



ENQUIRY ABOUT RESULT

Enquiries about results should be initially forwarded in writing to the RIPH Qualifications Operations Manager by the registered Centre. The enquiry must be made as soon as possible and no later than 6 months after the date of issue of results; RIPH will not be able to respond to any enquiries received after this date. The Qualifications Operations Manager will respond by undertaking the following checks:

- Candidate's details as submitted prior to the assessment are accurately recorded (candidate name/number/date of birth etc).
- The accuracy of the candidate's marks, as recorded by the examiner on the script and on the RIPH database.
- The accuracy of the totalling of the marks on the script and on the RIPH database.
- Whether marks have been recorded for all assessment components that have been carried out.

On completion of this initial check, carried out at no cost to the registered Centre or candidate, the Qualifications Operations Manager will advise the Centre of the outcome within 5 working days.

The registered Centre will decide if it wishes to pursue the enquiry about the result on behalf of the candidate. If so, a published re-mark fee, which varies according to subject and level, is charged to the registered Centre. If the Centre decides not to continue the request for a re-mark, the candidate may do so and must pay the re-mark fee in advance. In either case, if the re-mark or other checks result in a higher grade being awarded, the re-mark fee is refunded. The re-mark will be undertaken by the Chief Examiner for the qualification and the outcome of the re-marking process will normally be conveyed to the registered Centre, or candidate (as appropriate), in writing, within 30 days of the request for a re-mark.

If the Centre or candidate remains dissatisfied about the result of the re-mark, the Centre or candidate may instigate the appeals procedure. However registered Centres and candidates must note that an appeal must be against process or procedure and there can be no appeal on academic judgement.

APPEALS PROCEDURE

Stage 1 - Written Appeals

The Centre or candidate must write to the RIPH Qualifications Manager within 28 days of receipt of the outcome of the re-mark in order to initiate an appeal against the result, providing full details of the basis of the appeal. RIPH will acknowledge, in writing, the appeal within 14 days of receipt.

A second check is conducted to ensure that the "Enquiry About Results" procedures were carried out correctly.

A copy of the appeal and supporting documentation will be forwarded to the Chair of the appropriate Qualifications Board who will provide a report addressing the specific points raised in the written appeal and will confirm whether or not any grades should be changed. The Chair of the Qualifications Board may consult with other subject specialists available to the RIPH.

If the appeal is not upheld by the Chair of the Qualifications Board and the Centre and/or the candidate wishes to pursue the matter further, they must state in writing, within one month of the decision for the Chair of the Qualifications Board that they wish to refer the matter to an appeals panel. RIPH will acknowledge, in writing, this request within 14 days of receipt.

Stage 2 - Appeals to the Panel

An Appeals Panel will be convened, if possible, within 8 weeks from receipt of a written request of the Centre or candidate. A copy of the RIPH Appeals Procedure and all correspondence and related documentation will be forwarded to the members of the panel. These materials remain the property of the RIPH and may not be copied and must be returned to the RIPH after the hearing.

The Appeals panel will consist of the a Representative of the RIPH Academic Board, Chair of the appropriate Qualifications Board, Director of Standards and Qualifications Operations Manager. Representatives of the Centre or the candidate or the candidate him/herself are given the opportunity to appear in person at the Appeal Panel hearing.

Legal representation is not allowed but the Centre representative/candidate may be accompanied. The Centre representative/candidate may call witnesses provided that the RIPH is given their name/s in advance together with details of their interest in the case. The RIPH may call witnesses.

Procedure at the Hearing

- The Chairman will summarise the case.
- Evidence from witnesses may be presented in report form or in person.
- The Chairman and members of the Panel may question any person appearing before the Panel. At the discretion of the Chairman, a nominated spokesperson may provide assistance to the candidate in interpretation of questions and framing of answers.
- The Centre representative or candidate and witnesses may be asked to retire to a separate room during the Panel's deliberations. The Panel may wish to re-call witnesses.
- The Panel may allow or dismiss the appeal or may refer the matter for further consideration.
- A majority verdict by the Panel is sufficient for a decision. In the event of the vote being equal, the decision will be in favour of the Centre/candidate.
- Initially, the Centre representative/candidate will be informed of the Panel's decision orally, and then in writing as soon as possible after the hearing. The Panel's decision is final.

