



International Group of P&I Clubs



Online Exam Candidate Guide

2018

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1. Introduction

First launched in 2010, P&IQ is a rigorous programme of education through which those working in the P&I industry can gain invaluable knowledge of P&I both academic and practical, including the structure of the shipping industry, the history and operation of the Clubs and the different types of liabilities insured.

P&IQ has become acknowledged as a unique and challenging professional qualification for the P&I industry allowing candidates to be acknowledged by their peers, managers, future employers, business partners, clients and customers.

This candidate guide has been produced by the International Group P&IQ Subcommittee to assist candidates understand the procedures associated with the P&IQ programme and in order to prepare for the P&IQ exams.

2. Management and administration of P&IQ

The P&I Qualification programme is managed by the International Group of P&IQ Club's P&IQ subcommittee, assisted by the International Group Secretariat and the P&IQ Administrator.

The administrative process to recruit and manage question writers and assessors is undertaken by the International Group Secretariat and the P&IQ Administrator.

The programme co-ordination is managed by a company called Coracle who are responsible for:

- Candidate registration
- Collection of fees
- Management of the P&IQ website
- Issuing of certificates
- Notification of exam results to candidates

Any queries relating to the programme should be directed to Coracle through the website.

The administration of the P&IQ exams including the provision of test centres and arrangement of bookings is managed by a company called Pearson VUE who are responsible for:

- The provision of test centres at locations around the world
- Management of exam bookings and cancellations

3. Modules and Qualifications

a) Modules

The P&IQ is a rigorous three-step programme of education, consisting of seven (7) modules covering the following topics:

Module 1 The Shipping Business

Module 2 P&I Insurance History, Operation and Practice

Module 3 Underwriting, Loss Prevention and Claims Handling

Module 4 People Risks

Module 5 Cargo Risks

Module 6 Collision, FFO & Pollution

Module 7 Towage, Salvage, General Average & Wreck Removal

b) Qualifications

There are three levels of qualifications, as follows:

Qualification	Level	Notes
P&IQ Certificate	Introductory qualification	Ideal for candidates new to the industry, or for those seeking to enhance existing knowledge or looking for a general background qualification. To achieve the P&IQ Certificate a candidate must successfully complete the exams in Modules 1, 2 and 3
P&IQ Advanced Certificate	Of a more specialist nature and builds on the knowledge gained in studying for the P&IQ Certificate	The P&IQ Advanced Certificate is achieved by successfully completing the exams in Modules 4, 5, 6 and 7. A candidate must have been awarded the P&IQ Advanced Certificate before they can move on to take the P&IQ Diploma
P&IQ Diploma	The highest level of qualification	Takes the form of an additional rigorous written examination which will test the ability to apply the knowledge gained in the previous two levels of qualification to practical scenarios faced by those involved in the P&I industry. There will be no separate learning material for this Module.

4. Syllabi

Each individual module has its own syllabus. Each syllabus is identified and named by subject and by year to ensure that you are always aware that you have a current syllabus for that module. Each syllabus is updated on an annual basis to ensure that it remains fit for purpose and can be viewed on www.pandiq.com.

Each syllabus categorises the learning outcomes for the specific module and the level of knowledge required for each level. These are graded from 1-3 with 3 being the highest level of knowledge required. Each syllabus will require you to be able to understand the subject matter and link pieces of information together.

Guide to knowledge rating

1. General background awareness necessary
2. Requires a knowledge of the major concepts and issues
3. Requires a thorough understanding of concepts as well as significant detail, the ability to evaluate them and to apply them to various situations

Each syllabus is reviewed between September and December on a yearly basis and more often if circumstances warrant. Any changes made to the syllabus will be uploaded to www.pandiq.com for study immediately after any exam sitting.

5. Learning materials

Each module has its own learning text which will provide you with all the information you need to take and succeed in the exam. The texts may contain appendices which will provide you with information to be used to aid you in your studies. Unless specifically stated in the learning text you will not be examined on the appendices.

Each module text is reviewed between September and December on a yearly basis and more often if circumstances warrant. Any changes made to the text will be uploaded to the website for study immediately after any exam sitting.

Each online learning text states on the front page the date of the examination session that it should be used for. Only the current text for study will be available for you to study on the website. Coracle will inform you by email of any updates made to the learning texts outside of the usual review period which affect the current version of the text being studied. You should make sure therefore, especially where you have downloaded the text for study or are studying from a textbook, that that text is up to date.

