

POLICY REQUIREMENTS

I. APPEALS FOR REVIEW OF MARKING

- (i) Students are **ADVISED** not to make the appeal decision in a rush and to note that a candidate's external circumstances that could have affected his or her performance are not considered during the review of marking.
- (ii) All appeals should be on the designated form. The form is available for download on the KASNEB website.
- (iii) The appeal form should be received by KASNEB within **fourteen (14) days** after the date of release of the examination results. This date is indicated in the examination result notification. Students paying through the banks or other agents are advised to **personally send the forms** attaching copies of deposit slips to KASNEB so as to be received within the stated deadline. Appeal forms received after the stated deadline will not be considered.
- (iv) The candidate's name should NOT appear anywhere on the form.
- (v) A remarking fee shall be charged at Sh. 5,000 per paper for diploma level examinations and Sh.7,500 per paper for professional level examinations.
- (vi) A refund of the remarking fee, less an administrative charge of 15% shall be made if, after the remarking, the student's results for a particular paper change from FAIL to PASS.
- (vii) Feedback on remarking shall be provided to candidates within a period of between two and three weeks after the expiry of the deadline for receipt of appeals.

II. DEFERMENT OF EXAMINATIONS

Deferment of fees shall be allowed subject to the following conditions:

- (i) A formal application shall be made by the student for deferment of examination fees to the subsequent sitting.
- (ii) Deferment of fees is not automatic and shall **only** be allowed on the basis of medical reasons, change of work station or similar extraneous circumstances as approved by the Secretary and Chief Executive.
- (iii) All relevant evidence should be attached to the application letter. Applications received without any evidence attached **SHALL NOT** be considered.
- (iv) A student shall be allowed to defer fees to the subsequent sitting only once in any particular level or section. The full amount of deferred fees not utilised in the subsequent sitting shall be forfeited to KASNEB.
- (v) An administrative charge equivalent to 15% of the applicable examination fees shall be levied as a precondition for the deferment of the examination fees.

- (vi) An application for deferment together with the supporting evidence must be received at least thirty (30) days before the commencement date of the examination, except for medical reasons.

III. CHANGE OF REGISTRATION FROM ONE QUALIFICATION TO ANOTHER FOR NEW STUDENTS

Students who have applied and registered for a particular KASNEB qualification and who thereafter wish to change to another KASNEB qualification shall be allowed to do so without paying the applicable student registration fees provided that the following conditions are fulfilled:

- (i) The application for the change is made before the date of the late examination entry for the sitting immediately following the date of registration. Such an application must state the reasons for the change and include a request for cancellation of the previous registration.
- (ii) An administrative charge equivalent to 15% of the registration fees earlier paid shall be levied at the time of application.
- (iii) Examination fees paid for the previous qualification shall be transferable to the new qualification, provided that all other rules relating to examination fees shall apply.
- (iv) An application for change of registration under the above conditions shall only be allowed once for each student.

IV. ADHERENCE TO DEADLINES FOR PAYMENT OF REGISTRATION, EXAMINATION AND OTHER FEES

- (i) All students are required to strictly adhere to the set deadlines for payment of fees including for registration, examination entry, exemptions and registration renewal. Details on the applicable fees and deadlines are available on the KASNEB website.
- (ii) No student shall be allowed to sit for examinations unless he or she has paid all the applicable fees. Where in doubt, students are advised to confirm with KASNEB about their status with regard to registration and examination entry by latest **thirty (30) days** before the date of commencement of examinations.

V. CERTIFICATION OF DOCUMENTS

- (i) Students are required to ensure that all copies of academic and professional transcripts, testimonials, identity cards or passport documents and passport photos are duly certified by an authorized person before they are submitted to KASNEB.
- (ii) All such documents should be certified by the same person.
- (iii) Additional information on certification is available at the back of the registration and exemption forms and on the KASNEB website.