



TRINIDAD AND TOBAGO INSURANCE INSTITUTE

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Examination Appeals Policy

The TTII is committed to providing fair and transparent processes. The appeals procedure considers circumstances that materially affect a candidate's performance in an assessment. All other available routes for enquiries must have been exhausted.

The appeals policy applies only to examinations designed by the TTII. Persons writing examinations under other bodies must refer to those bodies' appeal policy.

Grounds for an appeal

The grounds for appeal must be related to the TTII's procedures or their application. The appeal process will consider whether the TTII's procedures are consistent, fair and have been properly applied.

Circumstances not accepted as grounds for an appeal are:

- Claims of being unaware of, or not understanding, the examination rules and regulations.
- Requests for more than one review of a candidate's work.

The Appeals Process

The appeals process consists of two stages:

Stage 1: Clerical re-check

Requests for a clerical re-check must be made in writing along with payment of the required fee to the TTII. Candidates must apply within one month of the release date of the results.

This service will include the following checks:

- that all parts of the script have been marked,
- the totalling of marks,
- the recording of marks,
- the application of any adjustments,
- the application of any special consideration, as required.

The TTII's aim is to provide the result of the re-check within 10 working days of receipt of the written request. The fee paid is refundable if the recheck results in a changed mark.

Stage 2: Post-results review of marking

The service is only available to candidates achieving a grade within 15% of the pass mark. This is a review of the original marking to provide candidates with feedback and to ensure that the agreed mark scheme has been applied correctly. This service will include:

- a clerical re-check,
- a review of the original marking,
- a report on the candidate's performance where the review does not result in a passing grade.

Requests for a post-results review of marking must be made in writing within four weeks of the release date of the results or five working days after release of results from the clerical recheck.

The TTII aims to provide the outcome within four weeks of receipt of the request and payment of the required fee. The fee is refundable if the review results in a passing grade or where the individual has passed, the grade is in depute and the review results in a higher grade.

Fee structures are outlined in the student handbook. (add as footnote)

Grounds for an appeal

The grounds for appeal must be related to TTII's procedures or their application. The appeal process will consider whether the TTII's procedures are consistent, fair and have been properly applied.

The procedures open to investigation are:

- irregularities in the conduct of an exam,
- the procedures for question setting, marking and results moderation of exams,
- extenuating circumstances that were not revealed for valid reasons prior to receipt of the result notification.

Circumstances not accepted as grounds for an Appeal

- Claims of being unaware of, or not understanding, the examination rules and regulations;
- Requests for additional reviews of marking of candidate's work.

Making an appeal

Appeals must be submitted within four weeks of the completion of Stage 2. A fee will be charged for each stage of service and is refundable if the appeal is successful.

Applications must be made in writing, clearly stating the grounds for appeal, to the Director of Education.

If the case is accepted for appeal, it will be referred to the Appeals Panel.

The Appeals Panel will be made up of:

- A member of the Education Sub-Committee,
- A specialist practitioner or an examiner as appropriate,
- An independent member drawn from the Chartered Insurance Practitioners or FLMI members as appropriate.

The application will be presented to the Appeals Panel convened by the TTII. The Appeals Panel is not authorised to further review the marks of candidates' work. The Appeals Panel can instruct the TTII to reconsider the case and may offer recommendations. The candidate will receive a report from the Appeals panel.

Monitoring of the Appeals process (self-assessment)

The TTII has procedures in place for monitoring, evaluating and reporting annually on the operation of its enquiry services and appeals arrangements, including the number and nature of enquiries and appeals and their outcomes. The TTII shares relevant data with the regulatory authorities on request.

In all the processes described above, where deadlines have passed, exceptional circumstances may still be considered.

Approved by



Edweena Newallo-Dottin
President-Council of Trustees

Date 9/12/2020

