

UCAT Consortium Appeals Policy

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1. Introduction

The UCAT Consortium is the operating name of the UKCAT Consortium. Our admission tests are delivered by our business partner Pearson VUE (PVUE).

The UCAT Consortium has a number of official policies which guide its work in specific areas. Each policy is reviewed on an annual basis and any updates reflected in operational processes, website information and other communications to candidates. Where appropriate, policies are made available on the UCAT website.

UCAT policies are underpinned by its commitment to equality, diversity and inclusion (EDI). Any substantial amendments to policies are considered in the light of their impact on EDI.

2. Overview

This policy applies to candidates taking, attempting to take or seeking advice regarding our admission tests. Candidates may wish to use this policy if they are unhappy with the final decision of the UCAT Office in relation in particular to:

- an incident during testing;
- their UCAT Bursary application;
- their Access Arrangements application UCAT Office;
- a case made to UCAT that they will not be or were not fit to test;
- their application to sit the online proctored test.

This list is not exclusive.

Candidates may also use in this policy if they have made a request for information under the Freedom of Information Act or a Subject Access Request under the Data Protection Act and are unhappy with the outcome.

The UCAT Consortium does not deal with complaints about admissions decisions, which should be addressed to the individual University concerned.

Appeals will be dealt with quickly and treated seriously. However, complaints should not be made frivolously, vexatiously or with malice, and if they are, we will not investigate them.

At an early stage of their engagement with UCAT, candidates are strongly advised to acquaint themselves with the Consortium's policies. This will reduce the likelihood of there being a subsequent need to appeal. All appeals will be considered in the context of the published policies and procedures.

Where relevant it may be helpful to refer to the following sections of the UCAT website as they relate to different parts of this document:

- [Test Incident](#)
- [Bursary Scheme](#)
- [Access Arrangements](#)
- [Fitness to Test](#)
- [OnVUE Online Proctored Testing](#)
- [Data Privacy Policy](#)

3. Grounds for appeal

3.1 Test Incidents

Our website Test Day page sets out what candidates can expect when taking their test. This includes information regarding:

- UCAT Test Rules
- The test centre experience and environment
- Test day problems

Our Test Incident page outlines how incidents are initially investigated by PVUE.

The Test Incident page sets out what candidates need to do if they are unhappy with the outcome of the PVUE investigation and want this reviewed by the UCAT Office. The UCAT Office will review the outcome of the PVUE investigation, make a final decision and respond in full to the candidate.

If a candidate is unhappy with the final decision from the UCAT Office, they may appeal to the UCAT Board (see below).

3.2 UCAT Bursaries

Details of the UCAT Bursary Scheme including eligibility and evidence required can be found on our Bursary page.

Candidates whose bursary applications have been rejected are advised to contact the UCAT Office by email if they wish to discuss this decision or if they have further evidence to support their application. The UCAT Office will review any such requests, make a final decision, and respond in full to the candidate.

If a candidate is unhappy with the final decision from the UCAT Office, they may appeal to the UCAT Board (see below).

3.3 Access Arrangements

Details of the UCAT Access Arrangements Scheme including eligibility and evidence required can be found on our Access Arrangements page.

Candidates whose applications for Access Arrangements have been rejected (or partially rejected) are provided with a written explanation of the decision made by the UCAT Office and, if appropriate, advised of alternative arrangements which could be put in place. They are further advised to email the UCAT Office if they wish to have this decision reviewed. They are invited to provide further evidence to support their claim that to test without specific Access Arrangements in place would put them at a substantial disadvantage compared with those who are not disabled, and to explain how the adjustment would avoid that disadvantage. The UCAT Office will consider any such requests for review, make a final decision, and respond in full to the candidate.

If a candidate is unhappy with the final decision from the UCAT Office, they may appeal to the UCAT Board (see below).

3.4 Fitness to Test

On occasion, candidates may make a case to UCAT that they will not be fit to test for a period of time or were not fit to test when they sat their test. Advice for candidates in this situation can be found on our Test Day page.

Candidates whose cases have been rejected (or partially rejected) are provided with a written explanation of the decision made by the UCAT Office and, if appropriate, advised of alternative arrangements which could be put in place. They are further advised to email the UCAT Office if they wish to have this decision reviewed.

As part of this review candidates may be invited to provide further evidence to support their claim that they are not fit to test. The UCAT Office will consider any such requests for review, make a final decision, and respond in full to the candidate.

If a candidate is unhappy with the final decision from the UCAT Office in relation to their fitness to test, they may appeal to the UCAT Board (see below).

3.5 OnVUE Online Proctored Testing

Candidates unable to test at a test centre may apply to sit an online proctored test. Details of online proctored testing including eligibility and evidence required can be found on our OnVUE Online Proctored Testing and Access Arrangement pages.

Candidates whose applications to sit an online proctored test have been rejected are provided with a written explanation of the decision made by the UCAT Office.

Candidates are advised to contact the UCAT Office by email if they wish to discuss this decision or if they have further evidence to support their application. The UCAT Office will review any such requests, make a final decision, and respond in full to the candidate.

If a candidate is unhappy with the final decision from the UCAT Office, they may appeal to the UCAT Board (see below).

4. Appeal against a UCAT Office decision

You may appeal to the UCAT Board if you are unhappy with the final decision from the UCAT Office in relation to incidents, bursaries, access arrangements, fitness to test and online proctored testing.

The Board will only consider appeals emailed to: ucac@nottingham.ac.uk

When submitting an appeal, you need to be clear as to the grounds of your appeal, submit supporting evidence, outline any informal attempts to resolve this issue (e.g. previous contact with the UCAT Office and PVUE) and indicate what outcome you want. Appeals should be submitted in a timely manner, which should normally be within 5 days of receiving a final decision from the UCAT Office.

UCAT will acknowledge receipt of the appeal. In considering the appeal UCAT will:

- ensure the review is concluded as quickly as possible, without unnecessary delay;
- meet or make contact with other parties relevant to the appeal (e.g. Pearson VUE), if we feel this may assist our understanding;
- take all the evidence into account in the process of making a decision;
- handle the appeal sensitively, especially where individuals are named; and
- set out our decision in writing and if the decision has a practical consequence, make sure this happens as intended, and in good time.

On occasion external advice may be requested to support decision making.

Documentation for an appeal will be collated by a member of UCAT office staff. The appeal itself will be considered by a member of the UCAT Board who has not had any involvement with the case prior to the appeal.

The decision of the UCAT Board member is final.

5. Appeal against the outcome of a Freedom of Information (FOI)/Data Protection Act (DPA) request

Individuals may make requests for information to the UCAT Consortium under FOI or request access to their personal data under the DPA. Requests will be dealt with in line with guidance issued by the Information Commissioner's Office (ICO).

If you feel that the service you have received does not meet these aims or your expectations, in the first instance please email: ucat@nottingham.ac.uk

If having contacted us you are not satisfied with the response you receive, please contact us again and we will ask a member of the UCAT Board to review the response.

Please note that requests for a review of our response must be received within forty days of the date of that response.

If you remain dissatisfied after following these steps, you can complain to the ICO. You should do this within two months of receiving the UCAT Consortium's final response to your complaint.

For further advice on making a complaint to the ICO, please see their website at <https://ico.org.uk/>

UCAT Consortium

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