6. Study

a) Study material

The P&IQ is a self- study qualification. The text for each module will provide you with all the information required to take and succeed in the exam. In order to succeed you should take note of the headings within each chapter of the text and pay attention to the knowledge rating set out at the beginning of each text and every chapter within that text.

b) Training and learning support

There is no central training or support provision provided as part of the P&IQ. If you have any questions relating to the text and your studies we recommend that you either consult a senior colleague within your organisation, a colleague who has already taken the exam or alternatively any questions may be directed to Coracle via the www.pandiq.com website. No person involved in the management and administration of the P&IQ exams can provide any form of training or mentoring. Any requests for such assistance or questions regarding the text should be addressed to your own training manager or line manager.

c) Recommended study time

P&IQ is a rigorous programme of education and accordingly it is recommended that you follow the guidance below when studying each module. Please remember that this is a guideline only, and you may need to put in more study time for a particular module(s) than the hours shown below, for example if you are new to the P&I industry, or if you are studying for a module where you have little or no experience of the subject.

Modules 1 – 2 It is suggested that the minimum number of study hours for each of these modules should be around 120 hours

Module 3 It is suggested that the minimum number of study hours for this module should be around 150 hours

Modules 4 – 7 It is suggested that the minimum number of study hours for each of these modules should be around 180 hours

7. How to access P&IQ

a) Registration

In order to access P&IQ and start studying, you must first register via the P&IQ dedicated website www.pandiq.com (see appendix 1).

Once registration has been completed and your account has been verified all areas of www.pandiq.com can be accessed, including the shop in order to purchase the available learning texts and book exams.

b) Access to texts and exam bookings

Texts and exam bookings may only be accessed following successful registration via www.pandiq.com. Following registration, you may access the texts by purchasing the text from the online shop.

c) Fees

The fee to study each module includes access to the text online and as a pdf document, plus the cost of one (1) online exam which corresponds to that text. Hard copy textbooks are charged separately and may only be purchased once the text for the corresponding module has been purchased. If you would like to purchase a textbook please contact Coracle via www.pandiq.com.

The exam purchased with the text must be taken within a set time of two exam cycles (over a period of one (1) year). For example: if the you purchase the text in June, you will be eligible to sit the exam in either the following October or the following May.

In the event that you do not take the exam within the set timeframe (one year from purchase) or you take the exam during that time but fail you will need to pay an additional fee to sit or resit the exam for that module.

All fees are reviewed from time to time by the subcommittee and may be subject to change. All updates will be made immediately on the website. Details of all current fees can be found on www.pandiq.com.

8. Exam information

a) Construction of exams

All exam questions go through a rigorous writing and assessment process before reaching the exam. Questions are prepared and assessed by practitioners with relevant technical knowledge and subject matter expertise who adhere to strict guidelines and all questions are reviewed by an independent panel of experienced practitioners.

All exams are based on the syllabi and texts published on www.pandiq.com.

You should be aware however that the syllabi and texts undergo a periodic review so if you choose to study from a downloaded text or textbook for an earlier year then some of the information in those texts may be outdated and may not contain all the information that will be tested in the exam. Any legislative or industry changes will only be examined if they are referred to in the texts and as a general rule will not be examined until after three months of release of the revised texts. Coracle will inform candidates of any updates made to the learning texts.

The actual content of each exam for each module is based on an exam specification and we recommend that you look at the specification when preparing for the exam. The exam specification will indicate the number of questions that will be tested for each topic and learning objective set out in the syllabus. It identifies the learning objectives and skills to be tested and the relative weight in the exam given to each learning objective. The exam specification for each module will be available on www.pandiq.com.

The exam specification will be reviewed after each exam sitting but only the current exam specification will be available to view on www.pandiq.com.

b) Exam Format

The exams for Modules 1-7 are computer based online exams consisting of a number of multiple response questions, some of which will include multiple choice questions. Candidates will not be required to type any answers.

The exam of Module 8 will be an essay-based scenario questions. Further details will be released in due course.

A standard format multiple choice question will generally consist of a question or problem followed by four possible answers from which you will need to choose the correct response. There will only be one correct answer or best response to the

question or problem. One mark will be awarded for a correct response. No mark will be awarded if you choose the wrong response, choose more than one response or do not respond. No marks will be deducted for a wrong response.

