







































responded to this by developing these two mandatory skills-based units in the following key areas of legal practice: the ability to research the law reliably and accurately, and the ability to develop relationships with clients seeking legal assistance. Because these units are skills-based, they are assessed by CILEx-written, centre- delivered materials, marked by tutors and quality assured by CILEx. Results for these units are graded Pass or Fail.

### 3.4.1 Table 5: Summary of the different methods of assessment

Unit	Title	Assessment method for each unit and its availability	Notional Grade Boundaries
Unit 1	Introduction to Law and Practice	1 hour multiple choice test – twice a year in January and June	Pass: 60% Merit: 75% Distinction: 85%
Unit 2	Contract Law	1½ hour closed book exam (and 15 minutes reading time) – twice a year in January and June	Pass: 50% Merit: 65% Distinction: 75%
Unit 3	Criminal Law		
Unit 4	Land Law		
Unit 5	Law of Tort		
Unit 6	Employment Law		
Unit 7	Family Law		
Unit 8	Law of Wills and Succession		
Unit 9	Civil Litigation		
Unit 10	Conveyancing		
Unit 11	Criminal Litigation		
Unit 12	The Practice of Family Law		
Unit 13	The Practice of Employment Law		
Unit 14	Probate Practice		
Unit 15	The Practice of Law for the Elderly Client		
Unit 18	The Practice of Child Care Law *		
Unit 19	Residential and Commercial Leasehold Conveyancing *		
Unit 16	Client Care Skills	Series of skills-based tasks set by CILEx, undertaken with centre and quality assured by CILEx	Pass or Fail grades only
Unit 17	Legal Research Skills		

### 3.5 Qualification outcomes

Overall results for both the CILEx Level 3 Certificate in Law and Practice and the CILEx Level 3 Professional Diploma in Law and Practice are not graded. Learners, who achieve those units which meet the rules of a qualification, will be issued with a certificate confirming achievement of the qualification.

### 3.6 Presentation of qualification units

A unit specification is available for each of the units for the Level 3 Certificate in Law and Practice and the Level 3 Professional Diploma in Law and Practice. The unit specifications are reviewed annually. The most up to date versions will be available on the CILEx website:

[http://www.cilex.org.uk/study/information\\_for\\_students/unit\\_specifications](http://www.cilex.org.uk/study/information_for_students/unit_specifications).

## Section 4: Qualification Administration

### 4.1 Introduction

The suite of Level 3 units consists of Law units (Units 1-8), Practice units (Units 9-15, 18 and 19) and Professional Skills units (Units 16 and 17).

The Law and Practice units are assessed by examinations and section 4.2 sets out CILEx procedures for examination registration for both the Law and Practice units.

The Professional Skills units are assessed through the completion of a number of skills tasks, which Learners undertake during their course of study with their accredited centres (colleges). These units are quality assured by CILEx and centres are required to submit the Learners' successfully completed assessments for these tasks to CILEx for quality assurance checks before results are certificated. Learners must register directly with CILEx in order that their Professional Skills assessments can be considered. The procedures for registration for Professional Skills assessments are set out in section 4.3.

CILEx also has in place procedures for supporting Learners who have difficulties attempting CILEx assessments due to disability or other factors. An overview of the reasonable adjustment policy and procedures is set out in section 4.7 and an overview of the access arrangements policy and procedures is set out in section 4.8.

An overview of the special consideration policy and procedures are set out in section 4.9 for Learners who experience difficulties or illness during their examinations or near to the time of their examinations.

This section of the handbook also addresses the rules and regulations which govern CILEx Level 3 qualifications including:

- the enquiries about results and appeals policies (section 4.10) which sets out how Learners can challenge the results of their examinations or assessments
- the examination regulations (section 4.2.5) and professional skills assessment regulations (section 4.3.3).
- the examination and professional skills registration regulations (section 4.2.2)
- the malpractice policy (section 4.14)
- the missing script policy (section 4.15)

### 4.2. Registering for examinations - all Law and Practice units

#### 4.2.1 When are the examinations for the Law and Practice units?

- The examinations for the Law and Practice units take place in January and June of each year.
- Learners should refer to the **Key Dates and Deadlines** below ([https://www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](https://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines)) for the actual dates of each examination session.
- Learners should also refer to the **Examination Timetable** below ([https://www.cilex.org.uk/study/information\\_for\\_students/exams/exam\\_timetables](https://www.cilex.org.uk/study/information_for_students/exams/exam_timetables)).

