EXAMINATIONS & ASSESSMENTS POLICY - Procedures

1)   Qualifications Offered and Qualification Approval

- Qualifications offered at STCG are agreed through annual (Springtime) or in-year curriculum planning processes and authorised by college Principals. As part of this process, all course titles must include the relevant awarding body name/abbreviation and qualification aim reference numbers must be correct (entered by MIS on EBS)

- Qualifications offered in any academic year may be found in the published prospectus for that year and on the College websites

- If new qualifications are to be introduced, **the Exams Office must be notified as part of the curriculum planning process.** Heads of School are responsible for co-ordinating and submitting applications to awarding bodies for centre or qualification approval. Approval must be obtained before teaching of the qualification begins. The Exams Office must be informed of new approvals by the start of each academic year.

- If there are changes in qualifications from year to year such as the syllabus content, assessment method or awarding body, the Exams Office must be informed by the end of the previous academic year

2)   Registrations, Exam Entries, Late Entries and Resits

All registrations and exam entries are made with awarding bodies by the Exams Office. It is the responsibility of teaching staff to make sure students are registered/entered either by (i) responding promptly to requests from the Exams Office or (ii) informing the Exams Office in writing.

The Exams team is responsible for the organisation of all external/public exams, both paper-based and on-line, supported by Heads and Deputy Heads of Schools/Curriculum Managers who are responsible for the provision of suitable exam rooms and invigilators when required.

For HE exams, details (organiser, exam subject/level, date, time, location, invigilators) must be advised to the Exams Office who will maintain an overview of all exams taking place college-wide. The Exams team will co-ordinate the accommodation of exams during the busy summer period with HE teams.

Registrations

- Student details, for Functional Skills, BTEC, Access to HE, ESOL courses, for example, must be submitted in accordance with Exams Office processes and by internal deadlines set by the Exams Office. Only students who are enrolled correctly can be registered with awarding bodies.

- Teaching staff must make every effort to avoid late registrations, but should contact the Exams Office to give notification of delays as soon as any issues are identified.

- Information should be submitted to the Exams Office within a reasonable timescale after each course start date, and in all cases no less than 2 weeks prior to external awarding body registration deadlines.

Exam Entries

- Students are identified for exam entry by teaching staff.

- Details must be submitted in accordance with Exams Office processes and by internal deadlines when set by the Exams Office.

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- Candidates should be entered under names that can be verified against suitable identification, such as a birth certificate, to prevent problems in future. A candidate should only be entered under alternative names in exceptional circumstances, each college is best placed to make such decisions for their own students.

- In all cases exam entry details must be submitted to the Exams Office no less than 2 weeks prior to external awarding body entry deadlines. Late requests are dealt with on a case-by-case basis by Exams and can be turned down for organisational reasons.

- Changes of level/tier or withdrawals must be authorised by a relevant member of the teaching staff. For GCSEs and BTECs such changes can be made no later than two weeks before the start of the November, January or Summer series of exams.

- The Exams Office notifies students of exam details and regulations in writing.

Candidate Details

It is the responsibility of the member of teaching staff making the registration/exam entry request to check details, including active enrolment, before submitting the request to Exams and to submit it in an acceptable format. Exams will not make exam entries if enrolment with the college is not correct. This ensures full and accurate candidate details are submitted to awarding bodies.

On-line Exams

- On-line exams must be booked at least 10 working days in advance of the exam date. Functional Skills exams must be booked in line with annual FS exam schedules.

- For on-line scheduled exams that have to be booked by an awarding body deadline, the Exams Office must receive the request in accordance with internal deadlines set by them and in all cases no less than 2 weeks prior to external awarding body exam entry deadlines. For evening and weekend exams advance notification of more than two weeks is preferable to be sure the request can be fulfilled and resourced appropriately - for example, invigilation and IT Support.

- To ensure IT support is available for all on-line exams, Exams provide a weekly timetable of exams to IT Support.

- It is the responsibility of teaching staff to make sure candidates are correctly informed of on-line test dates and times for vocational qualifications.

City & Guilds Underpinning Knowledge Tests

Requests for initial registrations of candidates should be made to the Exams Office. Candidate names selected for each test must be submitted to the Exams team with no less than two weeks' notice.

