

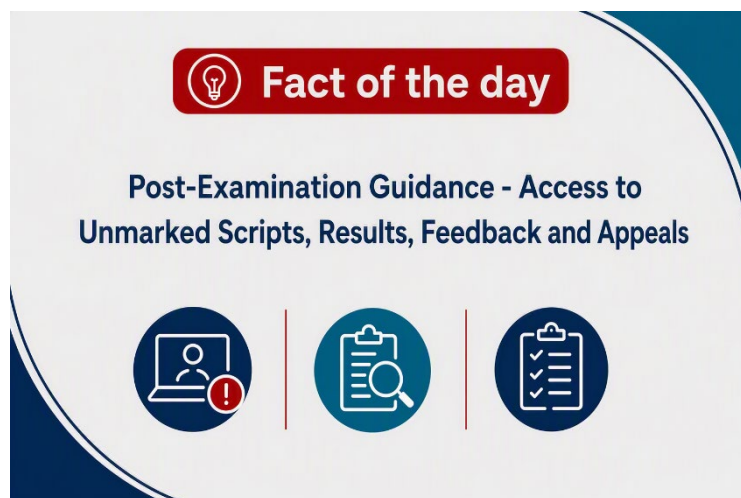
ASSA Exam Fact of the Day:

Post-Examination Guidance - Access to Unmarked Scripts, Results, Feedback and Appeals

This guidance explains what happens after your examination, including access to your unmarked examination script, publication of results, examination feedback, counselling and appeals.

The information below applies to **ASSA-administered examinations only**, whether you are writing at an ASSA examination venue or remotely.

For examinations where the **Institute and Faculty of Actuaries (IFoA) is the examining body**, candidates must contact the IFoA directly with post-examination queries relating to their examination.



1. Accessing your unmarked examination script

After your examination, you will continue to have access to your submitted examination script (unmarked) through the ASSA Exam Platform for the duration of the examination semester and for up to two weeks after the last scheduled examination date for the semester.

If you wish to retain a copy for your own records or to use as part of the available post-examination support, make sure that you download your script during the applicable access period.

Please note that unmarked scripts are not available for N311.03E (Modelling Documentation Analysis and Reporting).

What is an unmarked script?

Your unmarked script is the answer script that you submitted during your examination.

Your unmarked script does not contain examiner comments, marks, annotations or any indication of how your examination has been marked. Access to your unmarked script is therefore not an opportunity to query the marking of your examination.

ASSA cannot provide examiner comments or discuss anticipated marks before results are released. Any concerns about the result awarded after results are released must be addressed through the prescribed post-examination processes.

2. When and how examination results are published

Results are released according to the published ASSA results calendar.

Results cannot be released to individual candidates before the official publication date and time. Please do not contact the ASSA office requesting an early or provisional indication of your result.

When results are released, there are different sources of information that serve different purposes:

Published pass list

The published pass list identifies successful candidates in accordance with ASSA's results publication process.

Your individual result and feedback letter

Your individual examination outcome is provided through the relevant results information available in your ASSA member profile, including your examination feedback letter where applicable.

Candidates who receive a No Result or Disqualification as their examination outcome do not receive a feedback letter. Feedback letters are also not available for examinations outsourced to the IFoA.

Your official academic record

Your academic record is available through your ASSA member profile and is the authoritative record of your ASSA examination and course outcomes.

3. Understanding your examination feedback

Where applicable, your feedback letter becomes available through your ASSA member profile when results are released. The feedback letter is intended to help you understand your examination performance and, where relevant, identify areas on which to focus before a future examination attempt.

It should be considered together with the other post-examination information available to you, including:

- your unmarked examination script, where available;
- the examination question paper; and
- the published examiner's report, where available.

How to access your feedback letter

Once logged into your ASSA member profile:

1. Go to Registration.
2. Select Registration History.
3. Navigate to your examinations.
4. Select the relevant examination to download the feedback letter.

Feedback, counselling and appeals serve different purposes

It is important to distinguish between the different post-examination processes available:

Process	Purpose
Feedback letter	Helps you understand aspects of your examination performance.
Exam counselling	Provides structured post-examination discussion of an unsuccessful examination attempt.
Appeal	A formal process for requesting review where the requirements of the ASSA Appeals Policy are met.

These processes are not interchangeable, and an appeal is not an automatic remark of an examination because a candidate is disappointed with the result awarded.

4. How long does the process take?

The appropriate process depends on the nature of your concern.

Grade/result appeals

If you wish to appeal an examination result, you must first complete the prescribed examination counselling process.

Following counselling, a grade/result appeal may be submitted where you believe there is evidence of an anomaly in the result awarded and the requirements of the Appeals Policy are met.

As part of the grade appeal process, ASSA first checks whether there has been an obvious administrative error. Where the appeal proceeds, the result is reviewed by the Principal Examiner and is then subject to the prescribed quality-control and final consideration process.

A grade appeal must be submitted within five working days of attending counselling.

Please note that the examination counselling and grade/result appeal processes described above do not apply to A211 and A213. These subjects are not eligible for examination counselling or grade/result appeals.

Appeals relating to withheld or disqualified results or sanctions

Where an examination result has been withheld or disqualified, or a sanction has been imposed following an alleged breach of examination requirements, a separate appeal process applies.

An appeal of this nature challenges the basis for the decision relating to the alleged breach and must include new evidence relevant to that decision.

The appeal must be submitted within 15 working days of receiving the communication confirming the alleged breach and sanction.

Appeal deadlines matter

Appeal periods are time limited.

If you are considering an appeal, read the ASSA Appeals Policy as soon as you receive your result or sanction outcome. Do not wait until the end of the applicable appeal period to familiarise yourself with the requirements.

Appeals must be submitted using the prescribed appeal form, together with the required supporting documentation and in accordance with the requirements of the Appeals Policy.

The ASSA appeal process does not apply to examinations for which the IFoA is the examining body. Candidates with queries relating to these examinations must contact the IFoA directly.

What should you do after results are released?

Passed?

→ Check your official academic record and consider the next requirements in your curriculum pathway.

Unsuccessful?

→ Review your available unmarked script, feedback letter, examination paper and available examiner's report. Consider examination counselling and the other post-examination support available to you.

Believe there is an evidenced anomaly in the result awarded?

→ Complete the prescribed counselling process, read the Appeals Policy and, if the requirements are met, submit an appeal within the prescribed period.

Received a withheld or disqualified result or a sanction?

→ Read the decision carefully. If you have new evidence relevant to the alleged breach and wish to challenge the decision, familiarise yourself with the applicable appeal requirements and deadline.

Please use the prescribed post-examination processes

The ASSA office cannot:

- provide provisional examination results;
- release results before the published date and time;
- provide informal remarks of examination scripts;
- ask examiners to reconsider marks outside the prescribed process; or
- determine through correspondence whether a prospective appeal is likely to succeed.

Using the appropriate post-examination process ensures that candidate queries and concerns are considered consistently and in accordance with ASSA's examination governance requirements.

Remember

Your post-examination information and processes serve different purposes:

- your **unmarked script** shows what you submitted;
- your **result and academic record**, record your examination outcome;
- your **feedback letter** helps you understand aspects of your performance;
- **exam counselling** provides structured post-examination discussion and support; and
- an **appeal** is a formal process available where the requirements of the Appeals Policy are met.

Please familiarise yourself with the relevant post-examination information and processes so that you know what to expect once your examination has been completed and when results are released.