



International Association of Bookkeepers

Enquiries and Appeals procedures

Introduction

If a candidate of an IAB examination or assignment is concerned about the grade he/she has been awarded then it is possible to query the result. This is a simple process involving enquiries and appeals and could ultimately result in marks or grades being raised or reconfirmed at the same level. Such concerns can be considered by following the processes below:

1 Clerical check

If a candidate wishes to ensure that their result has been processed correctly then they can apply to the Education Department for a clerical check. This will involve checking that the correct result has been processed and will not involve any cost on behalf of the candidate.

2 An enquiry

An enquiry (request for re-assessment) to the IAB from the candidate must be made within 21 days of the result being published. This request for re-assessment should be directed to the Education Department and be accompanied by a fee of £20. If the enquiry relates to an examination script then it will be forwarded to the examiner for re-assessment and then forwarded to the moderator for verification. If the enquiry relates to an assignment (which has been internally marked by the centre) then the script will be forwarded to the moderator for remarking. The candidate will be advised within twenty eight days of the decision of the re-assessment.

In the event of the re-assessment resulting in the grade achieved being improved from the original grade the enquiry fee will be refunded in full. However if the re-assessment confirms the marks or the original grading then the enquiry fee will be forfeited.

If on receipt of the enquiry, it is found that the script or assignment has already been moderated, then no further assessment will be carried out. The enquiry fee will be returned to the candidate with a covering letter explaining the reason for declining the re-assessment request.

3 An appeal

If a candidate is not satisfied with the results of the enquiry then they can make a formal appeal to the 'Head of Awarding Body' within two weeks of the outcome of the enquiry being communicated. The request for an appeal must be accompanied by a fee of £50 and a written submission clearly identifying the reasons for the appeal. An acknowledgement of the receipt of the appeal will be made within 10 working days.

The appeal will be heard by the Education Appeals Committee (EAC), which will consist of one member of the IAB Council (this person will not have been associated with the assessment of the candidate), the IAB Head of Qualifications, Standards and Membership and an independent person. The IAB has a reciprocal agreement with the Association of Business Executives (ABE) to fulfil the role of independent person. Appellants will be notified of the outcome within 10 weeks by means of a decision letter.

In the event of the appeal resulting in the grade achieved being improved from the original grade, the appeal fee will be refunded in full. However if the appeal confirms the marks or the original grading then the fee will be forfeited.

If an appeal has been upheld and it is possible that the results of other candidates may need amending, the IAB will hold an urgent meeting with the moderator, examiner and all markers (or the centre if it was an internally marked assignment). This meeting will be chaired by the IAB Head of Awarding Body and it will consider the evidence of the appeal and if necessary amend the results of the other candidates.

4 Independent review

Following the appeal, should the candidate still feel disadvantaged then the only remaining course of action is to obtain an independent review from an individual nominated by the IAB. Should this course of action be necessary then the IAB will discuss the background of the reviewer, timescales and cost with the candidate and will only proceed when agreement on all the above points has been reached.