



# Enquiries about Results Procedure

*CILEX End-Point Assessment*

# Introduction

1. This procedure describes the way in which CILEX implements its CILEX Enquiries about Results Policy for CILEX End-Point Assessment (EPA). This procedure should be read in conjunction with the CILEX Enquiries about Results Policy – CILEX End-Point Assessment.

## Scope

2. This procedure applies to apprentices, employers, training providers, CILEX staff and other CILEX contractors involved in EPA delivery.

## Types of enquiries about results

### Clerical Check

3. A clerical check is available for each EPA component<sup>1</sup>.
4. A clerical check involves a full check of all the administrative procedures associated with the marking, quality assurance and issue of an assessment result. This includes, as applicable, checking that marks have been correctly totalled and transferred between systems, all parts of an assessment have been marked, quality assurance decisions have been actioned and grading decisions/calculations have been correctly applied.
5. The outcome of a clerical check is the issue of a result. The outcome overrides the original grade awarded, if it is different.
6. An amended results notification is provided if the clerical check outcome leads to a change of grade.
7. In the event that a clerical check of an EPA component leads to a change of grade, CILEX will consider the impact on the overall EPA outcome and make any amendments necessary.
8. A clerical check does not provide feedback on an apprentice's performance.

### Review of marking

9. A review of marking is available for each EPA component.
10. A review of marking involves a full review of an apprentice's assessment response by a qualified Senior CILEX EPA Assessor who did not carry out the initial marking. The purpose of the review is to determine whether the relevant marking criteria and standard have been applied correctly.

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<sup>1</sup> CILEX Level 3 Paralegal Apprenticeship EPA components are Timed Assessment 1, Timed Assessment 2 and Interview  
CILEX Level 6 Chartered Legal Executive Apprenticeship EPA components are Case Study and Portfolio

11. The review is not a re-marking exercise, it is a check on the marking to identify genuine marking errors or unreasonable marking.
12. Where genuine marking errors are identified the response will be re-marked to correct the error.
13. CILEX will not take into account illness, indisposition, adverse circumstances or similar experienced by an apprentice at the time of the assessment when conducting reviews of marking.
14. The outcome of a review of marking is:
  - the issue of a result. The outcome overrides the original grade awarded, if it is different. Grades may go up or down. An amended results notification is provided if the review of marking leads to a change of grade;
  - a brief summary of the findings of the review of marking.
15. In the event that a review of marking of an EPA component leads to a change of grade, CILEX will consider the impact on the overall EPA outcome and make any amendments necessary.

## Applying for enquiries about results

16. Enquiries about results can be requested after the issue of EPA results by CILEX.
17. Apprentices/employers/training providers should complete the CILEX End-Point Assessment Enquiries about Results Form available on the CILEX website and submit it as instructed on the form.
18. Employers/training providers requesting an enquiry about results on behalf of an apprentice must have the apprentice's explicit written permission including confirmation that the apprentice understands that their result may go down. CILEX reserves the right to request to see a copy of the apprentice's written consent.

## Timelines

19. Enquiries about results must be received by CILEX within 15 working days of the EPA result being issued.
20. CILEX will acknowledge the request within five working days of receipt.
21. CILEX will process the request within 20 working days of the date of the acknowledgement letter.

## Fees

22. The fees for enquiries about results are published on the CILEX website.
23. The relevant fee must be paid at the time the request is submitted to CILEX. CILEX will not process requests for enquiries about results until the relevant fee has been paid.

24. Training providers/employers requesting enquiries about results, on behalf of apprentices, will be invoiced for the appropriate fee within 5 working days of CILEX receipt of the request. Payment terms will be strictly 30 days from the date of the invoice. Non-payment of invoices may result in CILEX services being suspended.
25. CILEX will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

## Retention of materials

26. CILEX retains all documentation and records in relation to enquiries about results for three years.

## Review arrangements

27. This procedure is subject to a three-year review cycle. However, the procedure may be reviewed more frequently to address operational feedback or concerns brought to the attention of CILEX to ensure the procedure remains fit for purpose.
28. This procedure and the associated policy are also reviewed as part of CILEX ongoing quality improvement monitoring.

Summary of changes between V3 and previous version
Fees section – clarification that enquiries about results fees are refunded if the outcome is a change of grade