#### 4.2.2 The examination registration process for Law and Practice examinations

- All Learners must be registered as members of CILEx (and have their subscriptions and any other related fees paid up to date) in order to take the Level 3 examinations.
- Learners must register and pay to sit their examinations with CILEx online by visiting [www.cilex.org.uk](http://www.cilex.org.uk) and logging onto their myCILEx account. Learners should refer to the **Key Dates and Deadlines** below [https://www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](https://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines) for the actual dates of each examination and assessment session intake. No entries will be accepted or amended after the late entry closing date.
- The fees for examination registration can be found here: [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_assessment\\_fees](http://www.cilex.org.uk/study/information_for_students/exams/examination_assessment_fees).

- An electronic pdf version of the examination and assessment registration form, is available for group registrations of 5 candidates or more with one payment for all entries and for Learners with credits on their CILEx Account. Learners must ensure that they request the form in sufficient time to be returned by the session intake closing date by emailing [awards@cilex.org.uk](mailto:awards@cilex.org.uk). Learners must sign the examination and assessment entry form even if their entry is being administered or submitted by another party. Applications not signed by Learners are invalid and will be returned as null and void. Offline paper forms are not issued.
- Learners **must** select the correct accredited centre (your course/learning provider), examination venue and examination unit when entering examinations. Learners **must** check their acknowledgement emails received from CILEx immediately and contact [awards@cilex.org.uk](mailto:awards@cilex.org.uk) without delay if there are any queries regarding their entry. These emails are generated automatically and confirm details of your entry. Any changes to the original entry are subject to an administration fee **per** amendment.
- It is essential that Learners taking resits first check with their accredited centre that these can be accommodated and examinations can be sat with them. Learners will be required to gain written confirmation from their centre to be sent to CILEx [awards@cilex.org.uk](mailto:awards@cilex.org.uk) before the session intake closing date, confirming that resit examinations can be accommodated by them. Where an accredited centre cannot accommodate the learner's resit, the learner must select an external centre on the form and pay the external centre fee before the session intake closing date. No change request to centres will be accepted after the session intake closing date and each change is subject to an administration fee.
- Learners sitting/submitting at more than one centre will need to complete a separate entry for each centre they are sitting at or submitting work through.
- Where Learners wish to enter more than one examination scheduled at the same time, please be aware that examinations will be rescheduled to take place back to back on the same day with minimal breaks. Learners will be supervised at all times. Learners must be in a position to accommodate any examination clashes and once registered, no credits will be given where Learners are unable to sit exams due to the clash.
- Learners must ensure that their valid examination and assessment entry and payment are received by CILEx by the deadlines set out here: [https://www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](https://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines).
- No entries will be accepted after the late entry closing date.
- All Learners must comply with the **Examination and Professional Skills Registration Regulations** here [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_regulations](http://www.cilex.org.uk/study/information_for_students/exams/examination_regulations). Please read these carefully as they form the rules of entry for examinations and assessments.
- No amendments will be made after the late entry closing date, Learners will be unable to sit examinations where incorrect information has been provided to CILEx. Refunds and credits are not given.

#### 4.2.3 Examination admission permits

- Examination admission permits are available online before the examination session. The published dates are set out in the **Key Dates and Deadlines** which can be found here: [https://www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](https://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines)
- Permits can be accessed by visiting [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_regulations](http://www.cilex.org.uk/study/information_for_students/exams/examination_regulations) and logging onto the myCILEx area of the site. Permits are distributed by post where requested by the learner and these are sent to each learner who has registered to take an examination, in advance of the examination session.
- The permits set out:
  - the address of the examination centre
  - the date and time of the examination/s the learner is sitting
  - the learner's candidate number/s for the examination/s
- Learners must present their admission permit at each examination for checking by the invigilator/s. For those taking exams, it is important that you take a **paper copy** of your examination admission permit to your exam in order that you have the necessary information in the exam room as mobile telephones **must be switched off before**

entering the exam room. Therefore, learners will not be able to access an electronic version of their permit via their mobile telephones after entering the exam room.