Paper Based Exams

- Entries (e.g. for GCSE or BTEC exams) must be made in advance of awarding body deadlines. Details of associated internal deadlines will be provided by Exams.

- Exams will accept withdrawals and amendments (including tier changes) prior to the entry deadline date set by the awarding body. Every effort should be made to keep such changes to a minimum and acceptance of them after internal deadlines will be at the discretion of the Heads of Exams.

- Exam entries for paper-based vocational and other on-demand exams must be notified in line with awarding body deadlines and in any case no less than 2 weeks in advance of the chosen exam date. Exams will accommodate all dates requested whenever possible and otherwise will suggest alternative dates.

- Exam entries for vocational paper-based timetabled exams must be booked in accordance with internal deadlines or annual schedules when set by Exams and in all cases no less than 2 weeks in advance of the awarding body deadline.

- Individual timetables for GCE, GCSE and BTEC exams will be emailed to students by Exams.

Private Candidates

STCG colleges do not accept or make exam entries for students unless they have received tuition at the college for that particular subject during the academic year in which the exam series occurs, nor for students who may have received teaching at the college for different subjects or qualifications or for the same subject or qualification for a previous exam series. This is the JCQ definition of private candidates, and the colleges do not therefore accept private candidates. Exam entries are made only for students who are enrolled with the colleges in the current academic year for exams relevant to the course they are enrolled on.

The JCQ provides names of centres that accept private candidates. STCG students wishing to sit an exam privately can be directed to private candidate centre details on the JCQ website.

Late Entries

- GCE, GCSE and BTEC late entries must be requested through the Heads of Exams and authorised by the Head of School/Curriculum Manager for both entry and incurred cost. Late entries are accepted in exceptional circumstances only, and where the awarding body allows.

- Exams are entitled to query the reasons for late or special entry requests and reserve the right to refuse them on reasonable grounds, such as inefficient use of resources or invigilator costs.

- Late entries for timetabled vocational qualifications will, in exceptional circumstances, be accepted after the deadline set by the awarding bodies if authorised by the relevant Head of School/Curriculum Manager, and where the awarding body allows.

Resits

- Students may take multiple resits in vocational subjects and Functional Skills as long as approval, including payment of fees, is obtained from a member of the teaching staff and if allowed by the awarding body. Entries for resits must be made within awarding body deadlines.

3) **Exam Fees and Invoicing**

- Registration and exam fees for each year are published by awarding bodies. Each curriculum area has responsibility for checking fee levels for inclusion in costings as part of their financial planning processes.

- In almost all cases the colleges are responsible for the payment of registration or exam entry costs. Ineligible students are aware of the requirement to pay their own fees before they enrol. Reimbursement of fees to students who fail to sit an exam or meet the necessary coursework requirements will only be considered if medical evidence or evidence of other mitigating circumstances is provided by the student.

- The Exams teams are responsible for checking and coding invoices so that Finance can allocate them to relevant School/Curriculum exam fee budgets, after which they are approved by Exams.

- When requests are made to accept the transfer in of papers because of exam clashes where entries are made through another centre, a reasonable administration fee payable by the candidate concerned can be charged to cover costs incurred such as extra invigilation hours.

- Where a candidate requests a transfer out of a paper to another centre, a cost is incurred with the awarding body which is payable by the student.

4)   Invigilators, Exam Days, Internal Governance, Emergencies and Disruption

Managing Invigilators

- Invigilators are sourced from externally appointed sessional invigilators, teachers, Inclusive Learning and other administrative support staff, should the need arise. Heads of School/Curriculum Managers are responsible for identifying invigilators from within their areas.

- The recruitment and/or training of invigilators is the responsibility of the Heads of Exams. The training of Inclusive Learning support staff in the roles of scribe, reader etc is the responsibility of Inclusive Learning.

- Securing the necessary Disclosure & Barring Service (DBS) clearance for new invigilators is the responsibility of Human Resources.

- Teachers and teaching assistants may not be the sole invigilator for candidates they have taught. In the case of exams run under JCQ regulations, teachers of the subject being examined may not invigilate. Inclusive Learning staff who have supported one or more candidates in an exam room may not invigilate.

- All invigilators must be thoroughly trained on examination regulations and procedures and on-line testing software as appropriate, and undergo refresher training at least annually.

