to the candidate at the time of writing the examination.

A candidate who exercises the option of lodging an appeal will be liable for an administration fee. The appeal fee will apply to a maximum of three questions. Thereafter, a further appeal fee will be charged for subsequent next three questions, and so on.

The appeal process will not commence prior to the appeal fee being paid over to the Examination Body responsible for processing the appeal. Notice to this effect must be made clear to the candidate.

Candidates must notify the Examination Body of their intention to appeal within 14 working days of the examination date in question.

The Examination Body must complete the appeal review within 10 working days of receipt of the appeal fee.

When processing an appeal, the examination body concerned must ensure that the appeal is supported by material detail pertaining to the reason for the appeal.

The appeal is to be reviewed by the examination body's subject matter expert (SME). The SME is the examination body's concluding authority in respect of the appeal.

In the event of an SME upholding an appeal, the information pertaining to the decision must be submitted to the FSB for ratification prior to communicating the outcome of the appeal to the candidate. The FSB must revert to the Examination Body on the result of the ratification exercise within 7 working days of receipt of the upheld appeal notice from the Examination Body.

Where an appeal cannot be addressed to the satisfaction of the Examination Body and/or candidate, the matter must be referred to the Registrar. The Registrar will make the final decision on the recourse required to settle the matter.

**Complaint** - An expression of dissatisfaction with any of the examination-related processes or procedures.

Candidates have the right to lodge a complaint to the examination body in respect of the following examination processes: examination enquiries; examination registration; conducting of the examination; communication the outcome of the examination result; and, the supporting examination administration process.

Should a candidate wish to raise any other examination related point of dissatisfaction with the regulatory examination process they are permitted to do so.

---

**END**