

Department: Examination Board

Title: EX003 - Appeals Policy

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1 Introduction

The CIBD's procedure for the consideration of Examination result, Reasonable Adjustment or Mitigating Circumstances appeals seeks to ensure that all candidates are treated fairly, are not disadvantaged by circumstances beyond their control and that the standards of the CIBD are maintained.

POSITION

NAME

DATE

Owner	Head of Examination Board	Deb Kennedy	16 JUN 25
Review	CEO	Tom Shelston	
Approval	GRC Chair	Steve Price	

2 Appeals Process

2.1 This appeals procedure is only applicable to the following:

- Examination results for Diploma and Masters candidates
- Reasonable Adjustments applicable to Examinations
- Consideration of mitigating circumstances applications

2.2 This procedure applies to all examination candidates from January 2024.

2.3 Candidates must submit the information requested in part 6.1 of this document and pay the requisite fee.

3 Grounds for Appeal

3.1 Appeals may only be made on the following ground:

- Procedural errors or improper conduct of an examination, reasonable adjustment or mitigating circumstances assessment. This can include procedural or administration errors for question setting, marking and results including moderation of the examinations.
- Extenuating personal circumstances which affected your assessment performance which you could not reasonably disclose under the mitigating circumstances policy. An explanation for earlier non-disclosure is required and will be evaluated as part of the appeal.

4 Who can Appeal

4.1 All Diploma and Master candidates have the right to appeal against an award decision of a Board of Examiners or regarding the outcome of a Reasonable Adjustments application.

4.2 Candidates should initiate the appeal on their own behalf. Exceptionally, an appeal may be made on a candidate's behalf by his or her nominee. This must be accompanied by a signed statement from the candidate confirming that the nominee is acting on their behalf.

5 Time Limit

5.1 Candidates should note that there are time limits on appeals:

- For Diploma and Master examination results, this is within 2 weeks of candidate receiving their results.
- For reasonable adjustments outcomes, this is within 2 weeks of the candidate being informed of their application outcome.

5.2 Where a candidate does not submit an appeal within the appropriate deadline the appeal will not be considered unless the candidate can show compelling reasons for missing the deadline and these are explained in full and evidenced at the time of submission of the appeal.

6 Application

6.1 All appeals are to be submitted by email to examinationboard@CIBD.org.uk

Appeals must include the following information:

- a. Full name of candidate
- b. Candidate ID (P number)
- c. Details of what is being appealed (i.e. examination module and paper)
- d. Reason for appeal, please state one of the following:
 - i. Procedural error
 - ii. Improper conduct of examination
 - iii. Reasonable Adjustment
 - iv. Mitigating Circumstance
- e. Full details of grounds for appeal and justification

6.2 On receipt of a candidate's appeal;

- A confirmation of receipt email will be issued to the candidate along with a ticket number. **Candidate's must use this reference number in all future correspondence regarding their appeal application.**
- The appeal application will be reviewed in order to ensure that it is complete as appeal applications that do not provide all of the information requested above will not be accepted.
- Once the appeal has successfully passed the review, a payment link will be issued to the candidate. Appeal applications will only be fully accepted if payment is made within 48 hours of receiving the payment link.

7 Outcome

7.1 Applications for appeals will only be considered if all requested information has been included by the candidate. If information requested is insufficient applications will be returned to the candidate to provide the missing information.

7.2 If information requested is not provided within a set deadline the appeal will automatically be rejected.

7.3 Applications for appeal will only be considered if the stated grounds for appeal fit within the policy criteria.

7.4 If application does not meet the necessary, appeal criteria the appeal will automatically be rejected.

7.5 For different appeal circumstances note the following:

- **Standard Appeal:** The Chair of the Board of Examiners will review the candidate's appeal submission and examination paper, in conjunction with the appropriate Examiner(s).
- **Reasonable Adjustments Appeal:** The Chair of the Board of Examiners (or delegated authority) will review the candidate's reasonable adjustments appeal submission.

- Mitigating Circumstances Appeal: The Chair of the Board of Examiners (or delegated authority) will review the candidate's mitigating circumstances appeal submission.

7.6 Candidates will be advised in writing of the outcome of the review within 6 weeks of acceptance of their application.

7.7 In all appeal cases, the decision of the Chair of the Board of Examiners is final.

This policy shall be reviewed and appropriately updated on an annual basis. It shall also be reviewed and appropriately updated when there are any changes to relevant regulations on information security and/or data protection.

Change control (most recent at the top)

Version No.	Description	Author	Approval	Effective Date
2.1	Appeals Policy for Examinations	CIBD Exam Board	Chair of Board of Examiners and Council	10 th May 2022
3.1	Appeals Policy for Examinations	CIBD Exam Board	Chair of Board of Examiners and Council	20 th November 2023
3.2	Appeals Policy for Examinations	CIBD Exam Board	Chair of Board of Examiners and Council	23 rd May 2024
3.3	Appeals Policy for Examinations	CIBD Exam Board	Chair of Board of Examiners and Council	16 th June 2025

Policy name, version number and date

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