

ORE Part 1 and Part 2 - Candidate Experience Feedback Policy

Effective Date: 01/03/26

Review Date: 01/03/27

Version: 3.0

1. Purpose

1.1 This policy outlines the process for collecting feedback from candidates regarding their experience of the ORE examination (both Part 1 and Part 2) administered by ORE consortium.

1.2 Candidate feedback is used to support quality assurance, service evaluation, and continuous improvement of examination delivery.

2. Scope

2.1 This policy applies to all candidates who have undertaken the ORE Part 1 or the Part 2 examination.

2.2 Feedback relates to the candidate experience of the examination process and does not relate to examination outcomes or performance.

3. Submission of Feedback

3.1 Candidates will be invited to provide feedback via an online feedback form.

3.2 Candidates are required to submit feedback within 5 working days of completing their final examination paper.

3.3 Feedback submitted after this timeframe may not be considered as part of formal review processes.

3.4 Completion of the feedback form is voluntary but strongly encouraged.

4. Nature of Feedback

4.1 Feedback may include, but is not limited to, examination administration, communication prior to the examination, test centre experience, and systems and processes.

4.2 Feedback must not include requests for changes to examination results or appeals regarding outcomes.

4.3 Any concerns relating to results or examination conduct must be submitted via the appropriate Complaints or Appeals procedures.

5. Use of Feedback

5.1 All feedback is reviewed by the UCL ORE Consortium Administrative Team.

5.2 Feedback is used to identify areas for improvement, inform service enhancements, and support internal reporting and quality assurance.

5.3 Submission of feedback does not result in an individual response.

6. Confidentiality

6.1 Responses to the candidate feedback form are collected and reviewed on an **anonymous basis**.

6.2 Candidates will not be asked to provide identifying information such as name or candidate number.

6.3 Candidates will be asked to provide contextual information, including the **examination diet and venue attended**, to support meaningful review and quality assurance.

6.4 All responses are used solely for internal quality assurance, service evaluation, and continuous improvement purposes.

7. Governance and Review

7.1 This process is managed by the ORE Administration Team.

7.2 This policy will be reviewed periodically to ensure alignment with best practice.