- Invigilators must be aware of the Equality Act 2010 and must fully understand their role in relation to the supervision of access arrangements and be aware of what is permissible within the regulations. To ensure inclusivity and fairness in examination procedures, the college will implement reasonable adjustments for students with disabilities, ensuring exam procedures explicitly outline necessary accommodations such as additional time, modified materials, and alternative assessment methods. In support of students who are pregnant or on maternity leave, the policy will incorporate explicit provisions for pregnancy-related absences, including exam flexibility arrangements to prevent disadvantage, where possible. Additionally, to respect religious commitments, exam scheduling will aim to consider significant religious observances, providing flexibility where possible to accommodate students' needs, though this may not always be feasible.

- Invigilators are responsible for upholding regulations in exam rooms. Only people who have authorisation from the Heads of Exams may be present in the exam room. Teaching staff are required to respect exam room requirements and the invigilator's role.

Exam Days

- Exams teams are responsible for upholding exam regulations especially in respect to the security of exam materials. Exam papers will be opened in line with the regulations in the designated exam room to be made ready for invigilators to take to exam rooms. Papers will be kept in their sealed packets until the correct times for opening for each exam session and will be opened with care to avoid damage.

- Question papers must always be kept in their sealed packets until the second pair of eyes check and log have been completed. The second pair of eyes check must take place immediately before each question paper packet is opened in the designated examination room. If the question paper packet needs to be split for different rooms on one or more sites or for an access arrangement, the check must take place in the secure room.

- Exams teams are responsible for dealing with JCQ and other awarding body inspections (Inclusive Learning handles access arrangement inspections or that aspect of inspections).

- The Exams teams will ensure all exam accommodation is booked, relying on the support of Heads of School/Curriculum Managers to supply rooms.

- The **room** in which secure materials are kept is only accessed by a maximum of 6 named key holders (usually Exams staff only). Facilities staff directly employed or contracted by the centre

may have access if accompanied by a named keyholder. Secure storage **facilities** are accessed by a maximum of 6 named key holders only, one of whom is the most senior member of each Exams team in each College and are permanent members of staff/ staff with a formal contract of employment subject to standard HR policies and procedures. Use of the secure room and storage facilities complies with the regulations. Exams staff report any breaches in the security of assessment material without delay, following JCQ or other awarding body procedures. The secure room must be accessible throughout an examination series for the storage of question papers and be available for inspection.

- The Exams teams will request room setup from Site Services and, in the interests of Health & Safety, support from Security with 'crowd control' when large numbers of candidates are involved.

- IT Support will be notified weekly of on-line exam dates, times and locations and will give first priority to calls for assistance during on-line tests.

- Requests for out of hours IT support for evenings and weekend examinations will require a lead time of 10 working days.

- Curriculum teams may be given access to national exam question papers from 24 hours after the exam end time if convenient to the Exams Office. For other exams, teachers may have sight of question papers as specified in awarding body regulations. When permitted by the awarding body, excess question papers will be distributed to curriculum teams at the end of each exam series.

- For confidentiality purposes, unused question papers must not be released to any individual for use in accordance with paragraph 6.12 (JCQ General Regulations) until 24 hours after the awarding body's published finishing time for the examination. Where a candidate is sitting an examination scheduled for the afternoon session on the following morning with an overnight supervision arrangement, unused question papers for that examination must not be released to any individual until the candidate has completed that examination.

- JCQ guidelines for people present in the exam room must be followed. Teaching staff may not enter exam rooms unless authorised.

- In practical exams, in addition to invigilators organised by the Exams teams, subject teachers must be present to help with any technical difficulties.

- Exams teams provide candidates with exam materials supplied by the awarding bodies i.e. exam papers, answer books/continuation sheets, formulae books and anthologies as applicable. Any additional equipment, such as calculators, pens, dictionaries and so on, must be provided by the student. It is the responsibility of the curriculum teams to advise the students of the materials they need

- At least 2 and no more than 6 members of Exams teams are authorised to handle secure electronic materials, one of whom must be the most senior member of each Exams team in each College. Secure files are accessed and printed within a secure environment in each centre. The college must ensure that the question paper is printed correctly, is of good quality and is collated in the right order. Staff who need to access secure materials do so using a device complying with awarding bodies' MFA requirements; each device is used by one member of staff only.

