



CILEx Level 3 Legal Services Knowledge Qualifications

CILEx Level 3 Certificate in Civil Litigation
CILEx Level 3 Certificate in Employment Practice
CILEx Level 3 Certificate in Family Practice
CILEx Level 3 Certificate in Private Client Practice
CILEx Level 3 Certificate in Property

Qualifications Handbook

Issued: September 2017
For use: **2018 examination sessions**

Customer Service Statement

Delivering Customer Service

CILEx aims to support, educate and represent its members throughout their legal career. CILEx is committed to providing the highest standards of customer service.

CILEx Assessment Team Customer Service Statement

- To provide comprehensive legal education
- To develop relationships with all members
- To communicate with all customers in a clear and effective manner
- To ensure that all CILEx services are subject to quality assurance
- To aim to deliver the highest level of customer satisfaction and meet customer needs in the most effective way
- All stakeholders will be treated with dignity and respect
- CILEx will comply at all times with its Equality and Diversity Policy

The CILEx Assessment team will:

- Provide clear information to all prospective students about educational opportunities
- Acknowledge enquiries within 1 working day
- Ensure all customers are aware of the complaints procedure through regularly updated information on www.cilex.org.uk. Complaints will be acknowledged within 3 working days and answered within 10 working days
- Ensure all learners know the examination results enquiries and appeals procedure through regularly updated information on www.cilex.org.uk
- Results enquiries will be acknowledged within 5 working days and answered within 6 weeks, where re-marking or a QA review is required
- Make every effort to ensure all documents and guidance given to learners, centres and employers is clear and relevant and available on www.cilex.org.uk
- Listen to customers and monitor changing needs
- Monitor needs of employers to ensure the CILEx qualification remains relevant
- Review the unit specifications each year
- Deal with your queries promptly and courteously
- Provide accurate and timely information to help you make decisions
- Respond promptly to any issues that you may raise

Our Assessment Team Administrators will:

- Be comprehensively trained to provide advice on the CILEx qualifications and examination and professional skills assessment regulations and processes
- Provide accurate and reliable information
- Arrange to return your call at an agreed time, if your enquiry requires in depth research
- Be available from 8.45am - 5pm (Monday, Tuesday, Wednesday & Thursday), and 9am - 4pm (Friday), excluding Bank Holidays and the period from Christmas Eve to New Year's Day.

There are several ways in which you can help us to meet the standards:

- When you call or email us, please have your membership number available so that we can clearly identify you
- Tell us when we are getting it right, so that we can do more of it
- Tell us when we are getting it wrong, so that we can resolve the issue, learn from our experience and improve the service for all our members
- Talk to us rationally, calmly and respectfully, so that we can work together to resolve your enquiry as soon as possible.

Complaints

If you wish to enter a complaint regarding standards of service for the Assessment Team, please contact us via email at awards@cilex.org.uk or write to Assessment Team Customer Service, CILEx, Kempston Manor, Kempston, Bedford, MK42 7AB.

Complaints about an Accredited Centre

Learners who are not satisfied with the service which has been provided by a CILEx accredited centre should first seek to resolve any issues with the tutor or other individual/s at the centre. If a learner is unable to discuss any issues with their tutor or remains dissatisfied after doing they should then follow the centre's formal complains procedure.

After the centre's formal complaints procedures have been completed, should a learner remain dissatisfied with the centre's response to their formal complaint, the learner is entitled to contact CILEx in writing. You should address any complaints about a CILEX accredited centre to Jonathan Young, Centre Accreditation Co-ordinator at CILEx either by email (jonathan.young@cilex.org.uk) or by a letter detailing the complaint and including any other relevant information. Complaints from learners concerning CILEx accredited centres are recorded and managed through CILEx's accredited centre risk management procedures. CILEx will carry out an investigation into the complaint which will involve contact with the centre concerned. Please note that CILEX is unable to seek refunds from CILEx accredited centres on behalf of learners.

CILEx will acknowledge your complaint within **5 working days** of its receipt and will investigate the circumstances associated with it. A written response will be sent to you once the investigation has been concluded normally within **20 working days**. Depending on the nature of the complaint, CILEx reserves the right to extend this timescale depending on the nature/complexity of the complaint being investigated.

