



# Policy on the CIA Examination Appeal Process

Document 224069

## Context and purpose

The purpose of this policy is to outline the process and procedures of the formal appeal process for CIA exams.

## Scope

This policy applies to CIA ACIA and FCIA exams.

## Policy statements

1. Participants may notify the CIA that they wish to appeal their exam grade within ten (10) days of receiving their exam results. To request an appeal, a participant must:
  - a. pay a one-time administrative fee of \$300; and
  - b. provide written justification for their appeal in one email that includes all relevant information to support their request, as additional information will not be considered during the appeal process.
2. The Director of Education and International Affairs (or a designate) will conduct an initial reasonability review of the participant's appeal documentation to confirm that the above conditions have been met. If the conditions have been met and the request is found reasonable, it (along with any relevant supporting information) will be forwarded to the EQC for consideration.
3. Within ten (10) business days of being notified of the appeal request, the EQC will determine whether it is justifiable.
4. If the EQC deems the appeal request justifiable, the Director of Education and International Affairs (or a designate) will contact the relevant committee or subcommittee chair or vice-chair to initiate the appeal process. This will consist of an independent grader (a member of the grading committee who has not yet graded or been involved in grading the exam in question) reviewing the exam results, considering any information provided by the participant in their appeal request.
5. Normally within ten (10) business days of conducting their review, the independent grader will inform the chair and vice-chair of the relevant committee or subcommittee and the Director of Education and International Affairs (or a designate) of their findings, at which point the Director of Education and International Affairs (or a designate) will relay this information to the EQC.
6. The EQC will make a final determination on the appeal within five (5) business days, via email vote, if necessary, for efficiency.
7. The participant will be notified by the CIA Head Office of the result of the appeal within two (2) business days following the EQC's determination.
8. If the appeal is unsuccessful, the participant may not re-appeal.

The participant can expect the entire appeal process to take approximately 30 days from their appeal request date.

### Exemptions

N/A

### Escalation procedures/management of non-compliance with this policy

N/A

### Definitions and abbreviations

- The term “participant” refers to an individual who has written a CIA exam.
- “EQC” stands for “Education and Qualification Council.”

### Associated documents

N/A

### References

N/A

### Monitoring, evaluation and review

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