



# Enquiries about Results Procedure

*CILEX Regulated Qualifications*

V2.0 FINAL  
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# Introduction

1. This procedure describes the way in which CILEX implements its Enquiries about Results Policy for the CILEX regulated qualifications listed in Appendix 1. This procedure should be read in conjunction with the CILEX Enquiries about Results Policy – CILEX Regulated Qualifications.

## Scope

2. This procedure applies to CILEX learners, training providers, CILEX staff and contractors involved in the assessment and/or delivery of CILEX regulated qualifications.

## Types of Enquiries about Results

### Breakdown of Marks

3. A breakdown of marks is available for external examinations ie examinations set and marked by CILEX.
4. A breakdown of marks sets out the marks a learner received for each question attempted. The breakdown does not provide the marks a learner received for part questions, nor does it provide additional feedback or commentary on a learner's performance.
5. A breakdown of marks does not involve any administrative checks or reviews of marking or quality assurance.

### Clerical Check

6. A clerical check is available for external examinations and internal assessments for example, Professional Skills assessments.
7. 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.
8. The outcome of a clerical check is the issue of a result and/or grade. The outcome overrides the original mark/grade awarded, if it is different.
9. An amended results notification is provided if the clerical check outcome leads to a change of result/grade.
10. A clerical check does not provide feedback on a learner's performance.

### Review of marking

11. A review of marking is available for external examinations marked by CILEX. A review of marking is not available for multiple choice tests or internal assessments.

12. A review of marking involves a clerical check plus a full review of a learner's assessment response by a qualified Senior CILEX Assessor who normally did not carry out the initial marking. The purpose of the review is to determine whether the relevant mark scheme/criteria and standard have been applied correctly.
13. The review is not a re-marking exercise, it is a check on the marking to identify genuine marking errors or unreasonable marking.
14. Where genuine marking errors are identified the response will be re-marked to correct the error.
15. CILEX will not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of the assessment when conducting reviews of marking.
16. The outcome of a review of marking is:
  - the issue of a result. The outcome overrides the original mark/grade awarded, if it is different. Marks may go up or down. An amended results notification is provided if the review of marking leads to a change of result/grade;
  - a brief summary of the findings of the review of marking.

## **Quality Assurance Review**

17. Quality assurance reviews are available for internal assessments ie assessments which are marked by the training provider and quality assured by CILEX, for example, Professional Skills assessments.
18. A quality assurance review involves a review of the learner's assessment in accordance with the approved assessment criteria for the unit. The review exercise is undertaken by a qualified Senior CILEX Assessor who did not carry out the initial CILEX quality assurance exercise, where applicable.
19. The review is not a re-marking exercise, it is a check on the marking/quality assurance to identify genuine errors or unreasonable marking/quality assurance.
20. CILEX will not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of the assessment when conducting quality assurance reviews.
21. The outcome of a quality assurance review is:
  - the issue of a result and/or grade. The outcome overrides the original mark/grade awarded, if it is different. An amended results notification is provided if the quality assurance review leads to a change of result/grade;
  - A brief summary of the findings of the quality assurance review.

## **Applying for Enquiries about Results**

22. Enquiries about results can be requested after the issue of assessment results by CILEX. CILEX will not accept enquiries about results for internal assessments for which CILEX has not issued results.

23. Learners should complete the online Enquiries about Results (EARs) application available in myCILEX to apply for an enquiry about a result.
24. Training providers seeking to make an application on behalf of a learner should contact the CILEX Customer Service team. Training providers must have the learner's explicit written permission, including confirmation that the learner understands that their result may go down. Training providers must ensure that they retain a copy of the learner's written consent for at least 6 months following the request. CILEX reserves the right to request to see a copy of the learner's written consent.

## Timelines

25. Enquiries about results must be requested within the timeframe published on the CILEX website. CILEX will not accept requests for enquiries about results outside the published timeframes.
26. CILEX will process clerical checks and breakdowns of marks within 15 working days of receipt of the request.
27. CILEX will process reviews of marking and quality assurance reviews within 6 weeks of receipt of the request.

## Fees

28. The fees for enquiries about results are published on the CILEX website.
29. 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.
30. Training providers requesting enquiries about results, on behalf of learners, 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.
31. CILEX will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

## Retention of materials

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

## Review Arrangements

33. 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.

34. This procedure and the associated policy are also reviewed as part of CILEx ongoing quality improvement monitoring.

Summary of changes between V2 and previous version
Applying for Enquiries about Results section – updated to reflect the application process via myCILEX
Fees section – clarification that enquiries about results fees are refunded if the outcome is a change of grade

### **CILEX Regulated Qualifications:**

CILEX Level 2 Award in Legal Studies  
CILEX Level 2 Certificate in Legal Studies  
CILEX Level 2 Diploma in Legal Studies  
CILEX Level 2 Certificate for Legal Secretaries  
CILEX Level 2 Diploma for Legal Secretaries  
CILEX Level 3 Certificate for Legal Secretaries  
CILEX Level 3 Diploma for Legal Secretaries  
CILEX Level 3 Certificate in Law and Practice  
CILEX Level 3 Diploma in Law and Practice  
CILEX Level 6 Certificate in Law  
CILEX Level 6 Diploma in Law and Practice  
CILEX Level 6 Diploma in Legal Practice (Graduate FastTrack Diploma)