



# Continuing Competence

## Appeals Procedure

*Continuing Competence*

**Any candidate involved in the Continuing Competence test (e-test) has the right to appeal and this procedure sets out the conditions/grounds for an appeal.**

WAMITAB will deal with the appeal and will treat every appeal very seriously and in the strictest of confidence. In order to achieve an outcome that is fair and based only on fact every appeal will be overseen by a member of the WAMITAB staff who is not directly involved in the test.

### Criteria and Conditions for Appeal

**The overall pass mark is set at 65% i.e. below 65% is a 'fail' and 65% and above is a 'pass'. No appeal can be made based on the mark(s) achieved in the test as all the questions are based on a multiple choice format.**

Appeals may be granted where the following applies:

1. E-tests may be subject to technical 'glitches' from time to time as described in the information to candidates. Minor interruptions are not considered to influence the test result.
2. Significant and critical interruptions which prevent a test being sat or being completed will be limited to the provision of a free retest booking provided by WAMITAB.
3. Candidates have the opportunity to appeal regarding incidents or conditions arising at the test centre. These should be recorded on the *irregularity report* when signing the candidate out of the centre. **WAMITAB stipulates that candidates wishing to make an official complaint about any such incident should do so in writing within 48 hours of the test.**
4. If the appeal is about test centre conditions, or about exam software etc, then WAMITAB will consider realistically how much effect this would have on the candidate's performance. If a free booking has not already been given, WAMITAB will usually agree to grant a free re-sit where the interruption to the candidate is seen to be significant. However, WAMITAB will check with the test centre to ensure the facts are fairly presented.
5. Other incidents may be regarding illness or travel problems. These are clearly outside the control of WAMITAB. If we know that a test centre cannot open, or will open late, we will do our best to inform candidates. If the test centre has not opened, then a free booking is automatically given. If it is the candidate who is unable to attend the test then WAMITAB will need to know the reason why and may choose to offer a free re-sit at WAMITAB's cost depending on the circumstances.
6. Where illness is involved, WAMITAB will ask for a doctor's or self-certificate.

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### **Procedure for handling appeals:**

1. Candidates wishing to make an appeal to WAMITAB should do so in writing within 48 hours of the test.
2. WAMITAB will keep a copy of the written appeal and will acknowledge an appeal/complaint within 2 working days of receipt at their offices.
3. The Office Manager will be asked to investigate the appeal and to make a judgement for consideration by the Director General.
4. The Director General will confirm the course of action necessary and write to the person making the appeal informing them of the outcome.

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## Candidate Appeals Procedure



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***Strictly private and confidential when completed***

### Appeals Procedure Form

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#### Personal Details

Name: .....

Date of birth:.....

Address: .....

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Town: .....

Post Code: .....

Phone: .....

Date: .....

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#### Appeal Details

Test Centre:.....

Date/time of test:.....

Type of test  
booked:.....

#### Outcome of Appeal

Agreed action.....

Date notified to candidate.....

Date "closed".....

Please continue overleaf

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**Details of Appeal:**

Please give as much information as possible.

When complete send or email, in confidence, to:  
Director General  
WAMITAB  
Peterbridge House  
3 The Lakes  
Northampton NN4 7HE  
([lawrence.strong@wamitab.org.uk](mailto:lawrence.strong@wamitab.org.uk))