

ANS National Examination Board

COMPLAINTS AND APPEALS PROCEDURE
ANS Professional Examinations

Appeals procedure for candidates who wish to appeal against the decision of a section or sections of the ANS professional examinations.

If you feel that you have been unfairly assessed during any part of your assessment process you have the right to appeal against the decision. This decision however should not be taken lightly and you should be clear on your reasons before you proceed. You can appeal against the overall outcome or the outcome of any part of the assessment if you believe the assessment process has not been followed correctly, was unfair or there were professional issues with the conduct or behaviour of the national assessors. You are advised to discuss your appeal with your work-based supervisor before you submit your appeal, but this is not a mandatory requirement. The following guidelines will ensure that the Appeals Board is able to review your appeal on its individual merits.

Candidate Instructions:

1. If you wish to appeal against a decision made on a section or sections of your assessment, you should apply in writing or by e-mail to 'Exam Appeals', c/o the ANS Education Chairperson and/or Examination Board Chairperson ANS Education Committee (address and e-mail via the ANS website), as quickly as possible following confirmation of your results. This appeal must be received within two weeks following receipt of your results.
2. You should state clearly:
 - a) What specific grievance you have
 - b) Details confirming your appeal
 - c) Any specific personnel concerned and any dates or times concerned
 - d) Any other relevant information which would support your appeal
3. A standard letter or e-mail confirming receipt of your appeal will be sent within five working days of receipt of your appeal documents from the ANS Education Chairperson and/or Examination Board Chairperson.
4. Your appeal will be considered by a panel of Appeals Committee Members which will include: two Education Committee members, who are not directly involved with the individual appeal case, and one other person who is a non-education ANS council member with knowledge of Assessment processes.
5. The examination paper work will be reviewed by the committee and re-evaluated following the standard assessment format. If this is an observed assessment of performance, the appeal committee may contact the candidate and the assessor to discuss the case.
6. A formal reply with the decision on your appeal will be sent within four weeks of receipt of your appeal letter.
7. A report will be forwarded to the candidate and Head of Department (and also the work-based supervisor). The report will give full details of the Appeal Board's decision and how it was reached.