A standard format multiple response question will generally consist of a question or problem followed by several options. For each question there may be more than one correct option.

The questions asked and order in which they appear may differ for each exam taken. The questions for each exam will be chosen at random from a bank of questions by the computer so, whilst possible, no two exams sat at any time by different candidates will be identical. However, strict controls are put in place to ensure that the randomisation process results in every candidate having the same number of questions for each learning objective as stated in the exam specification and the same level of complexity for each exam making each exam balanced and fair for every candidate.

The exam and any other information will be in the English language. You will be examined on the basis of English law and practice unless otherwise stated.

c) Sample questions

Samples showing the different types and formats of questions that you will encounter during the exam will be published for each module on www.pandiq.com. Each sample will consist of 25 questions with answers.

d) Exam duration

The exams for all modules will last for 120 minutes. There will be an additional short tutorial on how to navigate the exam and a non-disclosure agreement.

e) Pass marks

One mark will be awarded for each question. The pass mark will be 65%.

f) Key dates

The exams take place twice a year, during one week windows in May and October. Exams for all available modules will be available to take at any time during those weeks

subject to spaces being available at your chosen test centre. The dates for the exams will be published in advance and are available to view on www.pandiq.com.

g) Location of exams

Exams will take place at a Pearson VUE test centre located around the globe. A map showing the location of the current test centres can be found on www.pandiq.com or by following the links on <https://home.pearsonvue.com/>.

You should be aware that the locations of test centres are subject to change and accordingly you will need to check the availability of your preferred test centre with Pearson VUE when booking the exam.

h) Use of calculator and notes

You are not permitted to take any books, notes, papers, calculator or any other electronic device into the exam room. An online calculator and note book will be provided on the computer for you to use as required.

i) Invigilators

All exams will be invigilated. The invigilator will be appointed by the test centre and will be present during the entire exam.

9. Exam technique

For Modules 1-7 all questions will consist of a number of multiple response questions, some of which will include multiple choice questions. You will not be required to type any answers.

Some questions will require one response and others will require more than one response.

The exam specification published on the P&IQ dedicated learning platform www.pandiq.com. will provide a guide as to the number of questions in the exam. The exam specification however has an in-built level of flexibility and should be used as a guide for study and is not a guarantee of the actual number of questions for each area of the learning objective.

When answering multiple response/choice questions the best approach for you is to:

- Work through the questions methodically
- Read the question and all the options carefully - it is vital that you understand the precise meaning of the question
- Pay attention to what the question is asking for e.g. give the one that does apply or the one option that does not apply
- Be aware of the time spent on each question. Each exam lasts for 2 hours. The time equates to around one and a half minutes per mark available so time management is crucial. When the time allocation for a particular question is up, consider moving on to the next question rather than spend too much time on any one question. The computer programme will allow you to revisit any unanswered questions at the end if there is time left to do so
- Use any remaining time available to go through each question again and make sure that they have all been answered.

10.Booking, rescheduling, cancellation of exams

a) Booking

You can only book an exam if you have purchased the text and one exam for that module from the P&IQ shop or paid the fee for a retake in the event of a failed attempt. Once you have purchased an exam or a retake you will be considered to be an eligible candidate and able to book an exam.

You will then be advised once bookings are open and will be able to book your exam directly with Pearson VUE via a link provided on the dedicated learning platform www.pandiq.com.

Please note that you can only schedule one exam for each module during a one week sitting.

Exams can be taken at any time during the one week window in May or October subject to a seat being available at the exam centre chosen. Availability will vary in accordance with local test centre practice. Places will be limited to the number of seats at the test centre and some centres will be more popular than others, i.e. those with a higher population. Accordingly, you are advised to book early (preferably six (6) weeks in advance) in order to avoid disappointment. In the event that there is no seat available at your preferred test centre, you should contact Pearson VUE to seek an alternative test centre. Whilst there is no guarantee that an alternative venue or seat will be available

every effort will be made to try and ensure that you can sit an exam within the week chosen.

Bookings will close two (2) weeks before the date for the first exam.