Internal Governance Arrangements

In each college the senior member of staff who line-manages and supports the Heads of Exams has a good working knowledge of the examination system. Vice Principals have oversight of examination administration and provide support and guidance to the Heads of Exams and senior exams staff, as well as ensuring that the integrity and security of examinations and assessments is maintained throughout each exam series. In the event of their absence, this responsibility is escalated to College Principals.

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As college Principals operate across more than one centre suitable support must be in place in order to meet their obligations for all centres for which they are responsible. This responsibility is delegated to Vice Principals.

Emergency Evacuation of Exams or Lockdown

Evacuation of exam rooms is in line with STCG evacuation policies, as well as practicalities dictated by each college's environment. Invigilators must make themselves familiar with fire exits and assembly points, as well as awarding body and college regulations and procedures, and respond according to these should the need arise. Invigilators must be equally aware of Group lockdown procedures and actions they must take in the event of a lockdown before, during and after exams.

Disruption Caused by Unforeseen Events (e.g. severe weather conditions)

- Measures to be taken in the event of severe weather conditions or other events that could potentially affect exams running to plan are outlined in the exam contingency plan contained within the STCG Exams Policy.

- Information, for example regarding college closure, will be communicated through text messaging and/or on the colleges' websites.

Emergency Exam Contingency Sessions

Exams publish dates of the summer exam contingency sessions set by awarding bodies (JCQ) internally to relevant staff and to parents and candidates (summer 2025 dates are afternoon of 11 June and all day on 25 June).

5) Exam Protocol, Lateness & Absences, Identifying Candidates, Exam Clashes and Special Consideration

Exam Protocol

- Students are expected to allow enough time for travel and to arrive at the exam room at least 10 minutes before the scheduled exam start time.

- Silence must be maintained in exam rooms. Students who contravene this requirement can be reported to awarding bodies and could suffer penalties as a result.

- Awarding body rules on the use of mobile phones and electronic devices, including smart watches and glasses, apply throughout an exam or assessment. All watches must be removed by exam candidates and placed away from exam desks.

- Normal rules on dress, head wear and behaviour apply.

- Food and drink are not allowed in any exam room unless for medical reasons and as an approved access arrangement. The exception is still water in transparent small bottles or containers with the label and all writing removed. Rules for the removal of food packaging apply.

- A candidate with a medical condition such as diabetes, may need access to their mobile phone during an examination. (see 5.19 *JCQ Access Arrangements and Reasonable Adjustments).* Additional invigilators will be needed where a candidate requires access to a mobile phone. Once in possession of their mobile phone for medical purposes, each candidate must be individually supervised.

- A candidate with a substantial impairment may need to listen to music or white noise. Where the candidate will be wearing headphones, these must not be worn until the invigilator's announcement and any erratum notice have been read our to the candidate(s).

- Students' personal belongings remain their own responsibility and colleges accept no liability for their loss or damage. Students who bring personal belongings to the exam room must place them as instructed by exam invigilators.

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- Disruptive students are dealt with in accordance with awarding body guidelines and colleges' procedures. They will be removed from the exam room if necessary and may be disciplined in line with normal college practices.

- While the group strives to accommodate students' diverse needs, including religious practices during exam times, it may not always be possible to provide time for prayer. Students are encouraged to adjust their prayer times on exam days to ensure appropriate arrangements can be made without compromising the integrity and security of the examination process.

Late and Absent Students

For GCSE, GCE and BTEC Exams

- Candidates who arrive within 1 hour of the published national exam start time are allowed into the exam room and will be given the full time allowed for the exam. Late students may be kept outside the exam room in a group and allowed in at set 15-minute intervals to simplify the management of late candidates in the exam room.

- Students who arrive very late, as defined by the JCQ, and who have not been supervised, will not be allowed into exam rooms. Records will be kept of students who arrive late or very late and if consistently late, the college may invoke normal disciplinary processes.

- Candidates are considered very late if they arrive more than 1 hour after the published national start time for an exam that lasts 1 hour or more, i.e. after 10.00am for morning exams and after 2.30pm for afternoon exams. For exams with a duration of less than 1 hour, candidates are considered very late if they arrive after the awarding body's published finishing time, or 30 minutes after the published start time, whichever is later.

