

## **TERMS AND CONDITIONS FOR AN ADMINISTRATIVE REVIEW OF EXAMINATION RESULTS**

### **What an Administrative Review involves**

Administrative Reviews are available for Operational, Management and Strategic level scripts for the most recent exam diet, irrespective of the total mark scored. An Administrative Review will provide you with feedback in the form of marks gained per question attempted. Additionally, as part of this service, the total number of marks that you were awarded for that paper will be re-checked. It does NOT involve the remarking of your script. Note that as part of CIMA's quality assurance processes, your script has already been subject to a number of quality checks.

Please note that the Administrative Review provides marks per question, NOT marks per sub-question.

Your exam answer script will NOT be sent out to you as part of this service.

The Administrative Review service is NOT available for the T4 paper

### **How to request an Administrative Review**

Reviews must be requested no later than **Friday 10 February 2012**. No requests for Reviews will be considered after this date.

The charge for an Administrative Review is £50 per paper. This should be paid for by credit card online.

Your payment for the Administrative Review must be made no later than 5 working days after your original application.

Please help us to deal with your request effectively by providing the following information:

- Your full name
- Your CIMA Contact ID
- Your candidate number that you used in the exam (this is on your admissions advice)
- The mark you received
- Which Managerial or Strategic level subject(s) is/are to be reviewed.

Requests for Administrative Review can be e-mailed to:

[exam.review@cimaglobal.com](mailto:exam.review@cimaglobal.com)

- **Payment methods**

We advise against including your card details in any email correspondence, as we cannot guarantee security.

- **Pay online:** By crediting your CIMA account with the fee of £50 per Administrative Review

Telephone requests will not be accepted.

Following receipt of your request and payment for an Administrative Review, we will e-mail you to confirm receipt of your request and payment, which you should retain.

The feedback from your Administrative Review will be e-mailed to you within 4 weeks of your payment being received.

### **Further Matters**

In the unlikely event of an error being detected, this will be reported to CIMA's Examinations and Assessment Oversight Board (EAOB). You will be informed in writing of the EAOB's approval of your revised mark, and a full refund of the payment will be made.