

POLICY FOR CANDIDATES REQUESTING FEEDBACK, ENQUIRIES AND APPEALS AGAINST EXAMINATION RESULTS

The Awarding Body operates a thorough system of checks before the release of examination results in order to ensure that, as far as possible, they are completely accurate.

The enquiries and appeals system exists to identify and correct errors in marking and/or processing. However the Awarding Body would like to emphasise that a scanning process is used to mark multiple-choice questions and it is therefore very rare for initial marks to be incorrect, providing the candidate has completed the answer form header correctly. Feedback on a candidate's performance may be requested to assist them in preparing for future examinations as an additional service when requesting an Enquiry.

ENQUIRIES (AND FEEDBACK)

If a candidate considers that an error may have been made in the grading of papers, they may ask to have an examination paper reviewed and re-marked. To do this, Candidate should contact Wine Language Pte Ltd (WLPL) and ask for a copy of the application form.

The completed application form requesting a review of examination results must be received by the Awarding Body within four (4) weeks of the date of the examination. Any request received outside of this time frame will not be reviewed.

The Awarding Body will confirm the receipt of the application form and WLPL will also be advised on that an enquiry is in process.

When lodging an Enquiry, candidate may also request feedback on their examination scripts to assist them in preparing for future examinations. Candidate who would like to receive feedback on their examination papers should complete the relevant section of the application form.

APPEALS

A candidate may only appeal against an examination results once an enquiry has been processed.

Any candidate unsatisfied with the results of the review and re-marking of an examination paper should contact WLPL and request for an appeal with an application form.

The application form must be completed and returned to the Awarding Body, together with the appropriate fee, no more than seven (7) days following the notification of the enquiry decision. Appeals received outside this timeframe will not be reviewed.

The Awarding Body will confirm the receipt of the application form and WLPL will also be advised on that an appeal is in process.

Where an appeal remains unresolved following the process, applicants may request that their case be submitted for final independent review. In such cases, all supporting documentation pertaining to the case will be submitted to the Independent Reviewer.