Once you have booked an exam you will be sent an e mail confirming the details of the booking by Pearson VUE along with the instructions of how to find the test centre, when to arrive and their cancellation, rescheduling and admissions policies. Please check to ensure that the details on the confirmation notice are correct.

b) Rescheduling policy

In the event that you wish to reschedule the exam you may do so at any time before bookings close by contacting Pearson VUE. The appropriate contact details for Pearson VUE will be supplied in the e mail confirming the original booking. You will be able to reschedule the exam for a date and time during the same week window or the next available week window providing it is within the set time of the two exam cycles following your purchase of the text and exam.

Once you have rescheduled an exam you will be sent an e mail confirming the details of the rescheduled booking by Pearson VUE.

If you try to reschedule your booking after the booking window has closed or you miss the scheduled appointment or try to book an exam outside the one year window in which you are eligible to sit the exam you will be deemed to have failed the exam and forfeit your fee. If they then wish to take the exam at the next available one week window you will need to purchase another exam.

In the event that you need to reschedule the exam due to illness or circumstances beyond your control after the booking window has closed or outside the one year window in which you are eligible to sit the exam you should contact Coracle who will advise you of the procedures you will need to follow.

c) Cancellation policy

In the event that you wish to cancel a booking, this must be done no later than **72 hours** before the date of your scheduled exam by contacting Pearson VUE. The appropriate contact details for Pearson VUE will be supplied in the e mail confirming the original or rescheduled booking. If you do not cancel within this time frame or do not turn up at the test location at the right time or on the right date you will be treated as

having failed the exam and forfeit your fee. If you then wish to take the exam during the next one week window you will need to purchase another exam.

d) Illness

If you fall ill on the day you must decide if you are able to take the exam. By arriving at the test centre for admission you will be deemed to have declared yourself as “fit to test”.

If you are absent from the scheduled exam due to illness or circumstances beyond your control, you should contact Coracle who will advise you of the procedures that you will need to follow. You should be aware that you will need to submit evidence in support of your application.

11. Admissions Policy and exam procedures

Full details of the admissions policy and exam procedures will be supplied by Pearson VUE on the e mail confirming the original or rescheduled booking and you should ensure that you check these details before attending the exam. The following however provides a guide to the requirements for admission and procedures to follow at the test centre.

a) Arrival

You should arrive at the examination venue at least 15 minutes before the scheduled appointment time. This will give you adequate time to complete the necessary sign in procedures. If you arrive more than 15 minutes late for your appointment you may be refused admission and you will be treated as having failed the exam and forfeit your fee. If you then wish to take the exam during the next one week window you will need to purchase another exam.

b) Candidate ID

You will be required to present two (2) forms of original (no photo copies), valid (unexpired) identification documents (ID's) as follows

- The primary ID must be government issued and must contain your name, photograph and signature.
- The secondary ID must contain your name and signature or your name and recent recognisable photograph.

The first and last name that you used to register with Coracle must match exactly the first and last name on both forms of ID that you present at the test centre on the day of the exam. If you have changed your name either through marriage or any other reason after registration with Coracle, then you should contact Coracle as soon as possible to update your details. All ID's presented at the test centre will need to be consistent with any changes notified to Coracle.

All ID's required must be issued in the country in which you are sitting the exam. If you do not have the qualifying ID issued from the country you are sitting the exam in, an International Travel Passport from your country of citizenship is required along with a secondary ID.

If you do not hold one of these you will be expected to obtain one before the exam. If you fail to bring acceptable identification to the exam, you will not be able to sit the exam and will be treated as having failed the exam and forfeit your fee. If you then wish to take the exam at the next one week period you will need to purchase another exam.

If you have any questions or concerns about the ID you are required to take with you and produce at the testing centre for admittance to the exam you should contact Pearson VUE's customer service at www.pearsonvue.com/contact. To view the full ID policy including any additional allowances to this policy you should visit <http://www.pearsonvue.com/policies/1S.pdf>

c) Information provided before and in the exam

There is no additional information provided at the venue or in the examination room. All examinations will be online and delivered via computer. All exams are closed book and no additional books, notes, papers, calculator or any other electronic device will be permitted in the exam room. An online calculator and note book will be provided on the computer for you to use as required. All exams will be invigilated throughout the exam by an invigilator appointed by Pearson VUE.

d) Procedure and Conduct within the venue

You must follow all the Pearson VUE test centre rules. In the event that you fail to follow these rules the staff at the test centre may exclude you or deny entry. In the event that you are refused entry you will be deemed to have failed the exam and forfeit your exam fee.