- You can download and print your examination admission permit online at: [www.cilex.org.uk/mycilex/members/exam\\_permits](http://www.cilex.org.uk/mycilex/members/exam_permits)
- If you have any queries concerning your admission permit, please email [awards@cilex.org.uk](mailto:awards@cilex.org.uk) or call the CILEx Contact Centre on 01234 845777.

Please note that while the permit will list details of Professional Skills assessment submissions, these are not live examinations. These assessments are submitted through your centre.

#### 4.2.4 Proof of identity

- Learners are required to present proof of identity at the examination centre in addition to their examination admission permit.
- A list of the various forms of ID which can be found here [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_regulations](http://www.cilex.org.uk/study/information_for_students/exams/examination_regulations) and are sent to the Learners with their examination admission permit.

Learners with queries about the identity checks should contact the Membership Contact Team by email at [awards@cilex.org.uk](mailto:awards@cilex.org.uk)

#### 4.2.5 Examination regulations

- The Examination Regulations are posted on the CILEx website and are made available to Learners with their admission permits.
- All Learners are required to comply with the Examination Regulations.
- The Examination Regulations are available at [www.cilex.org.uk](http://www.cilex.org.uk)
- Alleged breaches of the examination regulations may result in a malpractice investigation.

#### 4.2.6 Examination centres

- Learners who are attending an accredited centre (college or private training provider) will normally take their examinations at their accredited centre.
- Learners studying with a distance learning accredited centre (for example Cardiff College Online or CILEx Law School) take their examinations at a CILEx external examination centre.
- Learners taking examinations at an external examination centre must pay the external examination centre fee for each examination.
- The list of external examination centres appears on the online and offline examination registration form and is also available by visiting the study area of [www.cilex.org.uk](http://www.cilex.org.uk)

### 4.3. Undertaking the Professional Skills assessments – Client Care Skills and Legal Research

Learners are required to complete a number of tasks as part of their studies towards these two Professional Skills units. These tasks are undertaken over a period of time with the learner's accredited centre (college). The learner's accredited centre determines the time and the way in which these units are delivered to the learner. The tasks are then assessed by the learner's accredited centre, and all the work for each learner, which must be of a Pass standard, is then forwarded to CILEx for quality assurance checks by a CILEx-appointed moderator. It is imperative that centres **only** forward work to CILEx that is of a Pass standard. CILEx cannot quality assure work which has not reached a Pass standard.

There are submission windows for learner work each year in January and June. Centres must submit learner work for quality assurance checks at these points and at no other point during the year. See the **Key Dates and Deadlines** here [www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](http://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines) for more details.

Learners register for the Professional Skills units in the same way as registering for a Law and Practice examination. **When a learner registers with CILEx for the Professional Skills units, they register to have work submitted for them by their centre at the next submission window.**

