

Actuarial Society of South Africa Exam Appeals Policy

Policy and procedure for handling the requests for appeals of the outcome of examination results.

1) QUALITY ASSURANCE OF MARKING OF EXAM SCRIPTS

The South African exam marking process involves each script being marked twice, independently by at least one examiner and a second examiner or marker. The principal examiner of each subject liaises with the external examiner of that subject where an in-depth discussion takes place regarding the pass mark, pass rate and any borderline scripts for their subject. During this time, communication between ASSA-appointed Principal Examiners and UK examiners ensures that the standards are appropriate and consistent with those set by the ASSA Board of Examiners.

Assessments with a potential breach of examination rules, the ASSA Code of Conduct or self-reported incidents of an academic integrity and operational nature is presented to the Board of Examiners for consideration in concluding the results.

Candidates who have doubts concerning the final outcome of their exam result may request through an appeal an audit of their exam script by the Board of Examiners **on condition that they have registered and attended a counselling session for that exam;** or where students dispute the sanction imposed by the Board of Examiners for examination conduct outcomes **on condition that evidence is submitted with the appeal to substantiate the dispute.**

2) INTRODUCTION

This policy and procedure explain the right for a candidate to request an appeal. It also applies to other forms of assessment which form part of the Associate and Fellowship qualification process.

The ASSA Education Executive is responsible for overseeing and managing the administration of the appeals process, including monitoring the progress of the application and ensures that the time scales are adhered to.

An application for an appeal of an examination result will only be considered after meeting the conditions as noted above.

Exams which are outsourced to the IFOA as the examining body:

A111 / A112 / A113 / A212 / A214 AND F106

The UK IFoA post exams policy and regulations will need to be followed for these subjects. You may contact the ASSA office at first and we will advise as to which process would be best to follow for the specific exam you wish to make a post exam enquiry about: assaadmin@actuarialsociety.org.za

3) DEFINITION OF TERMS

Examination results are defined as the final marks, awarded to candidates for an examination written with the Actuarial Society.

3.1. An examination results appeal is a formal request for review of the grade awarded to a candidate for an examination.

3.2. A sanction refers to an examination attempt where a penalty has been applied to protect the integrity of the academic outcome given that a breach to examination rules or the ASSA Code of Conduct were observed or self-reported outside of the risk tolerance that is set by the Board of Examiners. The candidate in this case is appealing the decision to have their performance grade made available, regardless of the grade outcome that can be a pass or a fail.

4) THE GROUNDS FOR AN APPEAL OF THE EXAMINATION RESULT

Candidates may request an appeal of their examination result on the grounds that through the process of counselling, the candidate believes that there is an evidenced anomaly in the examination result granted.

Once an appeal application form and the feedback from the counsellor is received, an initial check will be made to the examination incidents report to ensure that no obvious administrative error has been made. If such an error is found, which materially affected the result (i.e., pass rather than fail), the result will be amended accordingly, and the appeal fee will be refunded in full.

5) THE GROUNDS FOR AN APPEAL OF A WITHHELD / DISQUALIFIED RESULT

Candidates may request an appeal for the alleged breach and subsequent sanction that has been applied. Note that the sanction cannot be disputed since the Board of Examiners reserves the right to apply an appropriate sanction relative to the principles they adopt and the risk appetite they have to protect the academic integrity of the examinations. Candidates must in this instance provide new evidence to dispute the alleged breach as part of the appeal application to counter the ratified Board of Examiners decision. Should an examination incident report have been submitted it is confirmed that the evidence provided would have been scrutinised and reviewed during the investigation process to consider mitigation to the extent that this does not compromise the academic integrity of the result.

The principle of ignorantia juris non excusat will apply, i.e. not familiarising yourself with all the relevant examination regulations will not be valid grounds for an appeal request.

6) APPEAL REQUEST OUTCOME

There are three possible outcomes to an appeal request application:

- A sanction for no result or disqualification can be changed to reflect a performance grade.
- An improvement to your result for the assessment (i.e., Pass rather than Fail).
- No change in your result for the assessment

7) COST OF THE APPEAL

The cost of the appeal is published on the ASSA website in the Education Fee Schedule. The appeal fee will be waived if the outcome results in a change to a candidate's published examination result to a Pass.

8) APPEAL REQUEST PROCEDURE

- Appeal on an exam result: An Appeals Request Application form must be completed and sent immediately after the counselling session has occurred.
- Appeal on disputes of alleged breaches that compromised the academic integrity of must be lodged within 15 working days of receipt of the correspondence confirming this outcome. The application must include a full report and the evidence supporting the appeal.
 - The application for appeal and all the required documents must be submitted to the ASSA office: appeal@actuarialsociety.org.za.
 - The Actuarial Society reserves the right to refuse applications for an appeal that is received after the deadline.
 - The ASSA office will then forward the relevant documentation, including the feedback from the counsellor (where relevant) or supporting evidence, to the assigned Principal Examiner who will undertake a scrutiny of the result to ensure that the outcome for the examination attempt is fair and / or correct.
 - The principal examiner will then send their report and a recommendation to a nominee for final consideration and for quality control purposes.
 - The Principal Examiner will submit the verdict and the script to the Education Executive and the Chairman of the Board of Examiners.
 - The Education Executive will inform the candidate of the outcome of the appeal.
 - If an appeal is upheld, the candidate will be notified, and the fee will be refunded accordingly.
 - Once the appeal has been completed and the outcome communicated to the candidate, the Actuarial Society will not enter any further correspondence regarding the request.

9) TURNAROUND TIME FOR PROCESSING AN APPEAL OF AN EXAMINATION REQUEST

Candidates will normally receive the outcome of an appeal from the Education Executive no later than 90 (ninety) working days after receipt of the appeal request form at the ASSA office or the date of counselling, whichever is the earlier.

10) REVIEW AND AMENDMENT

Any amendment to the terms of this policy must be made through a legitimate decision of the Education Board of the Actuarial Society.