



The Institute of Certified Bookkeepers

ICB Enquiry & Feedback Policy

Contents

1. Aim and Purpose of ICB Enquiry & Feedback Policy	3
2. Who can request an enquiry and feedback?	3
3. How to make an Enquiry	4
Enquiry Process	4
Feedback Process	4
4. Fees	5
5. Enquiries by Approved Training Providers (ATPs)	5
6. Appeals against Assessment Results	5
7. Monitoring and evaluating the ICB Enquiry and Feedback Policy	5

1. Aim and Purpose of ICB Enquiry & Feedback Policy

ICB has in place a thorough system of checks before the release of assessment results in order to ensure accuracy. All multiple-choice questions and questions answered online (without the use of computerised software) are automatically marked and moderated prior to confirmed results being released and mistakes are quite rare. All assessments that have an element that is carried out using an accountancy/bookkeeping software programme which involves uploading files to ICB are marked manually by an experienced examiner. Again, the marks are moderated/verified prior to release.

ICB operates an Enquiry & Feedback Policy to ensure the marks awarded and decisions ICB make are consistent, transparent and fair. However, ICB recognises that on occasion students may believe that an error has occurred in the grading of an exam, and as such, ICB provides the opportunity for the student to apply to have an assessment reviewed and re-marked.

This document sets out ICB's Enquiry & Feedback process which is designed to produce fair, consistent and timely outcomes based on proper consideration of the evidence available.

Therefore, ICB aims to ensure that:

- Making an enquiry and request for feedback is as easy as possible
- The request is dealt with promptly, politely and confidentially
- An appropriate response is provided in a timely manner

The purpose of this policy is to set out the process of making an enquiry and request for feedback and how ICB will respond. It stipulates a clear understanding of the service level ICB will provide.

2. Who can request an enquiry and feedback?

An enquiry and request for feedback can be made by students who believe they have been adversely affected by a decision made by ICB.

Feedback can only be requested on assessments where this is an element that needs to be carried out using an accountancy / bookkeeping software.

Please note however, manual feedback is not available for all ICB assessments. Please check with ICB Member Services who will be able to advise.

3. How to make an Enquiry

If a student considers that an error may have been made in the grading of assessments, they may apply to have a review and re-mark. All enquiries must be put in writing and sent to ICB via exams@bookkeepers.org.uk. There is a fee for this service which can be found on the ICB website.

The following information must be provided:

- Name, address and contact information of the student
- Student/membership number
- The reason for enquiry and/or feedback request
- The assessment(s) the enquiry and/or feedback request relates to
- Name and accreditation number of the ATP where student studied for the qualification
- The Enquiry and / or Feedback fee (please see ICB website for list of current fees)

Enquiry Process

An enquiry into the assessment outcome (mark/grade) must be made **within 10 working days** of the date of the assessment. The Head of Qualification Standards & Quality Assurance has the discretion to consider and allow late requests where the student is able to demonstrate a good reason for the delay.

Upon receipt of a written request for an enquiry, ICB will log the request and send an email acknowledgement **within 3 working days**. The candidate must contact ICB if no acknowledgement has been received.

All re-marks will be carried out by a member of the examination team who was not involved in the original marking of the assessment.

The outcome of the (enquiry) re-mark will be communicated to the student **within 20 working days** of the submission of the enquiry.

Feedback Process

Automatic free feedback is generated for most questions answered online (without the use of computerised software). This can be accessed via MyICB following completion of the relevant assessment. No further feedback will be given on these questions.

Therefore, manual feedback can only be requested on assessments with an element that has been carried out by using an accountancy/bookkeeping software package, or for papers where

automatic feedback is not currently available. A feedback request must be made **within 10 working days** of the date of the assessment. No feedback reports will be provided for examinations taken at an external examination centre. The Head of Qualification Standards & Quality Assurance has the discretion to consider and allow late requests where the student is able to demonstrate a good reason for the delay.

Upon receipt of a written request for an enquiry, ICB will log the request and send an email acknowledgement **within 3 working days**. The candidate must contact ICB if no acknowledgement has been received.

Feedback will be written by the examiner who originally marked the assessment and will be communicated to the student **within 20 working days** of the submission of the request for feedback.

4. Fees

Enquiry and Feedback fees can be found on the ICB website. Fees must be paid at the time of submitting an enquiry and/or feedback request. The basis of this fee is to cover the administration processes and staffing involved in the process; the fee has been kept to a minimum in order to prevent acting as a deterrent to an enquiry. The relevant enquiry (re-mark) fees will be refunded in full in the event of an ICB error being discovered.

5. Enquiries by Approved Training Providers (ATPs)

Should ATPs wish to request an enquiry (re-mark) of a student's assessment, they should first request written permission from the student which must be submitted to ICB along with the initial request.

6. Appeals against Assessment Results

If a student has completed the enquiry and / or feedback process and is still dissatisfied with the outcome, they may appeal against the decision by submitting an Appeal. Please refer to the ICB Appeals process which can be found on the ICB website.

7. Monitoring and evaluating the ICB Enquiry and Feedback Policy

All Enquiry (re-mark) requests are recorded, along with their outcomes, and are retained by ICB for a period of at least three years. All enquiries are reviewed annually at the Appeals Committee to ensure consistency in the handling process.

The Enquiry and Feedback Policy is also subject to regular monitoring and review by ICB to maintain the highest possible standards of consistency and quality.

The Enquiry and Feedback Policy and relating procedures are formally approved by the ICB Governing Council. Furthermore, the policy and procedures have been developed in line with all relevant legislations.



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