

APPENDIX B

EXAMINATION REVIEW and APPEAL PROCEDURE

INTRODUCTION

1. Definitions.

- a. For the purpose of this document the term ‘man, he, him or his’ can apply to any person of either sex.
- b. The following definitions will be used throughout.
 - i) **The Examination Panel:** This is the group of examiners who are actually present when an examination is held. They will have a foreman. They are responsible to the Examination Committee of the Diploma to which they are appointed examiners.
 - ii) **The Review Panel:** This is the group of examiners selected by the Convener of the Examination Committee to review the results of an examination.
 - iii) **The Examination Committee:** This is the body responsible for the examination and for the requirements that lead to the recommendation for the award of one of the Society’s diplomas.
 - iv) **The Examinations Board** of the Society is the body responsible to the Court of Assistants for all the Diplomas awarded by the Society. The authority is Bye-Laws 39-49 and the Terms of Reference at Appendix A(I).
 - v) **The Appeal Tribunal.** This is the group selected by the chairman of the Examinations Board to hear an Appeal
 - vi) **The Court** is the Governing Body of the Worshipful Society of the Art and Mystery of Apothecaries of London

2. Background. On 21 March 2005 the Examinations Committee resolved (Minute 11) that feedback to unsuccessful candidates on their examination performance be made available from the Examination Committees and Panels when requested. Prospective candidates for the examination are informed of this facility in the *Regulations and Syllabus*. This document also outlines the paper review and appeal process.

TIMINGS

3. Requests for feedback, reviews and appeals must be made in writing and received by the Registrar within the timescales set out in the Regulations and Syllabus for the diploma in question.

FEEDBACK

4. The feedback process operates through the Registrar. The Registrar has authority to pass to the candidate a breakdown of the marks awarded in each section of the examination. This information is accompanied by an explanation of the marking scheme and the standard that is required to achieve a pass in the examination.
5. The Registrar can also relay a transcript of additional general advice directly to the candidate. This is advice generated by the Panel under the supervision of the Foreman of the Panel, which had been agreed at the time of the examination. The Registrar's role is to distribute the prepared information but not to interpret it.
6. There is no charge to the candidate for this service as it will be included in the fee paid for the examination.
7. The academic standard used by diploma examination committees is final.

PAPER REVIEW

8. A request by a candidate for a review of a paper will usually follow a request for feedback but need not do so.
9. The candidate must state the part of the examination for which he seeks a review. Only that part will be reviewed to ascertain whether or not a marking error has occurred.
10. On receipt of a review request the Registrar will inform the Convener of the relevant Examination Committee and the Chairman of the Examinations Board.
11. **The Review Panel**
 - a. Personnel. The Convener of the Examination Committee will appoint two members of the Examination Committee (other than those directly involved in examining the candidate) to the task of reviewing and will notify the Registrar of the names of those appointed.
 - b. Process. The Registrar will ensure that the Review Panel fulfils the Society's criteria. Once the review is complete, the Convener of the Examination Committee will review the result with the review examiners and report the result to the Registrar and to the Chairman of the Board with a view to endorsement. The candidate will then be informed of the outcome by the Registrar
12. The appeal fee will be returned in the event that the review results in a pass.

APPEALS

13. **Appeal to the Examinations Board.** An Appeal to the Society's Examinations Board is open to a candidate if he is not satisfied with the decision of the Examination Panel or the Review Panel or feedback by the Examination Committee.

14. For an appeal to be received by the Registrar the candidate must state under which of the following circumstances the appeal is being submitted:
 - a. Alleged failure of the Examination Panel to adhere to the examination process as outlined in the Regulation and Syllabus document or the Guidance to candidates;
 - b. Alleged failure to take into account significant contributory factors, for which the Society was responsible, which would adversely affect the candidate's performance;

15. The following conditions apply:
 - a. The appeal must be received within 28 days of the candidate being notified of the examination result or the feedback or reviewing report;
 - b. The appellant shall set out in writing the detailed grounds on which the appeal is made.
 - c. All the supporting evidence must accompany the appeal submission;
 - d. The Registrar will notify the Chairman of the Examinations Board, who is responsible for selecting the Appeal Tribunal;
 - e. The Appeal Tribunal will comprise a minimum of three persons, one of whom would be the Chairman or Vice Chairman of the Examinations Board and two other members. Others can be co-opted for specific purposes, as the Chairman deems necessary.

