CIPS Review and Appeals Policy and Procedure for Calculated Results (July 2020)

Introduction
The Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated Awarding Body. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias.

Overview
This document sets out the policy adopted by the Awarding Body for dealing with review and appeals following the implementation of calculated result assessment decisions, as a result of the regulator’s ‘Extraordinary regulatory framework: Vocational and Technical Qualifications, COVID-19 Conditions and Requirements’ document. The policy set out below is designed to ensure that such requests are dealt with in a fair and consistent way.

The Awarding Body aims to:
- Provide a transparent procedure for dealing with requests for review and appeals.
- Deal with any requests for a review and/or an appeal in a fair and timely manner and keep the candidate appropriately informed of the progress of the investigation.
- Notify the candidate of the outcome which has been reached and where appropriate, what further action, if any, is to be taken.

Stage 1 deals with reviews and stage 2 deals with appeals relating to Calculated Results (July 2020).

Criteria for Calculated Results
For a short period of time (July 2020 only) qualification Awarding Bodies, like CIPS could award what is called a Calculated Result for eligible candidates. In July we introduced this new award methodology which allows CIPS to award an exam outcome for some eligible candidates in countries that closed for exams.

Exams are eligible for Calculated Results if they meet ALL of the below criteria:
- In countries where the full exam series in July 2020 was totally cancelled due to the Coronavirus impact
- Objective Response (OR) exams at the same level of the qualification
- The candidate who was due to take the exam must have already completed a minimum of two OR exams previously, at the same level of qualification.

Constructed Response (CR) exam modules are not eligible.

Fail and Pass grades:
FAIL Calculated Result = up to 69%
PASS Calculated Result = 70+%
In summary, the calculated results have been based on the banked assessment data for each candidate. Eligibility will be based on a minimum of 2 banked assessment results (OR modules only) and CIPS have applied the average mark of those assessment results. The average mark will be taken from the candidate’s ‘best results’ exam modules (exemptions will be included, assumed pass at 70%) to establish if a fail or pass grade result is applicable.

Example A;
1. candidate A has previously sat three of the Level 4 OR exam modules
2. the results were; 62%, 78% and 70% respectively
3. this would result in an average mark of 70% and a ‘Pass’ Calculated Result.

Example B;
1. candidate B has previously sat two of the Level 4 OR exam modules
2. the results were; 61% and 71% respectively
3. this would result in an average mark of 66% and a ‘Fail’ Calculated Result.

If a candidate believes that the eligibility criteria have been incorrectly applied then they can submit a Stage 1 Review request.

Stage 1 Reviews relating to the outcome of a calculated assessment result (July20)
Candidates requesting a review of their calculated assessment result must do so within one week of the result release date.

- Candidates should complete the Review & Appeal Application Form giving a reason for their request. A separate form must be completed for each module. The completed form should be sent (by e-mail) to the Awarding Operations Team assessment.team@cips.org together with the appropriate fee. The fee is retained to help offset administration costs.
- On receipt of the application form, an acknowledgement letter will be sent to the candidate within one week.
- The Awarding Body will return the fee to the candidate if the grade is subsequently changed as a consequence of the review.

Consideration of the Review
The Awarding Manager - Operations will investigate the review request, which will include:

- Review of the calculated results eligibility criteria to ensure that it has been applied correctly and consistently.
- Review that the formula for calculating the assessment result has been applied correctly and consistently.
  The Awarding Manager - Operations will communicate the outcome in writing to the candidate. Wherever possible, this will be completed by Friday 4th September 2020.
- Where the outcome of this process indicates a failure in assessment processes that might affect other candidates, the Awarding Body will take steps to correct or mitigate the effect as far as possible, and ensure that such a failure does not re-occur.
Stage 2 Appeal relating to the outcome of a calculated assessment result (July 20)

- If the candidate does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve an independent scrutiny of the case. Candidates must request an appeal by writing to the Awarding Manager - Operations within two weeks of receiving the review outcome. There is a fee for a Stage 2 Appeal, which would be refunded if the appeal were successful.

- A Stage 2 Appeal does not review the calculated result awarded. The Stage 2 Appeal will only be considered if the appellant can show that the Awarding Body did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.

- The Stage 2 Appeal will scrutinise the assessment processes and procedures to ensure they have been consistently followed.

- If the appeal is successful, the Awarding Body will subsequently review the candidate’s awarded calculated assessment result.

- The outcome of a Stage 2 Appeal will be communicated to the appellant within one month of the date the appeal was received wherever possible.

Consideration of the Appeal

Appeals will be considered, and decisions taken, by a panel who have no personal interest in the decision(s) being appealed. Appeal decisions will only be taken by persons with appropriate competence. One of the members of the panel will be an independent member e.g. a decision-maker involved in the process who is not employed by CIPS, is not an assessor working for the Awarding Body, and is not otherwise connected to the Awarding Body.

CIPS Awarding Body
July 2020