#### 4.3.1 The registration and submission process for the Professional Skills assessments

- All Learners must be registered as members of CILEx (and have their subscription fees paid up to date) in order to submit their Level 3 Professional Skills assessments to CILEx.
- Learners must register and pay online by visiting [www.cilex.org.uk](http://www.cilex.org.uk) and logging onto their myCILEx account to have the Professional Skills assessments submitted to and quality assured by CILEx at a specific submission window. Learners should refer to the **Key Dates and Deadlines** here [www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](http://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines) for the actual dates of each assessment session intake. No registrations will be accepted or amended after the closing date.
- The Professional Skills registration fee is set out below: [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_assessment\\_fees](http://www.cilex.org.uk/study/information_for_students/exams/examination_assessment_fees).
- An electronic pdf version of the examination and assessment registration form, is available for group registrations of 5 Learners or more with one payment for all entries and for Learners with credits on their CILEx Account. Learners must ensure that they request the form in sufficient time to be returned by the closing date by emailing [awards@cilex.org.uk](mailto:awards@cilex.org.uk). Learners must sign the examination and assessment entry form even if their entry is being administered or submitted by another party. Applications not signed by Learners are invalid and will be returned as null and void.
- Learners **must** select the correct accredited centre (your course/learning provider), and Professional Skills unit when registering to have Professional Skills assessments submitted to CILEx. Learners **must** check their acknowledgement emails received from CILEx immediately and contact [awards@cilex.org.uk](mailto:awards@cilex.org.uk) without delay if there are any queries regarding their entry. These emails are generated automatically and confirm details of your entry. Any changes to the original entry are subject to an administration fee **per** amendment.
- Learners must ensure that their valid examination and assessment entry and payment are received by CILEx by the deadlines set out in the **Key Dates and Deadlines** here [www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](http://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines).
- Entries after the closing date will be subject to a late entry fee. All Learners must comply with the **Examination and Professional Skills Registration Regulations** here [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_regulations](http://www.cilex.org.uk/study/information_for_students/exams/examination_regulations). Please read these carefully as they form the rules of entry for examinations and Professional Skills assessments.
- No amendments will be made after the late entry closing date, Learners will be unable to submit Professional Skills assessments where incorrect information has been provided to CILEx. Refunds and credits are not given.
- When deciding whether to register for a specific submission window, it is important that Learners and tutors understand that they are registering with CILEx to send all the work in relation to a specific unit to CILEx at a specific time in the year. This work must be of a Pass standard, and any failure to submit the relevant work at the specified submission window cannot be carried over until the next submission window without the learner registering and paying to have the work submitted again.
- As a consequence, Learners and tutors must be confident that, at the point at which a learner has to register for a Professional Skills assessment submission, they are clearly going to be in a position to submit Pass standard work at the time of the submission window. Where Learners and tutors are not confident that this will happen by the specified date, they should refrain from registering for that specific submission window.
- CILEx produces a list for each centre of all Learners who are registered to submit Professional Skills assessments for a specific submission window.
- In January and June, CILEx contacts all centres to request that the Professional Skills assessments for Learners who are on the CILEx list, and who the centres consider to have passed the Professional Skills assessment/s, are submitted to CILEx.

- It is essential that Learners keep a copy of their Professional Skills assessment/s because CILEx will **not** return assessments which are submitted to CILEx.
- If a learner has registered to have their Professional Skills assessment submitted to CILEx, but the centre does not consider that the learner has met the criteria for the Pass standard, the work must **not** be submitted to CILEx and 'DNS' (did not submit) will be recorded on the learner's CILEx record.
- If a centre considers that a learner has met CILEx's Pass criteria for one of the Professional Skills assessments, but the learner is not on the CILEx list, the centre is **not** permitted to submit the assessment to CILEx and the learner must register to have the assessment submitted to CILEx at the next opportunity, usually approximately 6 months later.
- **IMPORTANT: It is essential that Learners discuss their Professional Skills assessments with their tutors before deciding whether to register to have their assessment/s submitted for a specific submission window.**
- **CILEx will not refund or credit the Professional Skills registration fee if a learner's Professional Skills assessment is NOT submitted to CILEx by the centre because the centre does not consider it meets the criteria for the Pass standard.**

#### **4.3.2 Centres' responsibilities for the submission of Learners' work for quality assurance by the CILEx-appointed moderator**

- Centres are responsible for submitting Learners' work for the Professional Skills units to CILEx.
- Centres must ensure that all work is submitted in accordance with the guidelines published in the Guidance for Tutors document that accompanies the delivery of units 16 and 17.
- Where a centre fails to submit candidate's work within the Professional Skills Window, centres may be able to make an application for late submission. A late submission fee will be applied.

#### **4.3.3 Professional Skills Assessment Regulations**

All Professional Skills Learners are required to comply with the Professional Skills regulations. The Professional Skills Assessment Regulations are available on the CILEx website

([https://www.cilex.org.uk/study/information\\_for\\_students/regulations\\_and\\_guidance](https://www.cilex.org.uk/study/information_for_students/regulations_and_guidance)) and copies are provided to CILEx Accredited Centres. Learners must sign the Candidate Submission Checklist to confirm compliance with the Professional Skills Assessment Regulations.