If you are not satisfied with how your complaint has been dealt with, please visit the Customer Service Feedback page on www.cilex.org.uk where the Customer Feedback form, policy and procedure is available. Alternatively you can email customerservice@cilex.org.uk

Introduction

This handbook is for CILEx learners studying the following CILEx Level 3 Legal Services knowledge qualifications:

- CILEx Level 3 Certificate in Civil Litigation
- CILEx Level 3 Certificate in Employment Practice
- CILEx Level 3 Certificate in Family Practice
- CILEx Level 3 Certificate in Private Client Practice
- CILEx Level 3 Certificate in Property

It is also for tutors and centres delivering these qualifications.

CILEx is an awarding organisation recognised by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and CCEA. The Level 3 Legal Services qualifications are regulated qualifications.

The unit specifications for the Level 3 qualifications are set out separately on the website. The unit specifications are reviewed annually. The most up-to-date versions are available on the CILEx website.

http://www.cilex.org.uk/study/information_for_students/unit_specifications

How to use this Handbook

The handbook has a comprehensive contents page designed to help learners and tutors locate the relevant information they require. The main changes to this handbook, with the exception of the appendices, are highlighted in yellow.

It is important that both learners and tutors familiarise themselves with the information provided in **Section 4: Qualification Administration**. This section sets out CILEx policies and procedures which all learners and centres must follow.

Section 5: CILEx Contacts sets out the key areas of work undertaken by different departments at CILEx. This information is provided to help learners and centres direct their enquiries to the relevant department in order that enquiries can be addressed efficiently and effectively.

The **Appendices A-D**, which address key dates and deadlines, fees, the examination timetable and examination registration regulations, are updated annually. Learners can contact CILEx to request up to date appendices or go to the CILEx website for the most up to date information.

Appendix E: The qualification units – explanatory notes for tutors – is only made available to tutors. CILEx learners will find that this section has not been included in their Qualification Handbook pack.

It is strongly recommended that students and tutors regularly refer to the **CILEx website** (www.cilex.org.uk). The website is frequently updated and is used to communicate key information to learners and tutors.

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Section 1: Studying with CILEx – an overview

1.1 The CILEx Legal Services knowledge qualifications and the route to becoming a Chartered Legal Executive

The CILEx Legal Services knowledge qualifications are targeted at individuals employed in specific legal roles. While discrete outcomes in their own right the qualifications are also the 'knowledge' qualifications underpinning the Advanced Apprenticeship in Legal Services.

The CILEx Legal Services knowledge qualifications offer progression opportunities onto the CILEx Professional qualifications and the main CILEx route towards qualification as a Chartered Legal Executive. The CILEx Legal Services knowledge qualifications offer a range of 'common units' taken from the CILEx Level 3 Professional Diploma in Law and Practice which means that the CILEx Level 3 Legal Services knowledge qualifications are well placed to offer learners/apprentices substantial opportunities to further grow their careers in law.

The CILEx Level 3 Professional Diploma in Law and Practice represents the first stage on the route to becoming a Chartered Legal Executive.

To qualify as a Chartered Legal Executive and, hence, become a Fellow of CILEx, learners must satisfy the following requirements:

- (i) Achieve the Level 3 Professional Diploma in Law and Practice
- (ii) Achieve the Level 6 Professional Higher Diploma in Law and Practice
- (iii) Complete 3 years of Qualifying Employment and evidence their competence through submission of a logbook and portfolio of evidence, which is assessed against 27 learning outcomes.

Note: At least 2 years of your Qualifying Employment must be served consecutively, immediately preceding the application for Fellowship and 1 year must be served in the Graduate grade of Membership. Graduate membership is achieved after completing elements (i) and (ii) set out above.

1.2 CILEx membership

All learners undertaking courses towards the achievement of the CILEx Level 3 Legal Services knowledge qualifications **must** be registered **by their accredited centre** as CILEx members.

Registration with CILEx as a member must take place prior to the learner starting to study for any specific qualification units (See **Appendix A: Key Dates and Deadlines**).

Care should also be taken by accredited centres to ensure that their learners are registered at the appropriate grade of membership.

Membership grades

Student member - for those with no relevant legal qualification and less than three years fee-earning work.

Affiliate member - for those with at least one CILEx Level 3/4 unit qualification, or who have completed a relevant legal qualification or who have completed a relevant legal qualification at Level 2 or gained at least three years' experience doing predominantly legal work.

