

Assessment feedback process

1. Purpose

- 1.1. The purpose of this document is to outline the nature and level of examination and assessment feedback provided to candidates by the Institute of Directors (IoD) concerning their performance in examinations and assessments. It also describes the circumstances where additional feedback is available and the process candidates should follow to obtain this.

2. Level of feedback provided

- 2.1. As a matter of course, the IoD will provide feedback to candidates concerning their performance in examinations and assessments.

Certificate

- 2.2. For the Certificate-level examinations, the feedback will relate to descriptions of the assessment criteria where candidates answered incorrectly and will be included with the results letter.
- 2.3. As the integrity of the question bank needs to be protected, no further feedback will be provided to candidates for a Certificate exam.

Diploma

- 2.4. Automatic feedback is provided for those candidates who have failed the examination. The feedback will be specific to the candidate's answer and highlight, in general terms, areas of the examination where the candidate either answered incorrectly or provided insufficient evidence that they could deal with the matter competently.
- 2.5. A short form of feedback for those candidates who have passed or achieved a distinction is available, free of charge, on request.
- 2.6. Additional feedback can be requested by Diploma candidates (see below).

Chartered director interview

- 2.7. For Chartered Director assessments, automatic feedback is only available to candidates who have failed the assessment. This outlines improvements which the candidate should make in order to pass at the next attempt.
- 2.8. No further feedback can be requested by a candidate for the Chartered Director assessment.

3. Additional Diploma examination feedback

- 3.1. Requests for additional feedback should be submitted within 28 calendar days of the results being issued.
- 3.2. As the feedback service requires a review of the examination script by a subject-matter expert (SME), the provision of a supplementary written report and a one-to-one coaching conversation with the candidate by telephone, there is a fee of £300.
- 3.3. To apply for additional feedback, please complete the Additional Feedback Application Form, which you can download from the [Regulations and Policies section](#) of the IoD website or on request from examinations@iod.com

- 3.4. Once we have received your form you will be issued an invoice, which must be paid in full before we will progress your application.
- 3.5. On receipt of the form and the fee, an SME will be allocated by a member of the examinations team to review the candidate's script.
- 3.6. The SME will be provided with:
 - the script
 - the original marker's scores and comments
 - any second marker's scores and comments; and
 - any other relevant data.
- 3.7. Within three days of receipt of the information in 3.6 the SME will make direct contact with the candidate by email and indicate the date by which the review will be completed and arrange a date for a coaching call with the candidate. This email will also be copied to the member of the assessment team who is allocated the task.
- 3.8. The SME will review the script and the marker's comments and then create a written set of guidance for the candidate.
- 3.9. The written report will be sent to the candidate in advance of the call. On the agreed date the SME will phone the candidate to discuss their report.
- 3.10. The SME will structure the coaching call as they see fit, however the basis of the call will be the written report.
- 3.11. On completion of the call, the SME will send the report together with a short synopsis of the call to the member of the assessment team who is allocated the task.
- 3.12. The candidate may receive a follow-up call from a member of the assessment team to ask for feedback on their experience and make notes accordingly.

4. Record keeping

- 4.1. Full records of any feedback given to candidates will be kept for three years.

5. Supporting documents

- Additional Feedback Application Form