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# SCAQ Portal User Guide: Exam Result Appeal for Review

Updated as of February 2025

# Exam Result Appeal for Review Process

# Important Information on Exam Result Appeal for Review Process

*In accordance with SCAQ Candidate Handbook section 11.13 Examination Appeal for Review Process, Candidates who receive a “Fail\*” grade for a module examination may submit an appeal for review.*

**The Appeal Fee is S\$163.50 and is non-refundable regardless of the outcome of the appeal.**

This is **not a re-marking service** and is applicable for “Fail\*” grades only.

It is an administrative process where a check is conducted to ensure that the marks awarded by the markers are correctly tallied and updated in the system.

Candidates are required to submit their appeal for review online and make payment accordingly.

*\* Please note that the Fail grade will be shown as “To be attempted” in the SCAQ Candidate portal.*

# Important Information on Exam Result Appeal for Review Process

*In accordance with SCAQ Candidate Handbook section 11.13 Examination Appeal for Review Process, Candidates who receive a “Fail\*” grade for a module examination may submit an appeal for review. (continued)*

Candidates will be notified in writing of the outcome of the application within seven (7) working days upon receipt of the appeal form and payment.

Arising from the appeal, a candidate will be notified of either of the following outcomes:

- (a) No change in “Fail\*” status; or
- (b) Change from a “Fail\*” to a “Pass” status.

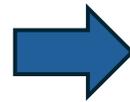
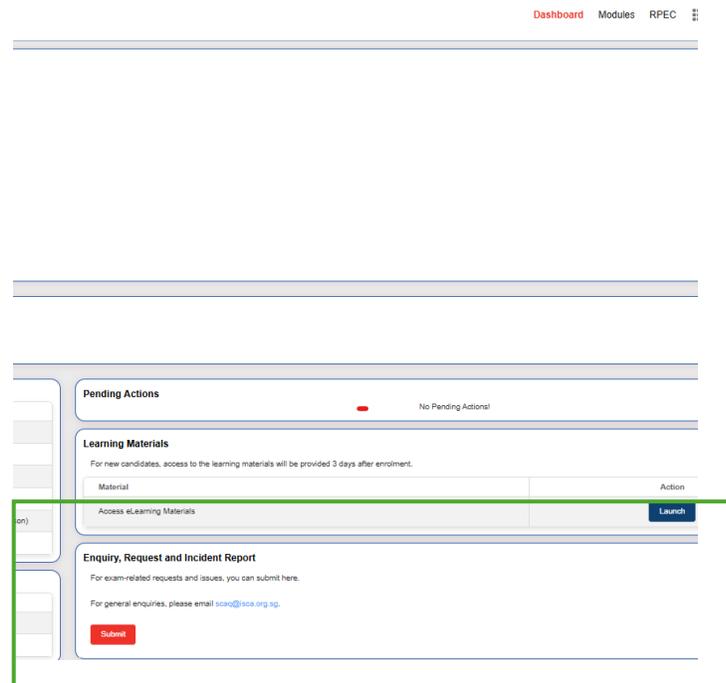
Examination marks are not released as part of the appeal outcome.

No further appeal will be accepted by ISCA.

*\* Please note that the Fail grade will be shown as “To be attempted” in the SCAQ Candidate portal.*

# Apply for Exam Result Appeal

1. If you are eligible for module grade appeal, you may apply through the following steps.
2. Login to your Portal , scroll down to see “Enquiry, Request and Incident Report Section and click submit



## Enquiry, Request and Incident Report

For exam-related requests and issues, you can submit here.

For general enquiries, please email [scaq@isca.org.sg](mailto:scaq@isca.org.sg).

Submit

# Submit Exam Result Appeal Request

1. This will bring you to the Exam Related Requests and Incidents Page where you can submit your requests.
2. Select **“Enquiry & Request”** from the dropdown in **Case Type**, this will prompt the enquiry type section.
3. Select **“Exam Result Appeal”** in the **Enquiry Type** and select your respective module that you wish to appeal your exam grades.
4. Afterwards, kindly describe the reason for appeal and upload any supporting document (if applicable)
5. Click **“Submit”** to proceed to Appeal payment.

**Exam Related Requests and Incidents**

Fields marked with \* are compulsory.

Candidate Name  
Maddie (Test) Buckley

\* Case Type  
Enquiry & Request

\* Enquiry Type  
Exam Result Appeal

\* Complete Module  
FP - Assurance (ASF)

\* Describe the issue/incident during the exam

Complete this field.

Upload File  
 Or drop files

# Make Payment

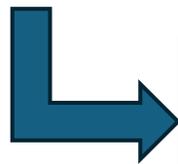
- Under “Fee” section, you will see the price breakdown. Please click “**Next**”, indicate your agreement and click “**Pay**”.

**Fee**

**Price Breakdown**

Description	Price(GST inclusive)
Result Appeal Fee	SGD \$150.00
GST	SGD \$13.50
Total	SGD \$163.50
Amount Due	SGD \$163.50

**Next**



**Payment**

**Payment Agreement**

Please confirm all information is accurate, there will be NO REFUNDS after payment is made.

I agree and acknowledge to the above statement(s)

Amount Due  
163.50

**Back** **Pay Now**

# Pay with Credit or Debit card

1. You can pay by either your credit card or debit card.
2. Upon making payment successfully, you will be redirected to the Dashboard.

The screenshot shows the G Pay payment interface. At the top, there is a black bar with the G Pay logo. Below it, a link says "Or pay another way". Under "Payment method", the "Card" option is selected. The "Card information" section includes a card number field (1234 1234 1234 1234), a dropdown for the card type (VISA and Mastercard are visible), and fields for the expiration date (MM/YY) and CVC. The "Name on card" section has a "Name" field. The "Billing address" section has a dropdown menu currently set to "Singapore". There is an "Email" field below. At the bottom, a large button says "Pay SGD 817.50 →".



The success message screen features a large green checkmark icon inside a circle. Below the icon, the word "Successful" is written in bold. Underneath, a message states: "Transaction is successful, you will be redirected to the Dashboard within a minute." At the bottom of the screen, there is a dark blue button with the text "Go To Dashboard".

# Check Appeal Status

1. Once you have submitted an appeal request, a case will be created at the “Enquiry, Request and Incident Report” section under Dashboard.
2. The approval status of your appeal request will be reflected as shown below.

**Enquiry, Request and Incident Report**

For exam-related requests and issues, you can submit here.

For general enquiries, please email [scaq@isca.org.sg](mailto:scaq@isca.org.sg).

Submit

📁 Case List

Candidate... ▾	Request T... ▾	Enquiry T... ▾	Description ▾	Approval ... ▾
	Enquiry & Req...	Deferment (Wit...	Valid Reason	Pending

**The End**