

SOP: Review and Appeals Process for Assessment Results

This SOP details the **review and appeals process for assessment results**, outlining the steps for candidates to request a review of their assessment outcomes, the criteria for lodging an appeal, the roles and responsibilities of assessors and review panels, timelines for processing appeals, and procedures for communicating decisions. The purpose is to ensure a fair, transparent, and impartial system that upholds assessment integrity and addresses candidate concerns efficiently.

1. Scope

This SOP applies to all candidates who wish to challenge or appeal the results of any formal assessment conducted by the organization.

2. Definitions

Term	Definition
Review	Initial reconsideration of assessment results by the original assessor or assessment team.
Appeal	Formal request for an independent re-evaluation of the assessment outcome.
Review Panel	An independent body responsible for considering appeals.

3. Responsibilities

- **Candidate:** Submits review/appeal requests with supporting evidence.
- **Assessor:** Responds to review requests, provides clarifications, and participates as required.
- **Review Panel:** Conducts impartial evaluation of appeals and communicates decisions.
- **Administration:** Records, tracks, and notifies relevant parties of outcomes.

4. Procedure

1. **Requesting a Review**
 - Candidate submits a written request for review within **5 business days** of results being published.
 - The request should specify grounds for review and provide supporting documentation.
2. **Review by Assessor**
 - Assessor reviews submission and assessment records within **5 business days**.
 - Assessor provides a written response and outcome to the candidate.
3. **Lodging an Appeal**
 - If unsatisfied with the review, candidate may submit a formal appeal within **3 business days** of the review outcome.
 - Appeal must state the reason for dissatisfaction and include any new evidence.
4. **Appeal Evaluation**
 - The Review Panel is convened within **3 business days** of receiving the appeal.
 - The panel reviews all material, may interview relevant parties, and reaches a decision within **7 business days**.
5. **Communication of Decision**
 - Administration communicates the final decision and rationale to the candidate in writing within **2 business days** of decision.
 - All decisions of the Review Panel are final.
6. **Record Keeping**
 - All documentation, decisions, and communications are securely recorded and retained for at least **2 years**.

5. Criteria for Review and Appeal

- Perceived procedural error or unfairness in the assessment process.
- Evidence not previously considered that could affect the result.
- Misapplication or misinterpretation of assessment criteria.

6. Timelines Summary

Step	Timeframe
Request review after result	Within 5 business days
Assessor review and response	Within 5 business days
Lodge appeal after review outcome	Within 3 business days
Appeal panel convened	Within 3 business days
Panel decision	Within 7 business days
Decision communicated	Within 2 business days

7. Confidentiality and Impartiality

- All reviews and appeals are handled confidentially.
- Panel members must declare conflicts of interest and recuse themselves if necessary.

8. Review of SOP

This SOP is reviewed annually for effectiveness and updated as required.