



**CILEx**

# **Security of Examination Scripts**

**Updated June 2014**

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## **1. Introduction**

CILEx processes thousands of examination scripts at each examination session. Candidates' answer scripts are sent between the examination centres, CILEx, Examiners, marking teams and moderators.

CILEx makes every effort to ensure that the courier services used for external examination centres are professional, efficient and reliable, and that comprehensive tracking systems are in place to ensure the safety of every candidate's examination script. All accredited centres are required to return all examination material on a daily basis during the examination week. All accredited centres must return examinations material via Royal Mail special delivery service and provide full tracking details to CILEx on a daily basis. However, it is acknowledged that despite CILEx's robust procedures there remains a risk that a script may be damaged, destroyed or go missing.

Therefore, as a professional and awarding organisation, it is essential that CILEx has in place a policy, to deal with the unlikely event of a missing or damaged script or scripts. The Security of Examination Scripts Policy balances CILEx's responsibility to protect the integrity of the professional and apprenticeship qualifications alongside its responsibility to ensure the fair and equal treatment of examination candidates.

The Security of Examination Scripts Policy forms a part of CILEx Qualifications and Operations' risk management process. CILEx is regulated by Ofqual, and is required to have contingency measures in place that mitigate the effects of risks of this nature.

The purpose of this guidance document is to set out clearly CILEx's Security of Examination Scripts Policy, to ensure that candidates know exactly what processes are put in place by CILEx in the event that a script is lost, destroyed or damaged.

## **2. Definition of a missing script**

A missing script is a script that has been lost (for a variety of reasons). A script is classed as missing only where all attempts to locate it have failed.

The Security of Examination Scripts Policy is also applied to a script which has been destroyed or damaged making it no longer legible.

## **3. Investigation and comprehensive search for script/s**

At the point at which a script is identified as likely to be missing (lost), every effort is made to locate the script. The Head of Qualifications will immediately appoint an Investigating Officer who will work with the Operations team and take responsibility for completing the investigation. Following the appointment of an Investigating Officer, the Chief Operating Officer and Education Chair will be informed and updated on a weekly basis as to progress. (When the investigation has concluded a report will be prepared by the Investigating Officer and sent to the Chief Operating Officer and Education Chair).

#### **4. Responsibility for decisions regarding missing script cases**

- 4.1 In the event that the thorough investigation and search does not locate the script, or a script has been destroyed or damaged making it illegible, the decision with regard to the result to be awarded to the candidate affected rests with the Head of Qualifications.
- 4.2 The Head of Qualifications is required to balance the responsibility to protect the integrity of the professional and apprenticeship qualifications with the responsibility to ensure that all candidates are treated fairly and equitably.
- 4.3 The Head of Qualifications considers all the evidence provided by the Investigating Officer and consults the relevant Chief Examiner (for the missing script examination(s)) before reaching a decision. The evidence which may be presented is detailed in Section 5 below).

#### **5. Evidence to be presented**

- 5.1 The Investigating Officer is required to collate as much evidence of the candidate's previous performance as is available. The evidence may include:

- 5.1.1 CILEx examination history – a breakdown of the results the candidate has received for all assessments taken with CILEx.

- 5.1.2 Information from the candidate's centre – details from the centre of the work undertaken by the candidate at the centre towards the examination. This should include any details of assessments taken, any coursework marks/grades, any actual coursework and/or assessment scripts relating directly to the examination in question.

Any coursework and/or assessed work submitted to CILEx Qualifications for scrutiny as a part of the process must be supported with reports from relevant tutors confirming the work is the candidate's own work.

In situations such as these, the more CILEx can establish the likely performance of the candidate in the examination, the greater the likelihood that it can safely offer the candidate a discretionary pass in this process.

- 5.1.3 Any other relevant material which provides an insight into the candidate's likely performance.

Evidence from the candidate's workplace – details from the workplace of work undertaken by the candidate relating directly to the examination in question will not be considered.

5.1.4 The original mark awarded, if the candidate has requested an appeal and the script has gone missing or been damaged after the original marking.

The above list is not intended to be exhaustive and any other relevant line of evidence which may help the Head of Qualifications reach a decision is presented for consideration.

## **6. The Decision**

6.1 There are two decisions which the Head of Qualifications can reach as follows:

6.1.1 Award a discretionary pass

6.1.2 Not award a discretionary pass (and permit a free re-sit at the next examination session and a refund of the examination fee paid. CILEx may also consider an allowance for additional study days, to be determined on a case by case basis and entirely at its discretion).

6.2 To award a discretionary pass, it must be decided that on the basis of the evidence supplied, it was more likely than not that the candidate would have achieved a pass.

6.3 A pass is not awarded if there is insufficient evidence to support the awarding of a discretionary pass.

6.4 Evidence may be considered insufficient where, for example, candidate performance in CILEx examinations has been weak or evidence of assessment undertaken with the centre shows fail grade performance.

6.5 The rationale for each decision reached is recorded.

6.6 In the event that a discretionary pass is awarded, the candidate's mark is recorded as the pass mark.

## **7. Notification of candidate**

7.1 In all cases, the candidate affected is sent a letter from CILEx, along with their examination result, explaining the events that occurred and the decision reached.

7.2 In the event that the candidate has been awarded a discretionary pass, they are permitted a free re-sit, if they wish to attempt to gain a higher grade.

7.3 In the event that a pass is not awarded, the rationale for the decision is confirmed in writing along with the candidate's entitlement to a free re-sit. The letter is sent out with the candidate's results notification. A mark of '0' is recorded on the candidate's assessment record along with a note that

the result is due to a missing script.

## **8. Appeals**

- 8.1 There is an appeal against the decision of the Head of Qualifications to the CILEx Internal Review Panel and then to the CILEx Independent Review Panel.
- 8.2 In the event that the candidate wishes to appeal against the decision of the Head of Qualifications this must be made in writing within 20 working days of the date of the decision letter.
- 8.3 The CILEx Internal Review Panel and CILEx Independent Review Panel will review the associated information, documentation and evidence to confirm due process has been followed and the decision made under the Security of Examination Scripts Policy stands or order a review of the decision made under the Security of Examination Scripts Policy because due process has not been followed.
- 8.4 Following the CILEx Internal Review Panel and CILEx Independent Review Panel's decisions the Quality Assurance Compliance Committee will be notified of the Panels' decisions at the next Quality Assurance and Compliance Committee meeting.

## **9. Action to be taken to prevent future missing or damaged scripts**

- 9.1 The Investigating Officer will review the circumstances leading to a script going missing or becoming damaged to determine if revisions to CILEx's procedures are required to prevent future cases of missing/damaged scripts. The Head of Qualifications will determine if further action is required to prevent future cases of missing/damaged scripts and, if necessary, prepare a report to the Quality Assurance Compliance Committee in the first instance.

*Approved by QACC*

*25 June 2014*