**Appeal Guide and Form**

**Competence Test Centre**

**What grounds can I use as the basis for an appeal?**

If you believe that your result is incorrect or that a mistake occurred during the process of your assessment, or that an irregularity has occurred in the application of the Assessment Regulations or in the conduct of the examination, and you think that this has had a direct and demonstrably detrimental effect on your performance, then you may be able to make an appeal.

## In what situations might appeal be worthwhile?

Marks awarded to your work will have been through a rigorous process of moderation involving at least two internal markers and the oversight of marking standards by an external examiner, who approves all grades awarded. The University will not accept an appeal against the academic and/or professional judgments of examiners *per se*. An appeal will only be worthwhile if it meets the grounds listed above.

## 

## Where can I obtain advice?

If you have any uncertainties about the information contained in this guide you should consult the CTC Administration Team on**: CTCComplaints@northumbria.ac.uk | +44 (0)191 3002441**

## How should I appeal?

Once completed, please submit it to the CTC Administration team within **5 working days** of receiving your OSCE result**.**

## Where should I submit the form?

Please email your Appeal form to **CTCComplaints@northumbria.ac.uk**

Alternatively, seal theform in an envelope, mark it Private and Confidential and send this to:

**CTC Co-Ordinator**

**NMC Competence Test Centre**

**Northumbria University**

**Coach Lane**

**Newcastle upon Tyne**

**NE7 7XA**

## 

## How will my appeal be dealt with?

The CTC Administration team will forward your Appeal for review. If you make a legitimate appeal on acceptable grounds, an examiner independent to your OSCE will examine your case. The investigator will come to a conclusion and will write to you either stating that your appeal should be upheld or that it should not. **See** **Appendix 1** for candidate guidance of the process.

## How long will it take to reach a decision?

If you make an appeal then **the investigation will normally be completed within 20 working days.** If you want an update on the progress of your appeal then you should contact the CTC Administration team: **CTCComplaints@northumbria.ac.uk** | **+44 (0)191 3002441**

## What outcome can I expect if I make an appeal?

Your appeal will either be Partially Upheld, Upheld or Not Upheld. You will be notified of this decision by email.

## 

## What should I do if I am dissatisfied with the outcome?

Once your appeal has been formally heard by Northumbria University and the Level 1 outcome has been communicated to you, you can submit a request for your Appeal to be reviewed at Level 2. This request must be submitted **within 10 working days** of your Level 1 Appeal response.

A different examiner, independent to your OSCE and the Level 1 investigation will investigate. **The investigation will normally be completed within 20 working days**. You will receive notification of this decision by email. This concludes the University’s appeal process**.**

**Appeal Form – Level 1**

**This form should be submitted to the NMC competence test manager within five days of receiving your OSCE result.**

|  |  |
| --- | --- |
| **Name** |  |
| **Candidate Number** |  |
| **Correspondence Address** |  |
| **Email Address** |  |
| **Date of Test of Competence (OSCE)** |  |
| **Grounds for Appeal** (You should provide full details of the nature of the irregularity that you feel had occurred) | |

|  |
| --- |
| **Click here to enter text.** |

**I declare that the information given is true and that I am willing to answer further questions if necessary:**

|  |  |
| --- | --- |
| **Signed:** | **Date:** |

**Please email your Appeal form to CTCComplaints@northumbria.ac.uk Alternatively, seal the form in an envelope, mark it Private and Confidential and send this to:**

**CTC Co-Ordinator**

**NMC Competence Test Centre**

**Northumbria University, Coach Lane**

**Newcastle upon Tyne, NE7 7XA**

**(For official use)**

|  |  |
| --- | --- |
| **Date Received:** | **Date Logged:** |
| **Date File Created:** | **Appeal Acknowledged:** |