

UCAT ANZ Consortium Complaints and Appeals Policy

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Appendix A: A Flowchart for dealing with Candidate Incidents

1. Introduction

- 1.1. The UCAT ANZ Consortium is the operating name of a group of universities in Australia and New Zealand who 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 applies to:
 - 1.2.1. Candidates undertaking, attempting to undertake or seeking advice regarding our admission tests.
 - 1.2.2. Individuals who have made a request for information under the Freedom of Information Act or a Subject Access Request under the Data Protection Act.
- 1.3. Please note that the UCAT ANZ Office does not deal with complaints about admissions decisions, which should be addressed to the individual University concerned.
- 1.4. Where a third party (such as a parent or guardian) makes a complaint or appeal on behalf of a candidate we can only address general issues, unless we have the candidate's express written consent to the third party acting on their behalf, and allowing us to refer to the details of their own specific case. Where a third party is acting on the candidate's behalf, the UCAT ANZ Office will communicate with both the third party and the candidate to ensure the candidate is aware of any developments. The UCAT ANZ Office may in such circumstances request a first-hand account of any incident from the candidate.
- 1.5. Complaints and appeals will be dealt with quickly and treated seriously. Candidates will not suffer any disadvantage or recrimination as a result of making a complaint in good faith. However, complaints should not be made frivolously, vexatiously or with malice. Under these circumstances the complaint will not be investigated.

1.6. A flowchart setting out how we deal with candidate incidents, complaints and appeals is included as Appendix A.

2. What should I do if I feel ill before or during my test?

2.1 As stated in our Professional Examination Rules, in presenting yourself for the test you are declaring yourself fit to take the test. If you are not fit to sit the test, you must reschedule to a later date, even if this means losing the test fee. If you choose to sit the test against this advice, UCAT ANZ will not consider such issues as mitigating circumstances. Candidates who plan to take the test in the final week of testing but fall ill may not be able to reschedule within the test window. For this reason, we recommend that candidates take the test early in the cycle. It is probable that universities will not consider such issues as mitigating circumstances.

2.2 If you feel ill during your test you need to notify the invigilator. If you are not well enough to continue, you should ask the invigilator to end your test. You then need to contact the UCAT ANZ Office (ucat-anz@monash.edu) with medical documentation within one business day of your test sitting. If you choose to continue testing, it is unlikely that UCAT ANZ will consider this as mitigating circumstances.

3. What happens if something goes wrong during my test?

3.1. Please refer to our website in the first instance regarding our policy relating to test day problems.

3.2. On arrival at the test centre you will have been given a copy of the Professional Examination Rules to read and agree to prior to testing. This document advises you that if you experience hardware/software problems, noise disturbance, illness or other distractions that affect your ability to take the exam, you must notify the invigilator immediately by raising your hand. If you do not do this, then such events will not be investigated after testing.

3.3. If there is a general disruptive incident at a Pearson VUE test centre during a test (e.g. a fire alarm), the test centre will do what it can to minimise the disruption and to let you finish your test. Incidents are logged. Where they are sufficiently serious Pearson VUE will proactively inform the UCAT ANZ Office.

4. How do I follow up about an incident or complaint at the test centre so that it is investigated?

4.1. If you would like an incident you reported at the test centre to be investigated you must contact Pearson VUE Customer Services within 1 business day of sitting your test. The reporting of an incident at the test centre does not automatically result in a detailed follow up unless it is specifically requested.

Pearson VUE Customer Services:

In Australia: 1800 512 320

In New Zealand: 0800 451 260

International: refer to relevant country here: <https://home.pearsonvue.com/ucat-anz/contact>

The Pearson VUE Customer Services telephone helpline is available 09:00 to 18:00 local time for each country, Monday to Friday excluding local holidays.

If you are not able to reach Customer Services by phone, email them via the website email form here within 1 business day of your sitting the test: <https://www.ucat.edu.au/contact-us-form/>

4.2. Once you have followed up with Pearson VUE regarding an incident, they will investigate and the findings of this investigation will be reported back to you by email.

