



Exam disruption appeal policy

EXAM DISRUPTION APPEAL

An exam disruption appeal is a request to ICAEW to take account of disruption during your exam, during final results determination. An appeal outcome is made after marking, the marker or examiner is not to be made aware of the appeal.

You can submit an exam disruption appeal when something occurs during your exam which is beyond your control, and which has an adverse impact on your performance. You cannot submit an exam disruption appeal for anything which occurred and/or was known before the exam, even if the impact continued into the exam. You cannot submit an exam disruption appeal if you did not raise the issue during the exam (you should usually raise the issue with your centre invigilator, or a remote invigilation support agent).

If you were unable to complete your exam due to illness, you can submit an exam disruption appeal and must submit medical evidence dated within two days of the exam. However, if you experienced illness before the exam and chose to sit, or you were unwell during the exam but chose to complete it, your appeal will be declined.

If you do not submit an exam disruption appeal, we will not take any action. You **must** submit an appeal if you wish us to take account of the circumstances. Invigilators, staff, or third parties cannot make an appeal on your behalf.

Following an exam disruption appeal, ICAEW can make only limited adjustments: it is not possible to fully recompense a candidate for what might have been achieved. Where a candidate has failed the exam and submitted an appeal, ICAEW may not be able to judge whether the outcome was due to the circumstances set out in the appeal or due to the knowledge and skills demonstrated by the candidate.

WHEN CAN I SUBMIT AN EXAM DISRUPTION APPEAL?

Within 7 days of your exam, via your online portal - <https://my.icaew.com/examsonline>. Ensure you provide all the information you want us to consider.

WHAT HAPPENS WHEN I SUBMIT AN EXAM DISRUPTION APPEAL?

ICAEW will determine whether your preliminary mark for the exam is a pass or fail.

If your mark is a pass, your appeal will not be actioned because no adjustment is required.

If your mark is a fail, a panel of senior ICAEW staff will review your appeal.

WHAT HAPPENS WHEN THE PANEL REVIEW MY EXAM DISRUPTION APPEAL?

The panel will determine whether the circumstances of your appeal are allowable under the criteria set forth in this policy. If they are not allowable, your appeal will be declined. If they are allowable then your appeal will be assessed for a void and/or marks uplift outcome.

Regrettably, some events which you feel impacted you may not be deemed sufficiently serious to merit a change to your exam outcome. ICAEW can only take into account circumstances which would have changed your exam outcome and which can be observed and verified; ICAEW cannot take account of the subjective personal impact of an issue.

WHAT HAPPENS AFTER THE PANEL?

Depending on the type of circumstances set out in your appeal, ICAEW's Assessment Committee may make a final decision on the outcome. The Assessment Committee will always be asked to make a decision if your marks are to be adjusted. The Assessment Committee will not be required to make a decision if your circumstances are excluded from the acceptance criteria in this policy.

Issues which fall under the Equality Act 2010 will be considered on a case-by-case basis, and the Assessment Committee will adjust the criteria if this is required by the Act.

WHEN WILL I BE NOTIFIED?

If you passed the exam, no further communication will be issued.

If you failed the exam, you will be given your outcome by email when we issue your result. We will let you know if we made a mark adjustment or voided your exam result; and if your appeal was not successful, we will let you know.

THE OUTCOME ISN'T WHAT I WAS HOPING FOR, WHAT CAN I DO?

Regrettably you cannot submit a further appeal to ICAEW.

SPECIFIC EXCLUSIONS

In addition to the requirements above, and for avoidance of doubt we will not accept exam disruption appeals:

- relating to circumstances which occurred or were known before the exam commenced;
- relating to circumstances which were not raised with ICAEW during the exam (*usually to the centre invigilator or remote invigilation support agent*);
- relating to known issues for which you may have been eligible for access arrangements;
- relating to a delayed start of the examination where the delay is less than 30 minutes;
- relating to an issue where you did not follow ICAEW's guidance or instructions, including those from an invigilator or remote invigilation support agent;

- relating to your travel or lateness;
- relating to minor illness such as colds or headaches;
- relating to minor disturbances such as mobile phones ringing, or keyboard noise;
- relating to invigilator actions necessary for the administration of the exam;
- which rely solely on statutory sick notes, as they do not give sufficient detail;
- which rely on evidence from family or friends;
- which require ICAEW to obtain evidence on your behalf; or
- which are late or incomplete because criteria in this document have not been met.

This list is not exhaustive and only represents common circumstances which are excluded.