#### **4.4 Setting and agreeing grade boundaries for the Law and Practice units**

The Law and Practice units are graded Pass, Merit, Distinction and Fail.

In section 3.4: Assessment Pattern, guidance is given on the notional grade boundaries for the Law and Practice units. Notional grade boundaries offer tutors and Learners the opportunity to understand the approximate level of achievement necessary to pass and achieve certain grades of success in an assessment. Notional grade boundaries, however, are not fixed boundaries, and, as a part of its ongoing quality assurance of the assessment process, CILEx reserves the right to amend its notional grade boundaries for individual examination sessions.

CILEx takes every precaution to ensure that the level and quality of each of its examination papers is appropriate for Learners. As a part of its commitment to robust quality assurance at every stage of the examination, CILEx also scrutinises learner performance before final results are determined. In this way, CILEx can identify and address any issues with the performance of specific examination papers and specific questions on examination papers, and where there are issues that are known to have affected candidate performance adversely, reflect this in the way in which the final grade boundaries for the examination results are set.

CILEx releases the examination pass rates on the CILEx website shortly after the examination results have been released to Learners.

## 4.5 Examination and Assessment Results

### 4.5.1 All Law and Practice examinations results

- The results notifications for the Law and Practice units are published online via myCILEx and sent out by first class post by the deadlines set out in the **Key Dates and Deadlines** linked below [www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](http://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines).
- Examination results are **NOT** sent out by fax or email.
- The results notifications for the Law and Practice units set out the grade and mark percentage the learner achieved for each examination.
- The results notification **must** be retained by the learner until qualification certificate is received.

### 4.5.2 Professional Skills results

- The results notifications for the Professional Skills units are published online via myCILEx and sent out by first class post by the deadlines set out in the **Key Dates and Deadlines** here [www.cilex.org.uk/study/information\\_for\\_students/key\\_dates\\_and\\_deadlines](http://www.cilex.org.uk/study/information_for_students/key_dates_and_deadlines)
- The results notifications are **NOT** sent out by fax or email.
- The results notifications for the Professional Skills assessments set out the grade (Pass or Fail) the learner achieved for the assessment.
- Prior to the submission of the learner's Professional Skills assessments to CILEx, centres will have decided whether the learner's work has met the CILEx Pass standard. It is important that all work that has been assessed as reaching a Pass standard by the centre is reported to the learner as "having passed subject to CILEx moderation". Learners must not think that the centre's decision of Pass on the work towards a unit is the final grade for that unit. The final grade for a learner's Professional Skills assessment is decided by CILEx.
- CILEx, through the moderation process, will seek to confirm the grade awarded by the centre. CILEx will feed back its views on the centre-based decisions in its Centre Feedback Form. Centres must implement the advice and guidance given in the Centre Feedback Form for subsequent submissions of work.

## 4.6 Re-attempting units

### Examinations

- Learners who have failed the examinations for the Law and Practice units can resit the examinations.
- There is no limit to the number of resit attempts that are permitted.
- Learners resitting examinations take their resit examinations at the January and June examination sessions.
- Learners resitting examinations must follow the guidance in sections 4.2.1 to 4.2.6 above.
- The examination fees, as set out here: [www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_assessment\\_fees](http://www.cilex.org.uk/study/information_for_students/exams/examination_assessment_fees), apply to re-sit examinations as well as learners sitting examinations for the first time.

### Professional Skills

- Where learners' assessments have been failed during the CILEx quality assurance phase of the assessment for the Professional Skills units, they will need to attempt again any work that has been considered deficient in their initial attempt and re-submit all work again (fully marked and agreed as Pass standard by the centre) to CILEx at the next or most convenient Professional Skills submission window.
- To have their work considered again by CILEx, Learners will need to register (see section 4.3.1) and pay the appropriate registration fee, (see here for fees:

[www.cilex.org.uk/study/information\\_for\\_students/exams/examination\\_assessment\\_fees](https://www.cilex.org.uk/study/information_for_students/exams/examination_assessment_fees)) for the submission window when they intend to re-submit their work.

