

CONDITIONS FOR ACTIVATING THE APPEALS PROCESS

For a learner to activate the appeals process there must be a basis for the request. Outlined below are the conditions in which the appeal process can be activated:-

- a) Learner believes that test / assessment results were recorded, collated or combined inaccurately
- b) Learner believes that test / assessment was marked inappropriately
- c) The test / assessment regulations were not properly implemented
- d) Test conditions did not comply with test specification. An appeal on these grounds will be considered if the Learner has reported the situation to the Assessment Supervisor during or immediately after the test. This will be documented in the Assessment Supervisors report.
- e) The regulations did not adequately cover the learner's circumstances
- f) Compassionate or medical circumstances existed which were not taken into account
- g) Circumstances exist that may not have been covered by the test / assessment regulations
- h) The learner believes that significant performance-related information was not considered by the assessor
- i) There is evidence of irregularity in the conduct of the test/assessment, which might have affected its outcome
- j) New information becomes available that was not available to the original assessor

