



# Enquiries about Results Policy

*CILEX Professional Qualification  
(CPQ)*

V1.2 FINAL  
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# Purpose

1. CILEX accepts that some trainees may be unhappy with their assessment results. CILEX permits assessment results to be challenged in cases where the result is inconsistent with the trainee's reasonable expectations, subject to the principles and requirements set out in this policy and the associated procedure.
2. This policy should be read in conjunction with the Enquires About Results Procedure – CILEX Professional Qualification.

# Scope

3. This policy applies to CILEX trainees, training providers, CILEX staff and contractors involved in the assessment and/or delivery of the CPQ.

# Definitions

4. The term 'trainees' in the context of this policy includes all individuals studying for the CPQ.
5. The term 'assessment' in the context of this policy includes assessments taken towards the CPQ, for example, external exams.
6. An enquiry about a result is a formal request for an assessment decision to be reviewed because it is considered to be erroneous.
7. An adverse effect in the context of this policy is an act, omission, event, incident or circumstance which adversely affects:
  - the ability of CILEX to deliver or award the CPQ in accordance with its policies and procedures
  - the integrity and/or standards of the CPQ, or
  - the reputation of CILEX.

# Key Principles

8. Enquiries about results may involve administrative checks to confirm the accuracy of the result and/or reviews of marking.
9. An enquiry about a result does not take into account illness, indisposition, adverse circumstances or similar experienced by a trainee at the time of an assessment.
10. Enquires about results will be undertaken by persons of appropriate competence who do not have a personal interest in the matter.
11. A trainee's result may increase, decrease or stay the same following the conclusion of an enquiry about a result.

12. Enquiries about results will be available for a set period following the release of results. CILEX will not accept requests for enquiries about results outside the published timeframes.
13. CILEX will process enquiries about results in a timely manner. CILEX will publish the timeline for requesting enquiries about results along with the timelines for processing enquiries and issuing the outcome.

## **Protecting the integrity of CILEX qualifications**

14. In the event that an enquiry about a result identifies failings in CILEX assessment procedures, CILEX will take all reasonable steps to identify other trainees who have been affected, to address the failings identified.
15. Where it is not possible to correct any failings identified CILEX will mitigate as far as possible the impact of the failings whilst seeking to protect the interests of trainees and the integrity of the qualification.
16. CILEX reserves the right to carry out investigations including reviews of assessments of trainees without consulting training providers or seeking the trainees' permission.
17. CILEX will take steps to prevent a recurrence of any failings identified in the future.
18. CILEX will ensure that CILEX Regulation Ltd is informed, as appropriate, where an enquiry about a result identifies an adverse effect.

## **Fees**

19. CILEX will charge a fee for enquiries about results. The fees will be published on the CILEX website.
20. CILEX will refund enquiries about results fees, if the outcome of the enquiry is a change of grade

## **CILEX certificates**

21. CILEX will ensure that any certificate/result issued to a trainee which is subsequently found to be invalid following an enquiry about a result is revoked.

## **Appeals**

22. CILEX permits appeals of enquiries about results in cases where there is genuine cause to believe CILEX has not followed its procedures. Further information is provided in the CILEX Appeals Policy – CILEX Professional Qualification and the associated CILEX Appeals Procedure.

## Governance

23. The Awarding Body Operations Committee has oversight of enquiries about results through the reports it receives. The Awarding Body Operations Committee reports accordingly to the CILEX Qualifications Committee.

## Complaints

24. CILEX has a separate complaints policy. Trainees or training providers who are dissatisfied with any other CILEX awarding organisation service other than those addressed by this policy or the CILEX Appeals Policy – CILEX Professional Qualification are referred to the Complaints Policy.

## Policy review arrangements

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

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| Summary of changes between V1.2 and previous version                                                            |
| Fees section – clarification that enquiries about results fees are refunded if the outcome is a change of grade |