16. The appeal process could be of two sorts.
 - a. A document review – The **Written Evaluation**; or
 - b. An oral hearing and document review –The **Oral Hearing**.

The candidate is required to select which option he wishes to use.

17. **The Written Evaluation**

- a. *Personnel*:
 - i. Chairman or Vice Chairman of the Examinations Board;
 - ii. A member of the Board;
 - iii. A member of the appropriate Diploma Examination Committee who has not been directly involved in the candidate's examination.

- b. *Process*. All documentation submitted by the candidate will be considered. Written evidence will be required from the Convener of the Examination Committee and the examiners involved. Any contributory information, which would assist the Tribunal in resolving the Appeal, will also be sought.

- c. The Registrar will inform the candidate as to the likely date by when a decision might be expected.
 - d. The Chairman of The Appeal Tribunal will communicate the outcome of the appeal in writing to the candidate within 10 days of the deliberation.
18. **The Oral Hearing.** All written evidence to be considered would be required at the time of the submission of the request for an appeal and any late evidence is to be presented no later than 14 days in advance of the hearing.
- a. *Personnel:*
 - i. The candidate is required to present his case in person and can be accompanied by a friend or adviser should he so wish;
 - ii. The Appeal Tribunal will comprise the Chairman or Vice Chairman and two other members of the Examinations Board. The names of those designated are to be communicated to the appellant 14 days in advance to ensure they have no objections. Otherwise the candidate can opt for a second chairman and two others.
NB. Should the appellant choose this option then a second, six-week time frame applies from the date that the Registrar is notified of the appellant's decision.
 - iii. The Registrar will be in attendance;
 - iv. The Examination Panel against which the complaint is directed will be represented (usually by the Convener or by a representative of the Convener who could be either a member of the Examination Committee or Panel);
 - v. The Society will designate a note-taker for the session.
 - vi. A summary will be agreed by the members of the Appeal Tribunal and the appellant.
 - b. *Process.*
 - i. The oral hearing will take place at a mutually convenient time but within six weeks of the lodging of the appeal with the Registrar or the notification of a request to convene a second tribunal panel.
 - ii. The examiners involved or the Convener of the Examination Committee (or his representative) will be required to attend.
 - iii. Normally, the oral hearing would be scheduled for two hours.
 - iv. Once in session, the tribunal members will state their credentials, to the appellant / accompanying person.
 - v. After the hearing, a further hour is set aside for the Appeal Tribunal members to discuss in private the information placed before them, so as to reach a conclusion.
 - c. *Outcome.* The outcome of the appeal will be sent by post to the candidate and the Convener (or representative) of the Examination Committee within ten working days by the Chairman of the Appeal Tribunal. The candidate will be required to confirm the receipt of the decision.

19. The appeal fee will be returned in the event that the outcome of the appeal results in a pass.
20. **Appeal to the Court of the Society.** An appeal to the Court of the Society can only follow the process at paragraph 18. If the appellant is dissatisfied with the report of the Appeal Tribunal and wishes to make an appeal to the Court, this should be communicated in writing, within 28 days of the receipt of the decision of the Appeal Tribunal to the Registrar who will immediately inform the Clerk of the Society.
21. For an appeal to the Court to be received, the candidate must state on which of the following grounds the appeal is made:
 - a. The Appeal Tribunal failed to take into consideration pertinent information in reaching its decision;
 - b. The decision of the Appeal Tribunal was deficient, set against the information presented to it;
 - c. The conduct of the appeal was such that the conclusion was unsound.
22. All relevant supporting evidence must be provided to the Registrar at the time of notification of the appeal.
23. The Registrar will inform the Master and the Chairman of the Board/Appeal Tribunal.
24. The Registrar will notify the appeal to the next Private Court so that it may question the Chairman of the Appeal Tribunal and/or the Chairman of the Examinations Board.
25. Thereafter, the Registrar will present the appeal to the next meeting of the Court.
26. The Master, having taken the views of the Court, will communicate the decision of the Court to the appellant within 14 days.

Mod 0 25 Aug 05
Mod 1 07 Sep 05
Mod 2 07 Oct 05
Mod 3 25 Mar 09