- Where a learner fails a Professional Skills unit, the learner is not required to take a wholly different assignment or start the entire assessment again from the start. The learner is simply required to remedy those issues that meant that the CILEX appointed moderator could not pass the work when they reviewed it. In some cases, where there are many issues identified with a learner's work, it may be more appropriate for the learner to start the work again. This is a decision for the learner and tutor. Where work is of this nature, CILEX will attempt to identify in its feedback to centres, where it may be beneficial to the learner's learning experience that the task/assignment is started again
- Learners and tutors are reminded of the importance of a) addressing **all** identified issues regarding any work that has to be re-done and re-submitted, and b) including **all** tasks of the assessment within the re-submission. CILEX cannot accept partial re-submissions of work, and where this is submitted, it will not be quality assured. It is imperative then that all learner work is copied and stored by the centre prior to submission to CILEX. In the eventuality that a learner's work is not passed by CILEX, and the learner has to re-submit some work, the centre can then re-use those aspects of the learner's submission that were successful first time round.

#### 4.7 Reasonable Adjustments

Reasonable adjustments can be made for Learners taking examinations or assessments to alleviate or remove the effect of a disability which places Learners at a substantial disadvantage, to enable them to demonstrate their knowledge, skills and understanding to the levels of attainment required by the specification for that unit.

Reasonable adjustments must not affect the validity or reliability of the assessment outcomes. They may involve but not be limited to:

- changing standard assessment arrangements, for example allowing learners extra time to complete the assessment activity
- adapting assessment materials, such as providing materials in Braille
- providing access facilitators during assessment, such as a reader re-organising the assessment room, such as removing visual stimuli for an autistic learner.

The CILEX Reasonable Adjustments Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications is available on the CILEX website ([https://www.cilex.org.uk/study/information\\_for\\_students](https://www.cilex.org.uk/study/information_for_students)). Queries about reasonable adjustments can be raised with the Assessment team at CILEX.

#### 4.8 Access Arrangements

Access arrangements are for Learners who have temporary injuries, temporary illness or other indisposition and/or protected characteristics under the Equality Act 2010 (with the exception of disability which is addressed in the Reasonable Adjustments policy) which present a barrier to accessing the examination/ assessment. The additional protected characteristics for access arrangements are: age, gender reassignment, race, religion and belief (including philosophy), gender, sexual orientation, pregnancy and maternity, marriage and civil partnership.

Access arrangements are intended to assist Learners to demonstrate their attainment without affecting or circumventing the assessment requirements.

Access arrangements must not affect the validity or reliability of the assessment outcomes. They may involve but are not limited to:

- changing standard assessment arrangements, for example allowing learners to have supervised rest breaks ("stopping the clock") if they have a temporary back injury, to ensure they have the full examination time;
- providing access facilitators during assessment, such as a scribe for a learner with a recently broken arm (writing hand);
- re-organising the assessment room, such as allowing a pregnant learner to be seated

near the exit.

The **CILEx Access Arrangements Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications** is available on the CILEx website, see here: [www.cilex.org.uk/study/information\\_for\\_students/support\\_for\\_students/reasonable\\_adjustments](http://www.cilex.org.uk/study/information_for_students/support_for_students/reasonable_adjustments). Queries about access arrangements can be raised with the Assessment team at CILEx.

#### 4.9 Special Consideration

Special consideration may be given, **following** an examination, to Learners who were disadvantaged when they took the examination by illness, injury or adverse circumstances. Special consideration cannot remove the difficulty which was faced but instead attempts to go some way to assist the learner affected.

Special consideration may result in a **small** adjustment to the mark of the candidate. The size of the adjustment depends on the individual learner's circumstances and the evidence presented. In accordance with CILEx policy, **the maximum adjustment permitted is 5%**.

A special consideration application does not automatically lead to a mark adjustment. Each application is considered on its merits.

Learners undertaking the tasks for the Professional Skills assessments can arrange with their centre to re-do any tasks, if they consider that they have been unsuccessful due to illness, injury or adverse circumstances.

The **CILEx Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications** is available on the CILEx website ([https://www.cilex.org.uk/study/information\\_for\\_students](https://www.cilex.org.uk/study/information_for_students)). Queries about special consideration can be raised with the Assessment team at CILEx.