Costs of Appeal

The Centre/candidate will be required to pay £50 towards the cost of an Appeal which will be refunded if the Panel is satisfied that the Appeal, whether it is successful or not, is made on reasonable grounds.

The RIPH may, at its sole and absolute discretion, pay the expenses of the Centre representative/candidate, candidate's companion and witnesses, incurred in attending the hearing.

Any application for costs must be made at the hearing itself and the Panel's decision in this regard is final. The RIPH will pay the expenses of any witness asked to attend by the RIPH.

If the appeal is not upheld by the Chair of the Appeals Panel and the Centre and/or the candidate wishes to pursue the matter further, they must state in writing, within one month of the decision of the Appeals Panel that they wish to refer the matter to an independent Adjudicator. RIPH will acknowledge, in writing, this request within 14 days of receipt.

Stage 3 – Independent Adjudicator

An Independent Adjudicator will be sent, if possible, within 4 weeks from receipt of a written request of the Centre or candidate a copy of the RIPH Appeals Procedure and all correspondence and related documentation. These materials remain the property of the RIPH and may not be copied and must be returned to the RIPH after the hearing.

The Independent Adjudicator is a person who has not been an examiner, committee member or member of staff of the RIPH at any time in the previous seven years.

The Procedure

If the Independent Adjudicator requires further information from the parties to the appeal or from any third party he will request that information, in writing, within 10 working days of receipt of the appeal documentation.

In cases where technical matters are in issue the Independent Assessor may instruct as experts or technical assessors such person or persons with the requisite professional technical knowledge relating to any technical matter in issue and their reasonable expenses shall be defrayed by RIPH. The Independent Adjudicator shall copy any written advice he receives from such experts and/or assessors to the parties to the Appeal and invite them to comment on such submissions, in writing, within 10 working days.

Upon receipt of such information the Independent Adjudicator will immediately copy it to the other party (or parties) to the appeal inviting comments to be sent to him, in writing, within 10 working days.

The Independent Adjudicator may convene a hearing where he considers it necessary to do so in order to deal properly with the appeal, for example, where there is a conflict of evidence as to the facts. The Appellant and the RIPH representative are entitled to be accompanied at the hearing, but only in exceptional circumstances will the Independent Adjudicator permit legal representation, for example where the reputation of the Appellant is in jeopardy or where complex legal issues are involved. Subject to the above, the procedure at any hearing shall follow that prescribed for the Appeal Panel where appropriate.

Within 10 working days of receiving a response to the invitation for comments and/or the hearing, the Independent Adjudicator will issue his preliminary findings to the parties in a draft report (with a copy to the Chairman of the Appeals Panel) with a return date for comment, in writing, of 15 working days.

In the light of any comments received on the preliminary draft report the Independent Adjudicator may request further information from the parties or any third party. Should he do so he will ask for a response, in writing, within 10 working days.

The Independent Adjudicator will then issue his determination to the parties, in writing, within 10 working days of receipt of the above further information.

The Award of the Independent Adjudicator shall be final and concludes the RIPH Appeals Procedure.

Costs of Appeal to Independent Adjudicator

Only in exceptional circumstances will the Appellant be awarded any costs incurred in pursuing an appeal e.g. where complex legal issues are involved or where there is patent hardship or there is clear maladministration by RIPH. In those cases the Independent Adjudicator may in his absolute discretion order RIPH to pay the whole or part of the costs incurred by the Appellant. Subject to the foregoing each party shall be responsible for the travel and subsistence costs of its respective witnesses.

Monitoring and Reporting on Appeals

The Qualifications Manager shall be responsible for ensuring that this Results and Appeals Procedure is implemented correctly. In particular (s)he shall ensure that:

- all records relating to Enquiries and Appeals are filed both in hard copy and electronically and retained in both forms for two years.
- (s)he conducts a quantitative and qualitative evaluation of all Enquiries and Appeals and the outcomes and submits a report annually to the Academic Board who will ensure consistency and fairness of decisions.
- (s)he reports to the regulatory authorities the outcome of all appeals as per regulatory requirements.

The Independent Assessor shall submit an annual report to the Academic Board.

The Director of Standards shall be authorised to use the data referred to above to make strategic and management decisions.

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