
MCERTS Manual Stack Emission Monitoring Personnel Certification Scheme

Appeals against examination results & exam feedback

If you believe an examination result is incorrect you can ask for it to be reconsidered under the Appeals Process. Appeals will only be considered under the following circumstances:

- Where you can show there has been a procedural error by the examiners or a mistake in the reporting of your results.
- Where you can show there has been negligence or misconduct on the part of an examiner
- Where you can show there are errors or omissions in the exam questions

You cannot appeal simply because you think you deserved a better mark.

How to appeal

An appeal must be made in writing and addressed to CSA Group Testing UK Ltd at the address shown below. It must be signed by the candidate. The appeal must reach CSA within 28 days of the examination results being released.

Hints for writing your appeal

- Start the letter by stating exactly which result you are appealing and why
- Clearly explain your reasons for appealing the decision
- Where possible, include evidence to support your appeal
- State the outcome you are seeking (re-examination, re-marking etc.)

How your appeal is considered

The Certification Scheme Manager will consider whether you have a case that merits further consideration. Your appeal can be rejected at this stage.

If the Certification Scheme Manager considers that your examination paper should be re-marked, this will be arranged. Multiple-choice papers will be re-marked by the Certification Scheme Manager. Narrative papers will be re-marked by an MCERTS Examiner who was not involved in the initial marking of the paper. Please note that re-marking may result in a lower mark.

You will be notified in writing of the outcome of your appeal.

If you are not satisfied with the outcome of your appeal you are entitled to refer the appeal to the United Kingdom Accreditation Service (UKAS). Contact details can be found at www.ukas.org

Feedback on examinations

CSA can provide feedback to candidates on their performance in certain examinations. Examination scripts will **not** be sent to candidates under any circumstances. Feedback will only be provided for failed examinations.

Level 2 interviews

The Certification Scheme Manager will provide feedback based on the objective evidence recorded by the examiners during the Level 2 interview. Feedback is provided over the telephone.

Multiple-choice examinations

No feedback will be provided for multiple-choice examinations.

Narrative examination papers

The Certification Scheme Manager will provide feedback on the marks achieved for specific questions on narrative examinations. For a more detailed, technical appraisal the examination paper will be sent to the Chief Examiner, who will contact the candidate by telephone and provide feedback.

Notes

CSA Group Testing UK Ltd will maintain a MCERTS register of all certified personnel which will be used to verify and provide information upon request as to whether the individual holds a current, valid certification and the scope of their certification.