#### 4.10 Enquiries about Results and Appeals process

CILEx has in place a wide range of checks and quality assurance procedures to ensure that every learner who takes an assessment receives a result which accurately reflects their performance in the assessment.

However, on occasion, a learner may consider that their assessment result is not an accurate reflection of their performance. In such cases a learner may challenge the mark/grade they have received irrespective of the grade they have received. For Law and Practice units, Learners can opt to request a clerical check of their result **AND/OR** a re-mark of their answer script.

For Unit 1: Introduction to Law and Practice, Learners can request a clerical check of their result. Learners cannot request a re-mark for Unit 1.

The tasks for the Professional Skills assessments are initially marked by the learner's accredited centre before being quality assured by CILEx assessment personnel. It is only when a centre considers that a learner has met the criteria for a pass that the learner's assessments can be submitted to CILEx for consideration.

Learners who wish to challenge their accredited centre's assessor's decision that their work has not met the pass criteria must raise their concerns with their tutor/s. If a learner is not satisfied that their concerns have been addressed by their centre, they are advised to write to the Assessment team at CILEx.

Following CILEx's quality assurance checks of the learner's Professional Skills assessments, CILEx releases results notifications awarding either a Pass or Fail. CILEx also writes to each

centre to inform the centre of its decisions and the reasons for those decisions. Learners receiving a Fail result are entitled to challenge this decision, but are advised to speak to their centre in the first instance as CILEx will have forwarded to the centre the rationale for the Fail result. Where a learner considers the reasons forwarded to the centre insufficient or unfounded, the learner can request a clerical check **AND/OR** a quality assurance review.

The **CILEx Enquiries about Results Policy and Procedures – Professional and Legal Services Knowledge Qualifications** is available on the CILEx website ([https://www.cilex.org.uk/study/information\\_for\\_students](https://www.cilex.org.uk/study/information_for_students)). Queries about enquiries about results can be raised with the Assessment team at CILEx.

## Appeals

Learners are permitted to appeal the outcome of enquiries about results subject to the requirements set out in the CILEx Qualifications Appeals Policy and Procedures which is available on the CILEx website ([https://www.cilex.org.uk/study/information\\_for\\_students](https://www.cilex.org.uk/study/information_for_students))

Learners are also permitted to appeal CILEx decisions in relation to reasonable adjustments, access arrangements or special consideration applications subject to the requirements set out in the CILEx Qualification Appeals Policy and Procedures ([https://www.cilex.org.uk/study/information\\_for\\_students](https://www.cilex.org.uk/study/information_for_students))

### 4.11 Certification –qualification certificates

After the January and June assessment sessions, CILEx produces certificates for learners who have successfully completed the required combination of units within the qualification structure.

Qualification certificates\* are produced for Learners who have successfully completed either the CILEx Level 3 Certificate in Law and Practice or the CILEx Level 3 Professional Diploma in Law and Practice. Again, following the January and June assessment sessions and the release of the examination and Professional Skills assessment results, the qualification certificates are produced. Qualification certificates are sent out to Learners within 25 working days of the release of the results notifications. The Professional Diploma in Law and Practice qualification is formally awarded as the CILEx Level 3 Diploma in Law and Practice. This means that Learners who successfully complete the Professional Diploma in Law and Practice will receive a certificate confirming they have successfully completed the CILEx Level 3 Diploma in Law and Practice. This title appears on the learner's certificate because it is the qualification title agreed by the Regulators.

\*Some Learners working towards the CILEx Level 3 Professional Diploma in Law and Practice will meet the qualification rules for more than one of CILEx's Level 3 endorsed certificates. A qualification certificate will only be automatically supplied for the **first** CILEx Level 3 endorsed certificate which is achieved. If more than one endorsed certificate is achieved in the same session, all certificates will be dispatched by CILEx for that session.

### 4.12 Past question papers, examiner's reports and suggested answers

CILEx usually posts question papers on the website ([www.cilex.org.uk](http://www.cilex.org.uk)) approximately one week after the end of the examination session for Law and Practice Units.

Accredited centres are supplied with the live materials for the Professional Skills assessments. As these materials are for use with Learners until CILEx informs centres of their withdrawal as live materials, these materials must be kept safely and **not** used as practice materials after a particular learner group has used them.

