



FPM Examination Appeals Policy

1. Purpose

This policy sets out the grounds, process, timelines, and outcomes for appeals against decisions of the Board of Examiners. It is intended to ensure that appeals are handled in a manner that is fair, transparent, proportionate, and robust, while safeguarding the integrity of the examination process.

Appeals are not a mechanism for re-marking or for challenging academic judgement, except where such judgement may have been affected by a material procedural irregularity.

2. Scope and Related Policies

This policy applies to all candidates undertaking examinations administered by FPM.

This policy should be read in conjunction with:

- the Policy for Candidates with Reasonable Adjustments;
- the Mitigating or Exceptional Circumstances Policy;
- Equality, Diversity and Inclusion policies; and
- Data Protection and Confidentiality Principles.
- The Withdrawal Policy

3. Principles

FPM operates on the following principles in the consideration of examination appeals:

- appeals must be handled in a fair, transparent, and timely manner;
- all candidates must be treated consistently and without bias;
- appeals are evidence-based and must meet defined grounds;
- academic judgement will not be overturned except where affected by a material procedural irregularity;
- the integrity and standards of the examination process must be maintained at all times;



- processes must be proportionate and not unduly burdensome to candidates or the organisation.

4. Grounds for Appeal

An appeal may be submitted only on one or both of the following grounds:

1. Exceptional and unforeseen personal circumstances
 - arising immediately before or during the examination;
 - which materially impaired the candidate's performance; and
 - which could not reasonably have been declared in advance.
2. Material procedural irregularity
 - a deviation from published examination procedures or from agreed reasonable adjustments;
 - which may have disadvantaged the candidate and affected the examination outcome.

Grounds that will not be accepted

Appeals will not be considered where they are based solely on:

- disagreement with academic judgement;
- dissatisfaction with marks or feedback;
- circumstances known before the examination but not declared before the decision to proceed with the examination

5. Notification of Circumstances

Where exceptional circumstances arise at the start of or during an examination, candidates must inform the invigilator or examination lead at the earliest opportunity, whenever reasonably possible.

Where illness or other serious factors prevented notification at the time, candidates must provide documentary evidence explaining the delay when submitting an appeal.



6. Appeals Panel

Appeals will be considered by an Appeals Panel whose members:

- have had no involvement in the examination concerned;
- have no conflict of interest with the Appellant; and
- collectively include appropriate experience in assessment and examination governance.

All Panel members will be required to declare conflicts of interest prior to consideration of any appeal.

The Appeals Panel will normally comprise:

- The Chair of the FPM Education and Standards Committee; and
- Two independent lay panellists.

In the event that any of these people are inappropriate, for example because they were involved with the examination concerned, an appropriate deputy will be appointed.

7. Attendance, Supporters, and Format of Meetings

All meetings of the Appeals Panel, including validation and adjudication stages, will be conducted virtually using an approved secure platform.

The Appellant may be accompanied by one supporter. Supporters:

- may not act as legal representatives unless expressly agreed in advance;
- may not address the Panel unless invited to do so by the Chair;
- must attend from a private location and maintain confidentiality.

Participants may be required to confirm their identity at the start of a virtual meeting. Meetings will not be recorded unless expressly authorised by the Chair. Unauthorised recording is prohibited.

Where significant technical difficulties arise, the Chair may pause or adjourn proceedings to ensure fairness.



8. Appeals by Examination Diet

Appeals are processed by examination diet.

A separate appeals window applies to each examination diet and is triggered by the formal publication of results for that diet. Where multiple examination diets occur in close succession, separate appeal deadlines and adjudication processes apply.

Appeals submitted for one examination diet will not be considered in relation to any other diet.

9. Submission of Appeals

Appeals must:

- be submitted in writing by the candidate;
- state clearly the grounds for appeal;
- include supporting evidence; and
- be submitted via the designated electronic route.

Appeals deadline

Appeals must be submitted within 28 calendar days of the date of results notification for the relevant examination diet.

The applicable deadline will be published to candidates at the time results are issued. Appeals received after the published deadline will not be considered.

10. Validation Stage

The Appeals Panel will first consider whether the appeal meets the permitted grounds and has sufficient evidence to proceed. A representative of the Board of Examiners may be requested to provide information in writing ahead of the meeting.

Where the Panel determines that there are insufficient grounds, the appeal will be dismissed at this stage and the decision communicated in writing with reasons. Where the Panel determines that there are sufficient grounds, the appeal will proceed to adjudication.



11. Re-marking of Examination Scripts

Re-marking will be requested only in exceptional circumstances where a procedural irregularity could plausibly have resulted in an erroneous mark that affected the outcome.

Re-marking will not be undertaken solely because a candidate believes their work was under-marked or where the appeal is based on personal circumstances affecting performance.

Where re-marking is authorised:

- marking will be undertaken by at least two independent experienced examiners not involved in the original marking;
- examiners will be blind to the original marks and the identity of the Appellant;
- re-marking outcomes will not be used to alter the results of candidates who have not appealed.

12. Adjudication Stage

At adjudication, the Appeals Panel will consider all available evidence and determine whether the appeal should be upheld.

The Appellant and a representative of the Board of Examiners may be invited to attend the virtual adjudication meeting and respond to questions from the Panel. No party may cross-examine another.

Following the hearing, the Panel will deliberate in private.

13. Outcomes

The Appeals Panel may:

- reject the appeal;
- correct an administrative or procedural error affecting the result;
- annul the examination attempt and offer a re-sit without charge; or
- take other proportionate remedial action.



An appeal being upheld does not automatically result in a pass.

Where the impact of a procedural irregularity or extenuating circumstance cannot be accurately or numerically determined, the Panel will not revise the candidate's mark but may annul the attempt and offer a re-sit.

14. Communication and Finality

The outcome of the appeal will be communicated in writing to the Appellant and the Board of Examiners within seven calendar days of the adjudication decision.

The decision of the Appeals Panel is final. No further internal appeal is permitted.

15. Limitations

This policy is subject to the following limitations:

- submission of an appeal does not guarantee any change in outcome;
- appeals must be supported by appropriate and timely evidence; unsupported or late submissions will not be considered;
- appeals cannot be used to challenge academic judgement in the absence of a material procedural irregularity;
- retrospective disclosure of circumstances that could reasonably have been declared in advance will not be accepted;
- decisions are based on the evidence available at the time and will not extend to new investigations beyond the scope of the appeal;
- this policy applies only to examination-related decisions and does not extend to training, employment, or regulatory matters;
- appeals apply only to the relevant examination diet and cannot be transferred to other sittings;
- decisions of the Appeals Panel are final and no further internal appeal is permitted.

16. Data Protection and Records

All appeal documentation will be handled in accordance with applicable data protection legislation and retained for a defined retention period.



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17. Policy Review

This policy will be reviewed every two years, or sooner where required following material changes to examination delivery, regulatory expectations, or issues identified through the operation of the appeals process.