



Policy and Processes	
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Policy / Process	Appeals
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This policy is aimed at candidates who are enrolled on or have taken the CIO/CTO Standard certification. It sets out the process candidates should follow when submitting appeals or re-mark requests to Tech Leaders Connect and the process we will follow when responding to enquiries and appeals. It is also for use by Tech Leaders Connect staff to ensure they deal with all appeals in a consistent manner.

When can I appeal?

If a candidate believes that Tech Leaders Connect did not apply procedures properly, fairly or consistently in relation to the assessment decision;

If a candidate disagrees with our decision on the allocation of reasonable adjustments or special consideration;

If a candidate disagrees with the action taken against them following an investigation into malpractice;

If a candidate believes there were errors with the question paper that impacted the result;

Please note that Tech Leaders Connect will not accept appeals if the only grounds are that the candidate is unhappy or disappointed with the result. In these circumstances we suggest that the candidate review their outcome and find areas where they could improve.

If the candidate is looking for their mark to be reviewed due to sickness or other extenuating circumstances that took place at the time of the examination, please see the Reasonable Adjustments and Special Considerations Policy.

The candidate can request a re-mark on failed written exams or where a grade was narrowly missed. Re-mark requests will not be accepted for any multiple-choice examinations as these are marked electronically.

The candidate must submit notice of an appeal within 20 working days of the assessment/examination result being released. Any appeals received after this date will be reviewed on a case by case basis and may be allowed to proceed if there are extenuating circumstances as to why the appeal was not submitted within the required timeframe.

Process for raising an Appeal

All appeals must be submitted in writing to appeals@freemanclarke.com within 20 working days of the examination result date. Tech Leaders Connect will acknowledge receipt of the appeal within 2 working days. Once the appeal fee has been received, details will be directed to the relevant team for an investigation to take place.

What details do I have to give?

The Candidate Appeals Form is available to capture all required information and may be requested as part of the appeal. When submitting an appeal please provide us with:

- full name;
- examination date
- examination title
- details of the appeal;

Fees

Tech Leaders Connect will charge £100 to review the appeal/re-mark (Fees are subject to VAT unless exemptions apply).

Please note that results can go down as well as up following the investigation or re-mark. Re-mark and appeal requests will not be accepted for any multiple-choice examinations as these are marked electronically.

For independent reviews Tech Leaders Connect is obliged to pay an external subject matter expert to undertake the review on the candidate's behalf and so incurs an additional fee.

Tech Leaders Connect will not start the investigation into the appeal or re-mark until payment has been made. A full refund will be made if the appeal is upheld.

Payments can be made by debit or credit card by calling the Tech Leaders Connect Examinations team on

0203 020 1864.

Tech Leaders Connect will acknowledge receipt of the appeal within 2 working days, letting the candidate know who will be investigating the appeal. The appeal will be investigated by someone who has no personal interest or involvement in the matter of the appeal.

Tech Leaders Connect will aim to provide the candidate with the outcome of the appeal within 20 working days. Please note that in some cases the review processes may take longer. If this is the case, we will contact the candidate to let them know and provide the likely revised timescales.

Decision

The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If we do not believe there is a valid case for the appeal the candidate will be given the reasons for the decision. Tech Leaders Connect will inform the candidate of the decision in writing.

Independent Review

If the candidate does not agree with the decision, then they have the right to a final independent review, this must be made within 15 working days of the decision. This will be carried out by someone who is not a Tech Leaders Connect employee. The independent reviewer will also be someone with the relevant competence to decide in relation to the appeal. The Independent Reviewer may involve a further discussion with relevant parties involved in the appeal.

The Independent Reviewer's decision is final in relation to how Tech Leaders Connect will consider such appeals and we will let the candidate know the outcome of the review within 20 working days of receipt of the independent review request.

If the candidate is still unhappy with the outcome the candidate is entitled to raise this directly with the relevant Regulator (this applies to regulated qualifications only).

Review Arrangements

Tech Leaders Connect will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and candidate feedback or requests from, or good practice guidance issued by, the regulatory authorities.

Anyone who wishes to provide feedback should send their comments to

feedback@freemanclarke.com