

# Enquiries About Results Policy and Procedures

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LEVEL 3 PARALEGAL APPRENTICESHIP END-POINT ASSESSMENT

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## Introduction

This document sets out the CILEx Enquiries about End-Point Assessment Results Policy & Procedures for the CILEx Level 3 Paralegal Apprenticeship End-Point Assessment (EPA).

## Purpose

CILEx is responsible for ensuring and maintaining the standards of the CILEx Level 3 Paralegal End-Point Assessment (EPA). Consequently, CILEx has developed policies and procedures to underpin the delivery of EPA to ensure that valid assessment decisions are made following consideration of all available evidence. CILEx seeks to be fair and transparent in its dealings with employers and apprentices. CILEx has in place procedures for enquiries about EPA results.

## Scope

This policy applies to Employers, Apprentices undertaking the EPA, CILEx (End-Point Assessment Organisation) and the Independent Assessors.

## Enquiries about an EPA result

CILEx issues an EPA result to apprentices after the quality assurance procedures have been completed. Employers/Apprentices are entitled to question an EPA result issued by CILEx. An enquiry about an EPA result involves the review of the Apprentice's Timed Assessment, Interview or both to ensure that the outcomes have been correctly applied and graded. The review is undertaken by a Senior End-Point Assessor.

The outcome of the EPA review exercise is the issue of an EPA result and a report detailing candidate performance per assessment method. There are three possible outcomes from a review of an EPA result:

- Your original grades for either Timed Assessment or Interview are lowered, so your final grade may be lower than your original grade.
- Your original grades for either Timed Assessment or Interview are confirmed, so your final grade will stay the same.
- Your original grades for either Timed Assessment or Interview are raised, so your final grade may be higher than your original grade.

The review of the Apprentice's result will not take into account any possible special considerations for serious illness, bereavement or other factors that may have affected the Apprentice's performance.

## Procedure for enquires about EPA results

To apply for an enquiry about an EPA result, an apprentice's employer, on behalf of the apprentice, or an apprentice must complete the *CILEx Enquires About Results Form* and email this to the CILEx Qualifications Team ([assessment@cilex.org.uk](mailto:assessment@cilex.org.uk)). The request must be received by CILEx within 15 working days of the EPA result being issued. Employers requesting an EPA result enquiry on behalf of an Apprentice must have the Apprentice's explicit written permission. Employers must ensure that they retain a copy of the Apprentice's written permission for six months following the submission of the enquiry.

EPA Results Enquiries will be acknowledged by the Qualifications Team within 5 working days of receipt by CILEx. An employer/apprentice, who has not received an acknowledgement within 5 working days, must contact the Qualifications Team.

The outcome of the enquiry will be issued within 20 working days of the date of the acknowledgement letter.

## **Appeals**

CILEx permits appeals of EPA Results Enquiries in cases where the Apprentice/Employer has genuine cause to believe that CILEx has not followed its procedures. Further information about the requirements for appeals and the application process can be found in *CILEx Appeals Policy and Procedures - End-Point Assessments*.

## **Fees and Payment**

The fee for an EPA Result Enquiry is £50. Employers requesting an EPA Result Enquiry on behalf of an apprentice will be invoiced for the appropriate fee within 5 working days of CILEx receipt of the written request. Apprentices should submit the fee with their written request. In the event that the original Timed Assessment or Interview grade is changed, the fee will be refunded.

## **Protecting the integrity of CILEx qualifications**

In the event that the outcome of an EPA result enquiry identifies concerns about the validity of EPA results, CILEx will take action to protect the interests of apprentices and the integrity of the assessment. CILEx reserves the right to carry out further investigations including reviews of the assessments without consulting apprentices or their employers.

## **Retention of Materials**

CILEx retains records of all EPA result enquiries and their outcomes for a period of five years.

## **Review arrangements**

The Qualifications Manager has overall responsibility for this policy and will ensure it is reviewed at least annually as part of the self-evaluation arrangements to take account of stakeholder feedback, feedback from the Qualifications Appeals Committee and CILEx Review Panel, actions from the regulatory authorities, changes in regulatory requirements, or other relevant factors.

The policy may be reviewed more frequently in light of operational feedback to ensure that CILEx policies and procedures remain effective.