

UCAT Consortium Appeals Policy 2026

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

The UCAT Consortium and Pearson aim to ensure that your test experience is as smooth and efficient as possible. However, occasionally, issues may arise, and we are committed to taking appropriate action to resolve them. If a candidate is dissatisfied with the service provided by PPA or the UCAT Consortium Office, or wishes to appeal a decision, this policy outlines the processes and procedures to address the issue effectively. A summary flow chart of this document is provided in [Appendix 2](#).

1 Introduction

The UCAT Consortium has [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](#).

It may be helpful to refer to the following policies:

- Test Incident
- Bursary Scheme
- Access Arrangements
- Fitness to Test
- OnVUE Online Proctored Testing
- Misconduct
- Data Privacy Policy
- Complaints Policy

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 outlines the circumstances in which a candidate may **appeal** a final decision made by the UCAT Consortium Office. An appeal will only be accepted and investigated if the candidate has followed the correct procedure outlined in the relevant [UCAT Consortium policy](#) and has exhausted all avenues with [Pearson Customer Services](#), where applicable.

The UCAT Consortium will not consider appeals related to the admission decisions of universities that use UCAT.

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

3 Third Parties

We normally expect candidates to submit their own appeals.

If a parent, guardian, or other appropriate third party submits an appeal on behalf of a candidate, the UCAT Consortium requires the candidate to give express written consent for the third party to act on their behalf. Updates or outcomes will be communicated directly to the candidate and the third party. The UCAT Consortium may also need to collect information or evidence directly from the candidate to conduct a thorough investigation.

4 Appeals

This policy allows candidates to appeal formal decisions that have been made by the UCAT Consortium Office. The [Appeals Process](#) and a [flow chart](#) are attached as appendices to this document.

You can appeal a formal decision made the UCAT Consortium Office based on specific circumstances, known as 'grounds.' You can choose more than one ground for your appeal. Here are the accepted grounds:

- **Procedural irregularity:** If parts of the relevant policy were not followed.
- **Prejudice or bias:** If there is evidence of prejudice or bias, or if there are reasonable grounds to believe it occurred.
- **Unreasonable decision:** If a decision was made that was not reasonable. You need to provide a strong argument for this; simply disagreeing with the decision is not enough.
- **New evidence:** If your performance was affected by circumstances that were not known and could not have been known at the time of their decision. You must explain why these circumstances could not be reported earlier.

5 What Decisions can Candidates Appeal?

(i) Issues Arising During Your Test

If an issue arises during your test that disrupts or halts your test, this is covered by the [UCAT Consortium Test Incident Policy](#).

In line with the policy, candidates should ensure that any incident or disruption is logged by test centre staff, with a case ID number assigned. This allows Pearson and the UCAT Consortium to verify the incident. To request further action on a test incident, candidates should make an Incident Investigation Request.

Candidates will receive an *investigation outcome* usually within five working days either from Pearson Customer Services or from the UCAT Consortium Office. Where Pearson refer cases to the UCAT Consortium Office this may take longer. The [UCAT Consortium Test Incident Policy](#) outlines possible investigation outcomes.

In certain circumstances (as outlined in [section 4 above](#)), this policy allows candidates to appeal the investigation outcome. The appeals process is outlined [below](#).

(ii) Applications for Bursaries and Access Arrangements

Applications for bursaries and access arrangements are carefully handled by the UCAT Consortium Office with due consideration and in line with relevant [policies](#). If evidence is missing, unclear, or does not meet the stated requirements, the candidate will be given further opportunities to meet the evidence requirements.

The UCAT Consortium Office will process all applications, make a *final decision*, and respond in full to the candidate.

In certain circumstances (as outlined in [section 4 above](#)), this policy allows candidates to appeal the final decision in relation to their application. The appeals process is outlined [below](#).

(iii) OnVUE Online Proctored Testing

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 Consortium Office in line with the [OnVUE Policy](#). If evidence is missing, unclear, or does not meet the stated requirements, the candidate will be given further opportunities to meet the evidence requirements.

The UCAT Consortium Office will process all applications, make a *final decision*, and respond in full to the candidate.

In certain circumstances (as outlined in [section 4 above](#)), this policy allows candidates to appeal the final decision in relation to their application. The appeals process is outlined [below](#).

(iv) Fitness to Test

The UCAT Consortium has a [Fitness to Test Policy](#). 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.

Candidates whose cases have been rejected are provided with a written explanation of the decision made by the UCAT Consortium Office. If more information is needed, and/or evidence is missing, unclear, or does not meet the stated requirements, the candidate will be given further opportunities to meet the requirements.

The UCAT Consortium Office will consider any such requests, make a *final decision*, and respond in full to the candidate.

In certain circumstances (as outlined in [section 4 above](#)), this policy allows candidates to appeal the final decision in relation to their application. The appeals process is outlined [below](#).

(v) General Complaints About Service Levels

General Complaints are carefully handled by the UCAT Consortium Office with due consideration and in line with the [Complaints Policy](#). The UCAT Consortium Office will provide a written outcome to any complaints made.

In certain circumstances (as outlined in [section 4 above](#)), this policy allows candidates to appeal the outcome from their complaint. The appeals process is outlined [below](#).

5 What Decisions cannot be Appealed?

(i) Alleged Misconduct

If the UCAT Consortium conducts an investigation into alleged misconduct, the candidate(s) involved will have an opportunity to respond to the case presented. The full process is outlined in the [UCAT Consortium Misconduct Policy](#).

The UCAT Consortium Office will submit a report, along with the candidate's response, to two members of the UCAT Consortium Board.

The decision made by the UCAT Consortium Board is final and cannot be appealed.

(iii) Test Results

Appeals regarding test results will not be accepted by Pearson or the UCAT Consortium.

Appendix 1 – Appeal Process

Appeals should be submitted in a timely manner, normally within 5 days of receiving a final decision from the UCAT Consortium Office. New appeals will not be considered after 31 October.

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

You can appeal based on specific circumstances, known as ‘grounds.’ These are outlined in detail [above](#).

Candidates submitting an appeal must:

- be clear as to the [grounds](#) of their appeal in reference to the relevant [UCAT policy](#);
- detail the parts of the policy which were not applied correctly;
- submit supporting evidence if relevant;
- indicate what outcome they want.

The UCAT Consortium Office will acknowledge receipt of the appeal.

Documentation for an appeal will be collated by a member of UCAT Consortium Office staff and will include:

- a summary of the case;
- an explanation of the incident investigation outcome or final decision (in relation to bursaries, access arrangements, fitness to test and online proctored testing); and
- the appeal made by the candidate.

The appeal itself will be considered by a member of the UCAT Board who has had no involvement with the case prior to the appeal. The Board member will set out their decision in writing.

In considering the appeal UCAT will:

- ensure the appeal is concluded quickly, without unnecessary delay;
- if relevant contact other parties relevant to the appeal (e.g. Pearson) or seek external advice;
- take all the evidence into account;
- handle the appeal sensitively, especially where individuals are named; and
- if the decision has a practical consequence, make sure this happens as intended, and in good time.

The Board member will decide whether to uphold or dismiss the appeal. Where an appeal is upheld they will confirm any further actions to be taken.

The decision of the UCAT Board member will be communicated to the candidate. The decision of the UCAT Board member is final.

Appendix 2 – Routes of Complaint or Appeal for UCAT Consortium Candidates