4.3. Pearson VUE will only consider incidents reported after the day of testing in *exceptional circumstances* as it is difficult to investigate such incidents fully.

5. I have received the findings of the Pearson VUE investigation and want to take the matter further. How do I do that?

5.1. Candidates may request a **review** into an incident or complaint affecting their test following an investigation undertaken by Pearson VUE. Candidates should contact the UCAT ANZ Office within 2 business days of receiving the findings by email from Pearson VUE.

Please email your request to: ucat-anz@monash.edu

5.2. The review of the case will be handled by a member of staff who will liaise with Pearson VUE as required in order to gather the required evidence.

5.3. Following the review and in some circumstances, you may be offered to have your record annotated in order that the universities are aware of the circumstances which may have affected your test result. In the most exceptional cases, candidates may be offered an opportunity to re-sit the test. For clarity, where candidates have been allowed to re-sit the test due to mitigating circumstances, only the result of the re-sit (regardless of the result) will be made available to the consortium universities. The results from the first test sitting will be void.

6. What can I do if I am not satisfied with the outcome of the UCAT ANZ Office review of my case?

6.1. You may **appeal** to the UCAT ANZ Consortium if you are not satisfied with the outcome of a review of any complaint or investigation by the UCAT ANZ Office.

6.2. 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 ANZ Office and Pearson VUE) and indicate what outcome you are seeking.

6.3. Appeals should be submitted within 2 business days of receiving a response to your request for a review of the incident by the UCAT ANZ Office.

Please email your appeal to: ucat-anz@monash.edu

6.4. The UCAT ANZ Office will acknowledge receipt of the appeal. In considering the appeal we will:

- make sure 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 of the issue(s);
- take all the evidence into account in the process of making a decision;
- handle the appeal sensitively, especially where individuals are named;
- set out our decision in writing and if the decision has a practical consequence, make sure this happens as intended, and in good time.

6.5. Documentation for an appeal will be collected by a member of UCAT ANZ Office staff. The appeal itself will be considered by at least one member of the UCAT ANZ Consortium who has not had any involvement with the case prior to the appeal.

7. How can I complain about the service I have received from Pearson VUE?

7.1. If you have a complaint about how registration or check-in was handled or any other aspect of service from Pearson VUE you should contact Pearson VUE directly in the first instance: <https://home.pearsonvue.com/ucat-anz/contact>

In Australia: 1800 512 320

In New Zealand: 0800 451 260

International: refer to relevant country at this link: <https://home.pearsonvue.com/ucat-anz/contact>

Email via the website email form at this link: <https://www.ucat.edu.au/contact-us-form/>

The Pearson VUE Customer Services telephone helpline is available 09:00 to 18:00 local time for each country, Monday to Friday excluding local holidays.

8. How can I give the UCAT ANZ Office feedback and suggestions regarding the service I have received?

8.1. Sometimes candidates do not wish to make a formal complaint, but want to make the UCAT ANZ Office aware of an issue which could benefit from improvement. All such suggestions will be positively received and considered by the UCAT ANZ Office.

9. Freedom of Information (FOI)- Access to Documents

9.1. Individuals may make requests for information to the UCAT ANZ Consortium under the *Victorian Freedom of Information Act 1982*. Requests will be dealt with in line with the Freedom of Information Policy and Procedures of Monash University. <https://www.monash.edu/execserv/foi>

9.2. If you feel that the service you have received does not meet these aims or your expectations, in the first instance please email: ucat-anz@monash.edu

9.3. If after contacting our office you are not satisfied with the response you receive, please contact our office again and we will ask a member of the UCAT ANZ Consortium to review the response.

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

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

Please note that requests for a review of FOI requests must be received within 28 days of the date of the outcome of the FOI request.

Office of the Victorian Information Commissioner
Freedom of Information Reviews
PO Box 24274
Melbourne Victoria 3001

For further advice on making a complaint to the Office of the Victorian Information Commissioner, please see their website at: <https://ovic.vic.gov.au/freedom-of-information/for-the-public/apply-for-a-review/>

Appendix A: A Flowchart for dealing with Candidate Incidents