- Candidates who are unavoidably delayed should notify the Exams Office of their delay as soon as they can. Wherever possible, students will be asked to remain under supervision (e.g. by a parent/carer) until they can be passed for supervision to a member of staff. The parent/carer and student should sign a statement to confirm the supervision arrangements. In such circumstances, the student must be advised the paper may not be marked but must be given the full exam time. A very late report together with supporting statements will be submitted to the awarding body for a decision on whether the paper will be accepted.

Other Examinations

- Teaching staff are responsible for making sure candidates are familiar with the lateness rules for any exam they are taking. Lateness rules often follow the rules described above.

- Candidates who arrive within the time allowed for lateness by the awarding body will be allowed to enter the exam room and sit the exam. A student who arrives late but is allowed to sit the exam must be given the full time for the exam.

- In cases where the candidate arrives after the time allowed for lateness, invigilators will contact the Exams team for a decision, which will be taken according to the relevant awarding body regulations and if practicalities allow.

Identification of candidates in the exam room

- All candidates are required to place photo ID (usually college ID badges) on their exam desks. Invigilators will take exam registers and check the photo matches the face of the candidate sitting the exam, and that the name matches the name on the register. If photo ID is not available an ID check must be carried out through liaison with the Exams Office. If teaching staff who can verify identity are present, they may do so.

Exam Clashes

- Resolving exam clashes and timetable changes, notifying students of them, supervision of the students on exam days, arranging a suitable venue and overnight supervision if necessary is the responsibility of the Heads of Exams.

- If the candidate opts to sit all examinations in one day, then the supervised break between each examination can be more than 20 minutes. The supervised break may be conducted in an alternative location within the college.

- Where the supervised break is conducted outside of the examination room, the candidate may revise using their own resources. However, the candidate must not:

  - Be in possession of an electronic communication or storage device or have access to the internet

  - Have contact with any candidate who has say the examination

  - be coached by a member of college staff

  - A member of centre staff, or an invigilator, must always be in the same room as the candidate. The invigilator must not be the subject teacher for the rescheduled examination.

Special Consideration

- Should a student be too ill to sit an exam, suffer bereavement, injury or other trauma or be taken ill during the exam itself, it is the student's responsibility to alert Exams staff or the invigilator.

- Students must supply appropriate evidence to support special consideration applications, which must be signed by a member of senior management or other appropriate member of staff.

- Applications for special consideration will be made after an exam has taken place within certain conditions and timescales. The application will be made by Exams to the appropriate awarding body, ideally no later than a week after the last exam paper in the relevant subject in the exam series.

- The full special consideration policy, including for non-exam assessment, is given in Appendix 5 to the exams policy.

6) Assessment (non-Exam)

Coursework and Internal Assessments (including GCSE Non-Examination Assessments)

- Students and teaching staff are responsible for the production of course/assessment work by relevant deadlines. Malpractice such as plagiarism or the use of AI will be dealt with according to college internal procedures and awarding body requirements.

- Teaching staff have responsibility to ensure that appropriate quality assurance procedures are followed to include internal verification of assessed work.

- Teaching staff are responsible for supplying Exams (i) with completed assessment mark sheets by internal deadlines and (ii) samples of work upon request for onward despatch to awarding bodies.

- Keeping a record of what has been sent, when and to whom is the responsibility of Exams.

Monitoring and Claiming Achievement

Student achievement must be formally established either by claiming it with awarding bodies or other methods if applicable. This must be completed within 3 weeks of each course end date and in any event no later than the last date of the summer term, either by teaching or Exams staff as appropriate. The Heads of Exams will work with the Heads of School to ensure this is done and maintain an overview of achievement claiming each academic year. Dates that may be set by other areas of the college for their own organisational reasons do not over-ride the claiming deadline set by Exams.

Appeals against Internal Assessments

- Guidance relating to internal appeals procedures is provided in STCG's Assessment and IV Policy.

7) Results and Reviews of Results (Enquiries about Results (EARS) and Access to Scripts (ATS))

Results

- National exams – on official results' days (January/March/August) Exams take responsibility for making candidates' provisional results available to them without delay either by email and/or publication on ProPortal (supported by MIS). Exams do their utmost to keep results confidential on early release days and carry out processes accordingly. It is at the discretion of Principals as Heads of Centre whether and when other centre staff are given access to results. Senior members of staff must be available immediately after publication of results.

