



Enquiries about Results Policy

CILEX End-Point Assessment

V2.3 FINAL
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Purpose

1. CILEX accepts that some apprentices may be unhappy with their assessment results. CILEX permits assessment results to be challenged in cases where the result is inconsistent with the apprentice'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 CILEX Enquires About Results Procedure – CILEX End-Point Assessment.

Scope

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

Definitions

4. The term 'assessment' in the context of this policy includes components of an End-Point Assessment, for example timed assessment, interview, professional discussion, project, case study, portfolio etc.
5. An enquiry about a result is a formal request for an assessment decision to be reviewed because it is considered to be erroneous.

Key Principles

6. Enquiries about results may involve administrative checks to confirm the accuracy of the result and/or reviews of marking.
7. An enquiry about a result does not take into account illness, indisposition, adverse circumstances or similar experienced by an apprentice at the time of an assessment.
8. Enquiries about results will be undertaken by persons of appropriate competence who do not have a personal interest in the matter.
9. An apprentice's result may increase, decrease, or stay the same following the conclusion of an enquiry about a result.
10. Apprentices or employers/training providers, acting on behalf of apprentices, may request enquiries about results.
11. Enquiries about results will be available for a set period following the release of EPA results. CILEX will not accept requests for enquiries about results outside the published timeframes.
12. CILEX will process enquiries about results in a timely manner. CILEX will publish the timelines for requesting enquiries about results along with the timelines for processing enquiries and issuing the outcome.

Protecting the integrity of CILEX EPA

13. In the event that an enquiry about results identifies failings in CILEX assessment procedures, CILEX will take all reasonable steps to identify other apprentices who have been affected, to address the failings identified.
14. 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 apprentices and the integrity of the EPA.
15. CILEX reserves the right to carry out investigations including reviews of apprentices' assessments without consulting employers/training providers or seeking the apprentices' permission.
16. CILEX will take steps to prevent a recurrence of any failings identified in the future.
17. CILEX will ensure that the relevant regulators are informed, as appropriate, where an enquiry about results identifies an adverse effect.

Fees

18. CILEX will charge and publish a fee for enquiries about results.
19. CILEX will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

Apprentice results and certificates

20. CILEX will ensure that any result issued to an apprentice which is subsequently found to be invalid following an enquiry about a result is revoked.
21. CILEX will contact the ESFA if, through the enquiries about results process, it is identified that an incorrect request for an apprenticeship certificate has been made.

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 End-Point Assessment and the associated 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. Apprentices or employers/training providers/employers who are dissatisfied with any other CILEX EPA service, other than those addressed by this policy or the CILEX Appeals Policy – CILEX End-Point Assessment, 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.

Summary of changes between V2.3 and previous version
Definitions section – more examples of EPA provided
Minor wording changes for clarity in Fees section and Key Principles