

# DGMS Examination Appeal Policy

## 1. Purpose

The Division of Graduate Medical Studies (DGMS) upholds fair, transparent, and defensible examination processes. This policy sets out the grounds, procedures, and review process for appeals against DGMS-administered examination results.

## 2. Scope

This policy applies to local examinations administered by DGMS, including:

- Written examinations
- Viva Voce (oral) examinations
- Objective Structured Clinical Ex examinations (OSCE)
- Multi-station clinical examinations

Appeals relating to conjoint examinations must follow procedures established by the relevant Royal Colleges.

## 3. Eligibility

Candidates may submit an appeal if they:

- have sat a DGMS-administered local examination; and
- have received official notification of their results.

## 4. Permissible Grounds for Appeal

Appeals will be considered only where there is evidence of:

- Administrative, procedural, or technical error that may have affected the outcome;
- Error in the recording, computation, or communication of marks; or
- Bias or prejudicial treatment during the examination process.

## 5. Grounds Not Normally Considered

The following do not constitute valid grounds:

- disagreement with academic or clinical judgment;
- dissatisfaction with feedback or perceived performance;
- failure by a narrow margin;
- extenuating circumstances not reported at the examination day in accordance with examination procedures.

Each appeal will nevertheless be assessed on its individual merits.

## 6. Reporting Issues During the Examination

Candidates must report any irregularities immediately to the DGMS officer-in-charge. Issues not reported at the time may limit the scope of review.

## **7. Submission Timeline**

Appeals must be submitted within ten (10) working days from the date of official results notification. Supporting documentation must be provided where applicable.

## **8. Submission Procedure and Fees**

1. Submit appeals via the designated DGMS appeal portal.
2. Supporting documents should be submitted through the acknowledgement email issued upon successful appeal submission.
3. Appeal fee: SGD 800 per submission (inclusive of GST).
4. Payment: PayNow to NUS UEN: 200604346E.
5. If an appeal is upheld, the fee will be refunded less a 10% administrative charge.

## **9. Appeal Review Process**

Upon appeal receipt:

1. DGMS will acknowledge the appeal and may request further information.
2. The appeal will be assessed for admissibility based on grounds and timelines.
3. An appointed review panel will consider:
  - the candidate's submission and supporting evidence;
  - official examination records and scores; and
  - reports from examiners, invigilators, and relevant personnel.

The panel will determine whether a material error or procedural irregularity affected the result.

## **10. Appeal Outcome**

Candidates will be notified in writing once a decision is reached.

Where an appeal is upheld:

- appropriate remedial action will be taken; and
- fee refunds will be processed in accordance with this policy.
- The decision of the review panel is final.

## **11. Data Protection**

Information submitted will be handled in accordance with NUS data protection policies and used solely for the administration and review of appeals.

## **12. Policy Review**

DGMS reserves the right to review and update these guidelines periodically. The version published on the official DGMS website shall prevail.

## DGMS Examination Appeal Process Flow