For further information on the rules of the test centre candidates should contact Pearson VUE. The appropriate contact details for Pearson VUE will be supplied to the candidate on booking the exam.

As a guide however, you are not allowed to take any item including food into the exam room. No liquids are permitted in the test room for your own safety around electrical equipment. If you need to take medication and/or water into the exam room you should notify Coracle at least two (2) weeks prior to the date of the scheduled exam so that the necessary arrangements can be made. If prior approval is granted the medication / water must be left with the invigilator during the exam and will be inspected as part of the admissions process.

No mobile phones or electronic devices will be allowed into the exam room. All mobile phones are to be switched off and left in the facilities provided. Coats and bags to be left in the facilities provided.

Once you have successfully completed the admissions process you will be given access to a computer within the test room. Other candidates may already be in the test room. Not all candidates will be taking the P&IQ exams as other exams will be available to candidates within the same test centre.

You will be permitted to take comfort breaks during the exam if required but the exam time will continue. You will not be permitted access to your locker/belongings during such breaks.

When you enter or leaving the exam venue you should be considerate to all other candidates and to the hosts providing the examination venue, similarly to the invigilators.

e) Costs incurred

The International Group, Coracle, Pearson VUE or any other party associated with the governance and administration of the P&IQ programme will not be responsible for any expenses incurred including but not limited to travel expenses and lost wages on the day of the exam.

f) Special consideration

If during the exam you consider that there are any circumstances that affects your performance and should be taken into account you should immediately raise your hand and inform the invigilator. A case will then be raised for Pearson VUE Customer Services to follow up and resolve.

If you fall ill on the day but arrive at the test centre for admission you are declaring yourself “fit to test”. If you fall ill during the test you should raise your hand and inform the invigilator. You must then decide whether to continue. If you decide not to continue the test centre will raise a case through the Pearson VUE internal systems and advise the Customer Services team that you abandoned the test owing to illness. This will then be referred to the subcommittee during the moderation process.

Grounds acceptable for special consideration include:

- An illness or a special need at the time of the examination (i.e. vomiting or fainting)
- An irregularity relating to the examination environment (i.e. excessive noise or disruption)
- A technical error whilst using the computer in the exam room.

You should note that it is expected that you will have made use of all available support services (i.e. where a special need is known about prior to the examination) before making a request for special consideration.

g) Incident management

In the event of a test centre rules violation or serious misconduct or security breach (Incidents) the test centre staff and /or Pearson VUE will investigate and take appropriate action to resolve the matter, managing information through the Pearson VUE incident reporting system. If the incident affects the P&IQ exams at that test centre Pearson VUE will contact Coracle or the P&IQ Administrator on how to proceed with your test. If you have been involved in an incident the subcommittee may block you from scheduling further tests or will add you to a watch list for further monitoring.

12. Accessibility

Provisions are made for candidates who have a disability, health condition or specific learning difficulty. This may include but is not limited to dyslexia, blindness, partial sightedness or dexterity impediments.

If you are disabled, have any health condition or a specific learning difficulty which you believe should be taken into consideration when accessing the test centre, taking the exam or in assessing their performance, you will need to apply in writing attaching any supporting documentation such as a doctor's letter or exam report.

The request along with any supporting documentation must be submitted to Coracle at least 6 weeks before the exam is due to take place. Applications without medical evidence or an exam report will not be considered.

Every effort will be made to respond to late applications, but there is no guarantee of a successful outcome.

13.Exam results

All exams will be marked automatically by computer. The pass mark will be 65%. Rigorous checks are made to ensure that all the results issued are correct.

You will not receive any results from Pearson VUE. Your result(s) will be moderated by a panel of experts following which they will be released to you via e mail by Coracle as soon as possible. There is no pre- defined quota of passes to be awarded. If all candidates pass then all candidates will be awarded the qualification.

In the event of a failed exam there will be no re mark. You may re-sit the exam for that module at the next available sitting or any available sitting thereafter. A fee will be charged to re-sit. Details of all current fees can be found on www.pandiq.com.

You will not receive any exam results data and there will be no further review of the marks and no further correspondence will be entered into.