- Functional Skills – candidates are given results by teachers.

- Other exams – the teacher is responsible for passing on exam results to students. Decisions about subsequent resits are made by the teacher and entry requests made to Exams in compliance with deadlines.

Post Results Services

- All requests must be made by the Exams Office. Awarding bodies do not accept direct applications from students or parents. The Exams Office will notify students that these services are available before exams take place, and provide details of fees and deadlines as well as information regarding appeals within the required periods after results' release.

EARs (Enquiries about Results)

- EARs (Reviews of Marking or Clerical Checks) may be requested by centre staff or students via the Exams Office. In both cases, written consent must be obtained from the student prior to any EAR. If the EAR is initiated by the student, fees are paid by the student, who must also be told marks can go up or down. Fees are refunded if there is an overall grade change.

- When the centre does not uphold an EAR, a student may appeal against the decision. In this case students will be charged the appropriate fee set by the awarding body.

ATS (Access to Scripts)

- After results' release, students may request a copy or original exam script via the Exams Office. A copy of the script can be obtained to decide whether a review of marking or clerical check is worthwhile. Fees are paid by the student and an admin charge may also be charged at the discretion of the Heads of Exams.

- Centre staff may also request scripts for investigation or for purpose of supporting teaching. Written consent from the students must be obtained.

Appeals relating to EARs

- Students are guided by Exams on the advisability of requesting a review of results and it is made clear marks can go up, down or stay the same. If they decide to proceed with the application, the fee is paid by students themselves. STCG would support all such applications.

- STCG may pay to have reviews of marking carried out. In such cases, the teaching teams use strict criteria to decide on papers that qualify. **Marks must be within a maximum 2 marks of the boundary for a grade 4.** Students can request to be included in this group, but requests will only be granted to those who fit the criteria and there would be no grounds for an appeal against the decision.

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- Appeals to awarding bodies relating to results can only be made after a review of marking has taken place.

Reviews of Moderation

- Can be requested by teaching staff if they wish to appeal against moderators' decisions

Result Processing (in-year and end of year)

- Exams receive results and enter learner outcomes and, if appropriate, grades to meet both internal and external deadlines. Any results received other than by Exams must be forwarded to them promptly. Results are entered by Exams without delay.

- MIS are responsible for entering component results and framework outcomes for apprentices.

End of Year Results Completion Deadline

The target is for at least 90% of results to be on EBS by the start of the autumn term. This target can only be achieved if staff keep to the internal claiming deadline of the last day of the summer term.

Exams work closely with Heads of School/Curriculum Managers to resolve issues and complete any missing results as quickly as possible in September to enable MIS to achieve the ILR submission deadline in mid-October. MIS are responsible for regular updates to ProAchieve in this period.

8) Certificates

- Certificates are posted to students no later than one month after receipt. Certificates are not withheld for any reason.

- Certificates/results can only be collected on behalf of a student by a third party if they have been authorised to do so in writing by the student and photographic ID of the person collecting is provided.

- In general, certificates will be posted 2nd Class to the student's address as recorded on EBS, which it will be assumed is correct and current. If a student reports the non-receipt of a certificate within 6 months of the date of posting and the college held a correct current address, the college will pay for the cost of a replacement. If a current address is not held or if non-receipt of a certificate is reported later than 6 months after the date of posting the student will apply and pay for a replacement from the awarding body. Any exceptions are at the discretion of the Heads of Exams.

- Colleges are obliged to retain returned certificates for a period of 12 months from the date of issue after which they can be destroyed. If certificates are destroyed, a record of all certificates destroyed by the colleges will be kept for a further period of at least four years from the date of their destruction. This record should list the candidate number, the awarding body, the qualification(s) and the examination series.

9. Appeals regarding centre decisions on exams-related administrative issues

Circumstances may arise that cause STCG to make decisions on administrative issues that affect a candidate's examinations/assessments. Examples of this could be a decision on whether an exam entry is made or the tier level of an exam entry.

Where STCG makes a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that STCG has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted to the Vice Principal. This should be done within 10 working days of the decision being made known to the appellant.

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- The Vice Principal will instruct the appropriate Head of School to investigate, and written feedback should be provided within 5 working days of receiving the appeal.

The appellant will be informed of the outcome of the appeal no later than 5 working days after submission of the appeal in writing.

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