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## Re-checks, Reviews and Appeals Policy



## 1 Examination Re-checks

### a) Re-check Definition

To recheck the examination materials shall mean to verify that:

- all sections of the examination materials (including continuous assessment) have been marked, and
- these marks have been entered and combined accurately in arriving at the final examination result.

### b) Procedures to be followed to request a Re-check

- i A written request for a Re-check must be received by the Institute not later than 10 working days after the date on which the ratified examination results are first published by the Institute of Banking. The term “published” will mean the date the results have been posted to the candidate’s account in My Institute. In the case of candidates who have failed the module for which they have requested a Re-check they should not await the outcome of the Re-check before re-registering for that module (to do so may mean missing the re-registration closing date). If a candidate has re-registered and the Re-check results in an upward revision of their grade from Fail to Pass, the Institute will refund the re-registration fee to the candidate.
- ii Where the Registrar is of the opinion that such action is appropriate, the Registrar may retrospectively exempt a candidate from the application of Section b) i.
- iii The Institute of Banking will charge a fee of €40 for a Re-check of each Examination Paper. In the event of the Re-check resulting in an upward revision of marks, this fee is refundable.

### c) The outcomes of all Re-checks must be presented to the Programme Examination Board where all grade changes and awards (where applicable) are ratified.

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## 2 Examination Reviews

### a) Definition of Review

A Review means the reconsideration in detail of all or part of the existing examination material by the examiner. The examiner will provide a detailed report on the candidate’s script indicating, by subpart of each question, where

the candidate lost marks in relation to the marking scheme.

A Review can also mean the consideration of other pertinent information where the application has been made based on various grounds specified in 2 b) iii. This consideration may involve reconsideration of examination material in light of the extra information.

In the case of multiple-choice examinations, in order to protect the integrity of the question bank, feedback cannot be given on a question-by-question basis. In light of this restriction, candidates who are unsuccessful in MCQs are provided with an individual feedback report which details the chapter, subchapter reference, and area from which the question comes. Therefore, a review in the case of MCQ exam typically involves consideration of the specific grounds for the review specified in 2 b) iii.

b) The grounds for Review

- i Before a Review procedure is initiated, a detailed written submission in accordance with the following paragraph must be received from the candidate.
- ii The submission must identify the element or elements of the examination on which the Review is sought. It must also specify the grounds on which the Review is sought and must contain all information which the candidate wishes to have taken into account in the Review.
- iii An application for a Review will only be considered if it is based on one of the following grounds:
  - The Examination Regulations of the Institute of Banking have not been properly implemented.
  - The Examination Regulations do not adequately cover the candidate's case.
  - The candidate's performance in the assessment was adversely affected by illness or other factors which, for valid reasons, the candidate was unwilling to divulge before the Examination Board reached its decision.
  - The candidate had formally notified the Institute of Banking of extenuating circumstances prior to or during the course of an examination, however, the Examiners and the Examination Board were not advised of such extenuating circumstances prior to considering the candidate's examination results or that the Examination Board did not give sufficient weight to such extenuating circumstances previously notified to the Institute of Banking.

- There was a substantial error of judgement on the part of the Examiners with the result that the assessment given was totally at variance with previous assessments and performance levels.
- There was a material administrative error or a material irregularity in assessment procedures which made a real and substantial difference to a candidate's result.

c) Procedures to be followed to request a Review

- i A written request for a Review must be received by the Institute, not later than 10 working days after the date on which the ratified examination results are first published by the Institute of Banking. The term "published" will mean the date the results have been posted to the candidate's account in My Institute. In the case of candidates who have failed the module for which they have requested a Review they should not await the outcome of the Review before re-registering for that module (to do so may mean missing the re-registration closing date). If a candidate has re-registered and the Review results in an upward revision of their grade from Fail to Pass, the Institute will refund the re-registration fee to the candidate.
- ii Where the Registrar is of the opinion that such action is appropriate, the Registrar may retrospectively exempt a candidate from the application of Section 2 c) i.
- iii The Institute of Banking will charge a fee of €70 for a Review of each examination paper. In the event of a Review resulting in an upward revision of marks, this fee is refundable.
- iv The Review submission shall be considered by the Programme Manager with responsibility for that module, the Module Co-ordinator or Examiner, and the Registrar or Registrar's nominee.
- v In the event of a Review submission being declined, the candidate shall have the right, to appear personally before the Registrar, and may be accompanied if desired by another person.
- vi Following publication of results, the candidate may request to view their examination script in the offices of the Institute of Banking in the presence of the Registrar or the Registrar's nominee, at a date and time to be agreed with the Registrar or the Registrar's nominee. Access to Multiple Choice Questionnaire Answer Sheets is not allowed as it would not be helpful to a candidate without access to the Examination Paper (which is prohibited as its release would harm the examination process). While viewing their scripts, candidates will not be allowed to make copies or to be accompanied by anyone else.

- d) The outcomes of all Reviews must be presented to the Programme Examination Board where all changes to grades and awards (where applicable) are ratified.
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### **3 Appealing the outcome of a Review**

- a) The outcome of a Review can be appealed under our Assessment Appeals process. Please refer to the Institute's Assessment Appeals Process under Level 8 and 9 Programmes <https://www.iob.ie/?q=node/904>