

Actuarial Society of South Africa

Exam Appeals Policy

Policy and procedure for handling the requests for appeals of the outcome of examination results.

1) QUALITY ASSURANCE OF MARKING OF EXAM SCRIPTS

The South African exam marking process involves each script being marked twice, independently by at least one examiner and a second examiner or marker. The principal examiner of each subject liaises with the external examiner of that subject where an in-depth discussion takes place regarding the pass mark, pass rate and any borderline scripts for their subject.

During this time, communication between ASSA-appointed Principal Examiners and UK examiners ensures that the standards are appropriate and consistent with those set by the ASSA Board of Examiners.

Students who have doubts concerning the final outcome of their exam result may request an audit of their exam script by the Board of Examiners **on condition that they have registered and attended a counselling session for that exam.**

2) INTRODUCTION

This policy and procedure explains the right for a student to request an audit of his/her exam script. It also applies to other forms of assessment which form part of the Associate and Fellowship qualification process.

The ASSA Education Executive is responsible for overseeing and managing the administration of the audit process, including monitoring the progress of the application and ensures that the time scales are adhered to.

An application for an appeal of an examination result will only be considered after the candidate has registered for and attended a counselling session for the respective exam.

Exams which are outsourced to the IFOA as the examining body:

- A111 / A112 / A113 / A212 / A214

- F106

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The UK IFoA post exams policy and regulations will need to be followed for these subjects. You may contact the ASSA office at first and we will advise as to which process would be best to follow for the specific exam you wish to make a post exam enquiry about: assaadmin@actuarialsociety.org.za

3) DEFINITION OF TERMS

Examination results are defined as the final marks, awarded to candidates for an examination written with the Actuarial Society.

An examination appeal is a formal request for review of the mark awarded to a candidate for an examination.

4) THE GROUNDS FOR AN APPEAL OF THE EXAMINATION RESULT

Candidates may request an appeal of their examination result on the grounds that through the process of counselling, the candidate believes that there is an evidenced anomaly in the examination result granted.

Once an appeal application form and the feedback from the counsellor is received, an initial check will be made to the exam incidents report to ensure that no obvious administrative error has been made. If such an error is found, which materially affected the result (i.e. pass rather than fail), the result will be amended accordingly, and the appeal fee will be refunded in full.

The principle of *ignorantia juris non excusat* will apply, i.e. not familiarising yourself with all the relevant examination regulations will not be valid grounds for an appeal request.

5) APPEAL REQUEST OUTCOME

There are two possible outcomes to an appeal request application:

- an improvement to your result for the assessment (i.e. pass rather than fail)
- no change in your result for the assessment

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6) COST OF APPEAL

The cost of the appeal is published on the ASSA website in the [Education Fee Schedule](#). The appeal fee will only be waived if the outcome results in a change to a candidate's published examination result to a Pass.

7) APPEAL REQUEST PROCEDURE

In order to request an appeal on an exam result, an **Appeals Request Application form** must be completed and sent immediately after the counselling session has occurred.

- The application form can be requested from the ASSA office: assaadmin@actuarialsociety.org.za.
- Receipt of the Appeals Request Application form will be acknowledged within 5 working days. The Actuarial Society reserves the right to refuse applications for an appeal that is received after the deadline.
- The ASSA office will then forward the relevant documentation, including the feedback from the counsellor, to the assigned Principal Examiner who will undertake a scrutiny of the script to ensure that the final marks awarded are correct.
- The principal examiner will then send the examination script with comments and a recommendation to a nominee for final consideration and for quality control purposes.
- The Principal Examiner will submit the verdict and the script to the Education Executive and the Chairman of the Board of Examiners.
- The Education Executive will inform the candidate of the outcome of the appeal.
- In the event that an appeal results in a revision of the original examination result to a Pass, the candidate will be notified and the fee will be refunded accordingly.
- Once the appeal has been completed and the result communicated to the candidate, the Actuarial Society will not enter into any further correspondence regarding the request.

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8) TURNAROUND TIME FOR PROCESSING AN APPEAL OF AN EXAMINATION REQUEST

Candidates will normally receive the outcome of an appeal from the Education Executive no later than 30 working days after receipt of the appeal request form at the ASSA office. If an undue delay is expected (e.g. availability of the role players) the candidate will be notified.

9) REVIEW AND AMENDMENT

Any amendment to the terms of this policy must be made through a legitimate decision of the Education Board of the Actuarial Society.