14.Appeals

The International Group is committed to providing fair and transparent processes. The appeals procedure is intended for use in circumstances that might have affected a candidate's performance in an examination and is only to be used where all available avenues for settling a disputed matter have been exhausted.

a) Grounds for an appeal

The grounds for appeal must be related to the Group's procedures or their application. The appeal process will consider whether the Group's procedures are consistent and have been fairly and properly applied.

The principal grounds for appeal are:

- Irregularities in the conduct of an exam
- The procedures for question setting, marking and results and moderation process
- Extenuating circumstances that were not revealed for valid reasons prior to receipt of the result notification

b) Circumstances NOT accepted as grounds for an appeal

- Claims of being unaware of, or not understanding the examination rules and regulations
- Requests for further reviews of the marking of a candidate's results data.

c) The appeals process

(See appendix 2 for the appeals process)

15. Copyright/Intellectual property rights

All materials including the P&IQ study materials are copyrighted. In purchasing the texts the candidate undertakes to use the materials for their own purposes and not to sell, lend or give them to anyone else. Any form of copying of materials is prohibited.

All Intellectual Property Rights and goodwill in relating to the contents of the website belong to either the Group, Coracle, TestReach or Pearson VUE.

In particular, the Group asserts its ownership of the trademarks displayed in relation to names, exams, qualifications and exam titles (whether registered or not) and nothing should be construed as granting by implication, estoppel, or otherwise, any licence or right to use any of the trademarks whether offline or online without the permission of the Group.

16.Data Protection

Candidate details including payment information will only be held and used by the Secretariat for the following reasons:

- To administer and manage all candidate registrations, accounts and exams
- To monitor candidates' learning and exam performance
- To maintain records
- To fulfil any disciplinary and regulatory functions
- To communicate with candidates

The Secretariat will share candidate information with Coracle, Pearson VUE and TestReach but the information will be shared solely for the purposes set out above. The Secretariat will not share any personal data with any other party, will not sell personal data to third parties of which they are not associated unless they have the candidate's permission to do so or are required to do so by law.

The Secretariat, Coracle, Pearson VUE and TestReach will at all times comply with and process personal data in accordance with any applicable regulatory laws and procedures including Regulation (EU) 2016/679, The General Data Protection Regulation "GDPR"

17.Appendices - Procedures

Appendix 1: Candidate registration

In order to register candidates should visit www.pandiq.com and follow the registration instructions.

Registration is restricted to principals and employees of P&I correspondent companies listed by one or more Clubs in the International Group. Candidates who are interested in registering to study the seven module texts will need to nominate one of the P&I Clubs that their P&I correspondent company is listed by to check that the candidate fulfils this requirement.

To register, the following information is required:

- Username
- Email address.
- Password creation
- Name
- Company
- Website
- Phone number
- Nominating Club

To submit the registration, click on Register.

Following submission of this form an email will be sent from Coracle to the candidate confirming the candidates email address with a link. Once the candidate clicks on the link provided an e mail will be sent to the Nominating Club asking them to approve the account. Approval should take no more than three (3) days. If no response is received within three (3) days of submitting the form the candidate should contact Coracle.

Once verified, the candidate will be sent an email verification link. Once this has been done all areas of www.pandiq.com can be accessed, including the shop in order to purchase the available learning materials and book exams

Appendix 2: Appeals process

Applications must be made in writing to the Secretariat clearly stating the grounds for appeal.

The Secretariat will send written acknowledgement of receipt of the appeal.

The appeals process consists of two stages:

Stage 1 – P&I Qualification subcommittee

- A review by an individual subcommittee member who has had no previous involvement with the case, to offer information, advice and guidance to the student and how likely it is to succeed
- The outcome of stage 1 will be notified in writing

Stage 2 – International Group Appeals Panel

If the case is not resolved at Stage 1, it will be referred to the Appeals Panel which will be constituted by the Secretariat and comprise three people made up of:

- A member of the subcommittee who has not been involved in Stage 1 and has had no previous involvement with the case
- An examiner or assessor who has had no previous involvement with the case
- A Group Club manager

The Appeals Panel is not authorised to further review the marks of students' work. The Appeals Panel can instruct the International Group to reconsider the case and may offer recommendations. The outcome of and a report on the Stage 2 appeal will be provided

The Secretariat will aim to complete stages 1 and 2 of the appeal process and report the outcome within 50 working days.