Chief Examiners' Reports and Suggested Answers for Law and Practice Units are posted on the website shortly after the release of the examination results. **Suggested answers are not made available for Unit 1: Introduction to Law and Practice.**

#### **4.13 Retention of materials**

CILEx retains Learners' examination answers and Professional Skills assessments for 6 months after the examination and assessment sessions. After 6 months CILEx retains a sample of Learners' work and securely destroys all scripts and Professional Skills assessments which are no longer required.

#### **4.14 Learner malpractice**

CILEx has in place policies and procedures for dealing with cases of alleged learner malpractice. Learners are referred to CILEx Malpractice Policy and Procedures – CILEx Learners and CILEx Malpractice and Maladministration Policy and Procedures – CILEx Accredited Centres on the CILEx website. See [www.cilex.org.uk/study/information\\_for\\_students](http://www.cilex.org.uk/study/information_for_students) for further information.

#### **4.15 Missing/lost/damaged examination answers**

CILEx has in place a policy in the unlikely event that Learners' examination answers are lost, damaged or destroyed. Centres and Learners are referred to 'The Security of Examination Scripts Policy' on the CILEx website, see: [www.cilex.org.uk/study/information\\_for\\_students/regulations\\_and\\_guidance/missing\\_script\\_policy](http://www.cilex.org.uk/study/information_for_students/regulations_and_guidance/missing_script_policy) for further information.

#### **4.16 Release of examination answers**

Learners' examinations for all the Law and Practice units are the property of CILEx and are not released to Learners or tutors.

## Section 5: CILEx Contacts CILEx

### Address:

CILEx  
Kempston Manor Kempston  
Bedford  
MK42 7AB

CILEx Website: [www.cilex.org.uk](http://www.cilex.org.uk)

Main switchboard telephone number: 01234 841000

The following table identifies the key responsibilities of different CILEx departments, to help Learners and tutors direct their enquiries to the relevant department. All information is available and regularly updated on the website.

Department/Team	Key Responsibilities
<p><b>Membership Contact Centre</b></p> <p><b>Email:</b> <a href="mailto:membership@cilex.org.uk">membership@cilex.org.uk</a></p> <p><b>Telephone:</b> 01234 845777</p>	<ul style="list-style-type: none"> <li>▪ Student/Member/Fellow applications and fees</li> <li>▪ Advice on qualifications</li> <li>▪ CPD advice</li> <li>▪ Qualifying Employment enquiries</li> <li>▪ Subscriptions</li> <li>▪ Work-based learning queries</li> <li>▪ Membership upgrades</li> <li>▪ General advice on Practice Rights</li> <li>▪ Examination and assessment registration, regulations &amp; fees</li> <li>▪ Examination centres</li> <li>▪ Examination admission permits</li> <li>▪ Examination notifications and results</li> <li>▪ Advice on qualifications</li> <li>▪ Centre accreditation</li> <li>▪ CILEx qualification rules &amp; regulations</li> <li>▪ Reasonable adjustments/access arrangements</li> <li>▪ Special consideration</li> <li>▪ Enquiries about results and appeals: clerical checks &amp; re-remarks, quality assurance reviews</li> <li>▪ Exemptions</li> <li>▪ ID requirements for examinations</li> <li>▪ Complaints</li> </ul>
<p><b>CILEx Regulation</b></p> <p><b>Email:</b> <a href="mailto:info@cilexregulation.org.uk">info@cilexregulation.org.uk</a></p> <p><b>Telephone:</b> 01234 845770</p>	<ul style="list-style-type: none"> <li>▪ Code of Conduct</li> <li>▪ Membership application matters</li> <li>▪ Membership disciplinary matters</li> <li>▪ Complaints against CILEx members</li> </ul>
<p><b>Policy and Governance</b></p> <p><b>Email:</b> <a href="mailto:corporateaffairs@cilex.org.uk">corporateaffairs@cilex.org.uk</a></p> <p><b>Telephone:</b>01234 841000</p>	<ul style="list-style-type: none"> <li>▪ Corporate governance</li> <li>▪ Equality and Diversity</li> </ul>