

## UCAT ANZ Consortium Appeals Policy

### 1. Introduction

- 1.1. The UCAT ANZ Consortium is the operating name of a group of universities in Australia and New Zealand which use the UCAT ANZ test for their medical, dental and clinical sciences degree programmes. UCAT ANZ is *delivered* by our business partner Pearson VUE.
- 1.2. This policy document applies to candidates undertaking, attempting to undertake or seeking advice regarding a test incident in relation to the UCAT ANZ. It outlines the test incident process and how to submit an appeal.
- 1.3. Our website [Test Day](#) page sets out what candidates can expect when taking their test and the action to take if they encounter a problem on the test day. This includes information regarding:
- Our Fit to Test Policy
  - UCAT ANZ Examination Rules
  - The test centre experience and environment
  - Test day problems ('incidents')
- 1.4. Our website [Test Incident](#) page explains the policy relating to incidents during testing. It outlines the process to request an incident investigation by Pearson VUE.
- 1.5. Following the Pearson VUE incident investigation, the [Test Incident](#) page sets out what a candidate is required to do if they want to take the matter further and have the incident reviewed by UCAT ANZ.

### 2. Overview of Test Incident Process

- 2.1. The table below outlines the process and timeline to be followed for test incidents and appeals.
- 2.2. The process may conclude at any of the stages, with very few incidents progressing beyond UCAT ANZ review (Stage 3).

STAGES IN PROCESS	ACTION REQUIRED	OUTCOME
<b>STAGE 1</b>  <b>Test Centre incident</b>	Technical or equipment issue, or significant disruption ('the incident') occurs during the test.  Candidate reports the incident to the invigilator <b>immediately</b> .	Invigilator resolves issues.  If the candidate is satisfied with the resolution, the incident is closed and no further action is taken.  If the candidate wants the incident to be investigated - refer to Stage 2.
<b>STAGE 2</b>  <b>Request Pearson VUE investigation of incident</b>	Candidate wants the incident to be investigated.  Candidate submits an Incident Investigation Request to Pearson VUE (via the form on the <a href="#">UCAT ANZ website</a> ) <b>within 1 day of their test sitting</b> .	Pearson VUE investigates the incident and reports the findings by email to the candidate within <b>7 business days</b> .  If the candidate is satisfied with the findings, the incident is closed and no further action is taken.  If the candidate wants to take the matter further - refer to Stage 3.
<b>STAGE 3</b>  <b>Request subsequent review by UCAT ANZ</b>	Candidate receives incident findings from Pearson VUE and wants to take the matter further.  Candidate requests a review by UCAT ANZ <b>within 2 days of receipt of the Pearson VUE email</b> .	UCAT ANZ reviews the incident and provides an outcome to the candidate by email within <b>7 business days</b> .  <b>Incident is closed – no further action.</b>

### 3. Appeals Process

- 3.1. A candidate may appeal if they are not satisfied with the outcome of a review by UCAT ANZ.
- 3.2. When submitting an appeal, a candidate needs to be clear as to the grounds of their appeal, submit any supporting evidence, and indicate what outcome that they are seeking.
- 3.3. Appeals should be submitted to [anz-enquiries@ucat.edu.au](mailto:anz-enquiries@ucat.edu.au) within 2 days of receiving the outcome of the review of the incident by the UCAT ANZ. Please include 'Formal appeal - [candidate name *and* UCAT ANZ ID number]' in the email subject line.
- 3.4. The UCAT ANZ will acknowledge receipt of the appeal.
- 2.5. To consider the appeal, UCAT ANZ will:
  - make sure the review is concluded without unnecessary delay (see timeline in 'Overview of Test Incident Process', below);
  - contact other parties relevant to the appeal (e.g. Pearson VUE), if this may assist in understanding the issue(s);
  - collate the evidence/documentation for the decision-making process; and
  - handle the appeal sensitively.
- 3.6. The appeal itself will be considered by a member of the UCAT ANZ Consortium Appeals Panel who has not had any involvement with the case prior to the appeal.
- 3.7. UCAT ANZ will email the outcome of the appeal to the candidate within 10 business days. If the decision has a practical consequence, UCAT ANZ will ensure this happens in a timely manner.
- 3.8. **The decision by the UCAT ANZ Consortium Appeals Panel is final.**
- 3.8. Appeals will be treated seriously and dealt with in a timely manner. However, appeals should not be made frivolously, vexatiously or with malice. In this case, an appeal will not be investigated by UCAT ANZ.
- 3.9. If the request for an appeal is made by a person other than the registered candidate, including a parent or guardian, explicit email consent from the candidate confirming that this person has the permission to act on their behalf is required by UCAT ANZ. Identification documentation may also be requested. In such cases communication from UCAT ANZ will only be provided in writing and will be sent to both parties.
- 3.10. Please note that the UCAT ANZ does not deal with appeals about admissions decisions from the various universities. These should be addressed to the individual university concerned.

### 4. Ombudsman

- 4.1. An individual may make a complaint to the Ombudsman if they are not satisfied with the way UCAT ANZ handled their appeal. The Ombudsman will review whether UCAT ANZ followed the correct process to handle the appeal. This is a free service, provided by the Government. Refer to: <https://www.ombudsman.vic.gov.au/>