

## Frequently Asked Questions – post exam procedures

### How can I provide feedback on the exam?

All candidates will have been emailed a link to the candidate feedback survey. Please complete this survey. All feedback is reviewed after the survey has closed and actioned where appropriate.

### How can I submit an appeal?

Please refer to pages 28 to 30 of the NPPF Step Two Legal Examination Candidate Handbook, which can be found on the website at this link:

<https://www.college.police.uk/What-we-do/Development/Promotion/Pages/NPPFStep2.aspx>

All reports should be countersigned by your line manager and received within seven days of the examination date as per the guidance.

### How can I submit a query about the content of a question?

If you have concerns about the accuracy or content of a question, please email [NPPF.Enquiries@college.pnn.police.uk](mailto:NPPF.Enquiries@college.pnn.police.uk) within seven days of the examination with details of your concerns. All of the questions undergo rigorous legal checks to ensure accuracy before use. However, we also check the accuracy again of any question queried or flagged during the marking process for having unusual response statistics.

### When will I receive my results?

All results will be released within 8 weeks of the examination. Please DO NOT contact the College of Policing directly regarding this.

### Why does it take so long to mark the exam and receive results?

There are several stages to the marking process. First of all answer sheets need to be returned to the College of Policing following the examination. All answer sheets are counted to ensure that none are missing and double checked. They are then all scanned into the system. This is a lengthy process as the scanner is very sensitive so if a candidate has changed an answer or the answer sheet has any additional marks on, then it will stop and the correct answer has to be checked and inputted by hand. This is then double checked to ensure that all candidate's answers have been scanned in correctly.

The marking files are then exported and an Occupational Psychologist will mark the examination. They start by analysing the response statistics for all questions within the examination. Any questions with unusual response statistics are reviewed and sent for a further legal check, along with any questions queried by candidates, before being included within the marking process. The legal advisor has to confirm that they are content for all questions to be included before the examination is marked.

All invigilators who deliver the examination are required to complete a test record detailing all events that occur during the examination. The Occupational Psychologist will review each of these test records to ensure that the examination was delivered accurately and fairly for candidates at each site. The Occupational Psychologist will also review all appeals of special considerations. These concern incidents which will have affected all candidates at one site such as a fire alarm occurring during the examination or an administration error during the delivery of the examination. These incidents will be considered against the

Special Considerations policy and in discussion with the Operations Manager, this will be applied for the affected sites during the marking procedure if deemed fair and appropriate to do so.

The examination marking is then checked by a second marker to ensure accuracy. Several answer sheets are also dip sampled and marked by hand to ensure accuracy of the marking file.

A report is then produced for the NPPF Debrief Panel detailing the marking procedure, delivery of the examination and any action taken. The results of the examination cannot be released until the debrief panel have ratified this report. Once this has been confirmed, pass/fail lists are released to forces, then the feedback reports are generated and sent to candidates. Due to the large number of candidates taking the examination and the way the system produces the reports, this procedure can take up to two days to release all reports. We ask candidates to please be patient during this time and not contact College of Policing directly. All queries should be directed to your FEO in the first instance.

### **Can I have my paper remarked?**

There is no provision for candidate's to contest their result once these have been released or to request to have their examination paper remarked. As stated above, the marking process is very rigorous and lengthy to ensure that it is accurate. Once the results have been released, these are final and the College of Policing will not remark papers.