



POLICY FOR SPECIAL CONSIDERATIONS, RESULTS ENQUIRIES AND APPEALS

Special Considerations

Requests for special considerations are used to indicate to institutions that a candidate suffered temporary illness, injury or indisposition at the time of the assessment. They may also be used to indicate that there were problems with an aspect of the administration of the test, such as a fire alarm during the test session.

Details of the request will be passed on to the institution(s) to which the candidate has applied, so that the candidate's circumstances can be taken into account when applications are considered. No adjustment will be made to the candidate's results.

Requests for special considerations must be made using the form available to download on the admissions test website. This should be submitted by the exams officer of the centre at which the test was taken, together with a covering letter on the centre's headed notepaper. In the case of candidates taking the test at an open centre, requests may be submitted directly to Cambridge Assessment by the candidate.

Requests for special considerations may be submitted by fax, post (Special Delivery or equivalent), or as a scanned email attachment to arrive no later than five working days after the day of the test.

Results Enquiries

Results enquiries are used when a candidate suspects that a problem may have occurred with the processing or reporting of their results.

A results enquiry involves:

- a check of the candidate's data to ensure that results have been accurately reported;
- a clerical check of any computer-marked answer sheets, to ensure that there were no errors in the scanning and scoring processes;
- a review of examiner marked components by a senior examiner who was not responsible for awarding the original marks, to ensure that the marking criteria were appropriately applied.

Cambridge Assessment employs rigorous quality assurance procedures when processing candidates' results. For multiple choice sections, all answer sheets are scanned using optical character recognition software and images of the answer sheets are captured. Cambridge Assessment staff manually verify the answer responses captured on the image against the original answer sheet. Raw responses are exported and scored using statistical software packages. Score conversions are quality checked by the Senior Assessment Manager and Statistician.

Essays are double marked, and re-marked where discrepancies occur, to ensure that marking criteria are applied appropriately. In the unlikely event that results are revised, **candidates should be aware that results can go down as well as up**. As this could affect a candidate's university application, results enquiries will not be processed without the signed consent of the candidate.

Requests for results enquiries must be made using the form available to download on the admissions tests website. This should be submitted by the exams officer of the centre at which the test was taken, together with a covering letter or fax on the centre's headed notepaper. In the case of a candidate taking the test at an open centre, the request may be submitted directly to Cambridge Assessment by the candidate.

Requests for results enquiries may be submitted by fax, post (Special Delivery or equivalent) or as a scanned email attachment to arrive no later than five working days following the release of results.

Cambridge Assessment undertakes to respond to requests for results enquiries within five days of receipt. If a candidate's results are changed, the revised results will be communicated directly to the institution(s) to which they have applied.

In most circumstances, a fee will be charged for results enquiries. This will be refunded if the candidate's results are revised. Please refer to the relevant section of the admissions tests website for details of the current fee rates.

Appeals

Appeals are used if a candidate feels that a request for special consideration or a results enquiry has not been dealt with appropriately by Cambridge Assessment, or if they have a complaint about an aspect of the administration of the test that is not covered by those processes.

Appeals will be considered by an appeals panel largely made up of representatives of the institution(s) that use the test results in their admissions procedures.

Appeals must be submitted using the form available to download on the admissions tests website. This should be submitted by the exams officer of the centre at which the test was taken, together with a covering letter or fax on the centre's headed notepaper. In the case of a candidate taking the test at an open centre, the appeal may be submitted directly to Cambridge Assessment by the candidate.

The form may be submitted by fax, post (Special Delivery or equivalent) or as a scanned email attachment to arrive no later than five working days following the release of results, or within five working days of despatch of notification of the outcome of a results enquiry.

The duration of the appeals process will depend on the nature of the appeal. Cambridge Assessment and the relevant institutions will aim to resolve any appeals in time for the outcome to be taken into account during the current university admissions round.

Admissions Decisions

Cambridge Assessment works closely with higher education institutions to ensure that our tests are fit for purpose, and that results are reported accurately and used appropriately. Cambridge Assessment is not involved in making decisions about individual applications. Queries regarding such decisions should be addressed directly to the institution in question.