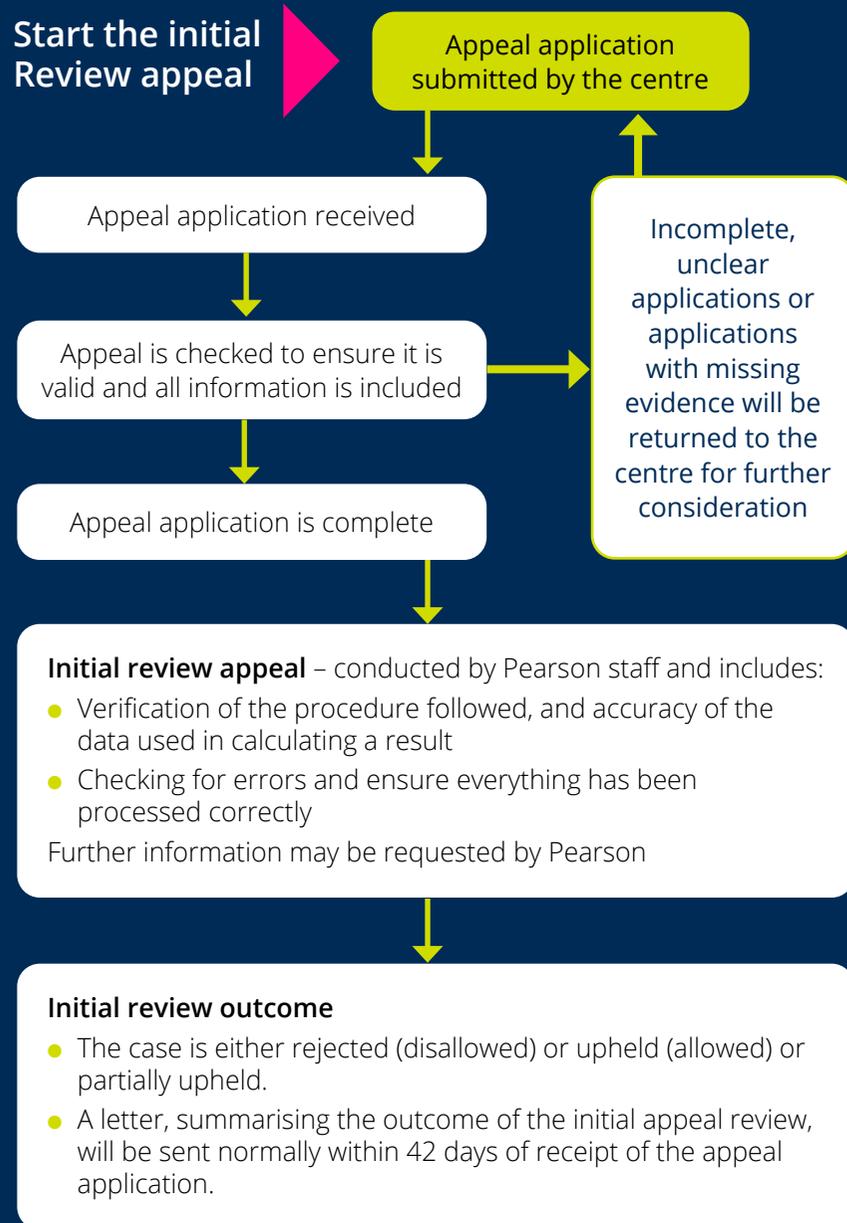


Appeals process

Start the initial Review appeal



Independent Review

A centre is dissatisfied with the outcome of the response

Centre requests an independent review of the case

- This must be requested within 14 days of the date of the communication of the outcome of the initial review.

An independent review appeal will be undertaken by an independent decision-maker

- That individual is not directly employed by Pearson, nor are they an examiner or moderator working for or connected with Pearson in any other way.
- When a centre submits its independent review application, Pearson reserves the right to produce material in response. If Pearson does so, a copy of that material will be provided to the centre, for information, prior to any independent review outcome.

Independent decision-maker provided with

- The centre's grounds for appeal and supporting evidence
- The information made available to the centre by Pearson
- The initial appeal application
- The outcome of the initial review
- And, where applicable, any material produced in response to the independent review application by Pearson

Independent review outcome

The appeal is:

- Upheld (allowed)
- Rejected (disallowed)

End of Pearson appeals process

A centre remains dissatisfied with the independent review outcomes

If, following an independent review, the centre remains dissatisfied, it may submit an appeal to the relevant regulator's Exam Procedure Review Service (EPRS), where relevant. Details of this service, and the qualifications to which it applies, can be found on the relevant regulator's website.