

Post Results Policy (Multiple Choice Examinations)

The PMI is committed to providing fair and transparent processes. The appeals procedure is intended for consideration of circumstances that materially affect a candidate's performance in an assessment where all other available routes for enquiries have been exhausted.

The committees responsible for the operation of the PMI's multiple choice type examinations are as follows:

- Awards in Pension Trusteeship Committee
- Retirement Provision Certificate Committee
- Certificate in Pensions Automatic Enrolment Committee
- Certificate in DC Governance Committee
- Board of Examiners

These committees operate a rigorous marking process with numerous safeguards to ensure the anonymity of candidates, the impartiality of the examining process, reliability, consistency, validity, objectivity and fairness.

They report to PMI's Qualifications, Examinations and Assessment Committee which in turn reports directly to the PMI Board.

In the event candidates have enquiries about their results we provide the services below.

General Procedures

- Enquiries can be made by candidates.
- All enquiries about results or the conduct of examinations must be made in writing on the appropriate form to the Head of Qualifications at PMI or by email at qualifications@pensions-pmi.org.uk within **one month** of the publication of examination results. *Candidates are advised to submit enquiries as soon as possible after the results have been issued. Requests received after the time allowed will not be accepted.*
- All enquiries about results will be acknowledged within **5 working days** of receipt.
- Fees are payable for the results enquiries services and are refundable if the review results in a pass.

Post Results Services

There are two options available: (1) Clerical re-check and Review; and (2) Appeal. Each is outlined below.

(1) Clerical re-check and Review

Requests for a clerical re-check should be made in writing to the above email address within **one month** of the release date of the results.

This service will comprise the following checks:

- that all parts of the answer sheet have been marked correctly;
- the totalling of marks;
- the recording of marks;
- that any examiner or moderation adjustments, have been correctly applied;
- the application of any grade boundaries;

- the application of any special consideration if applicable (in relation to either reasonable adjustments made prior to the examination or following incidents at the time of the examination).

In addition to the above candidates will receive their exact mark for the examination.

The PMI will aim to provide written notification of the outcome of the re-check within **10 working days** of receipt of the request.

The re-check and review is undertaken by PMI Staff in consultation with the relevant committee where necessary and overseen by the Head of Qualifications.

If appropriate this stage and its outcome will be reviewed by the PMI Head of Professional Standards.

Fees

A fee of £30 is payable for this service and is refundable should the result/outcome be changed

(2) Appeals

Following the clerical re-check and review if an individual remains dissatisfied with the outcome it is possible to make an appeal as described below.

All appeals must be made in writing to the Head of Qualifications within **2 weeks** of the date on which the notification of the final outcome of the above review.

Grounds for an appeal

The appeal process will consider whether the PMI's procedures are consistent and have been fairly and properly applied.

The grounds for an appeal include:

- irregularities in the conduct of an examination
- the procedures for question setting, marking and results moderation of examinations
- extenuating circumstances that were not revealed for valid reasons prior to receipt of result notification.
- dissatisfaction with decisions taken concerning malpractice or maladministration

Fees

A fee of half of the original examination entry fee is payable for such an appeal and is refundable if the findings of the investigation results in a change of outcome for the candidate.

The Process

The process consists of two parts:

(A) – PMI Staff

- A review by the Head of Professional Standards to provide advice and guidance to the candidate where the grounds for the appeal might be unlikely to succeed.
- The outcome of this review will be notified in writing.

(B) – PMI Appeals Panel

If the case is not resolved by the review by PMI Staff, it will be referred to an Appeals Panel convened by the Qualifications, Examinations and Assessment Committee.

- The Appeals Panel will include:
 - A member of the Qualifications, Examinations and Assessments Committee
 - A independent examiner as appropriate
 - The PMI Chief Executive or nominated representative
 - An independent member drawn from the PMI Professional Standards Committee
- The case will be presented to the Appeals Panel.
- The Appeals Panel can instruct PMI to reconsider the case and may offer recommendations.
- The outcome of and a report on the decision of the panel will be provided.

PMI will aim to complete the appeal process and report the outcome within **50 working days**.

The outcome of this Stage is final and no further requests will be considered.

Data Protection Act

The above options are in addition to an individual's right to request personal data in accordance with the Data Protection Act 1998. PMI will comply with such requests as soon as possible and in any event within the relevant timescales. PMI reserves the right to levy a fee for such requests. This fee is currently £10.00. Requests for personal data relating to examinations should be made to PMI House, 4-10 Artillery Lane, London E1 7LS.

Monitoring the Post Results Policy

PMI has procedures in place for monitoring, evaluating and reporting annually on the operation of this policy, including the number and nature of enquiries and appeals and their outcomes. Where necessary PMI shares relevant data with the regulatory authorities on request.

For regulated qualifications, in cases where a candidate might be unsatisfied with the outcome of an appeal, they can contact PMI's regulator, the Office of the Qualifications and Examinations Regulator (Ofqual) directly. Their website is at: www.ofqual.gov.uk

In all the processes described above, where deadlines have passed, exceptional circumstances may still be considered.

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