Associate member - for those who have completed their Level 3 Professional Diploma in Law and Practice or who are graduates with Qualifying Law Degrees. Associate members are entitled to the designatory letters, ACILEx after their name, and are required to take 8 hours Continuing Professional Development (CPD) and at least 1 entry in professionalism.

Graduate member - for those who have completed both their Level 3 Professional Diploma in Law and Practice and Level 6 Professional Higher Diploma in Law and Practice (or equivalent), or who are Legal Practice Course (LPC) or Bar Vocational Course (BVC) graduates. Graduate members are entitled to designatory letters, GCILEx, after their name, and are required to undertake 12 hours CPD and at least 1 entry in professionalism.

Fellowship - When Graduate Members have completed the period of Qualifying Employment and the work based learning outcomes, they may apply to become Fellows of CILEx and are eligible to use the term "Chartered Legal Executive" and the designatory letters FCILEx. Fellows are required to undertake 9 CPD outcomes each including at least 1 entry in professionalism.

Information about the membership grades and the application process is available from the Membership-Operations team membership@cilex.org.uk

1.3 Qualifying Employment – what is it?

A person is in Qualifying Employment if he/she is employed either:

- under the supervision of an authorised person in private practice;
- in an organisation where the employment is subject to supervision by an authorised person employed in duties of a legal nature by that firm, corporation, undertaking, department or office; and

in each case, you must undertake work that is **wholly of a legal nature** for at least 20 hours per week.

Further information about Qualifying Employment is available from the Membership department.

1.4 Accredited centres and courses

All learners registering for any unit examination/assessment towards the CILEx Level 3 Legal Services knowledge must have undertaken and completed an accredited course of study for the unit or units they wish to take. This is likely to be as part of a Higher Apprenticeship package but it can also be a standalone course of study offered by a CILEx accredited centre.

Details of course providers are available from CILEx's website (www.cilex.org.uk).

1.5 CILEx Code of Conduct

Everyone who registers as a member with CILEx is bound by its rules and regulations, which include the CILEx Code of Conduct and the Investigation, Disciplinary and Appeal Rules. The Rules establish three panels which are the Professional Conduct Panel (PCP), The Disciplinary Tribunal (DT) and the Appeals Panel (AP).

The PCP has the power to consider the conduct of anyone who wishes to become a member of CILEx and the conduct of anyone who is already an existing member of CILEx. If a person has declared at membership application stage a Prior Conduct, (for example a bankruptcy judgement or a criminal conviction) the matter may be put to the

PCP to consider. The PCP will then decide if that person has the suitable character to become a member. The PCP may refuse or approve a person's application to become a member.

The PCP will also deal with Prior Conduct declarations made by anyone who is an existing member (of any grade) or authorised person of CILEx in addition to any complaints made against them.

The DT considers matters referred to it by the PCP and there is an Appeals Panel which deals with all matters that are being appealed from the PCP and the DT.

The PCP and the DT consider a member's conduct against the standards set out in the CILEx Code of Conduct. They decide if allegations of misconduct are found proved and therefore, breach the CILEx Code of Conduct and is unbecoming to the profession. The PCP and the DT have the power to sanction an existing member for any misconduct that is found proved. If the PCP does not refer the member's conduct matter to the DT they have the power to require a member to give undertakings as to their future conduct, impose conditions in regard to their employment, reprimand and/or warn a member. The DT has the same powers as the PCP but they also have the power to fine or exclude members from CILEx membership.

The AP will consider any appeals for example where a person has been refused membership of CILEx or where a member is fined.

A person may also be ordered to pay the costs of any investigation into their conduct if the matter is found proved.

The standards which all members are required to observe are set out in the CILEx Code of Conduct. It sets out nine principles CILEx members must follow. It is our core guidance on the conduct, practice and professional performance expected of you and is sent to all students on enrolment and also to newly admitted Fellows. A copy of the Code is available at:

<http://www.cilexregulation.org.uk/conduct-and-complaints>

All conduct matters including any that are declared at membership application stage are dealt with by CILEx Regulation Ltd.

Section 2: Overview of CILEx Level 3 Legal Services knowledge qualifications

2.1 Introduction to the CILEx Level 3 Legal Services knowledge qualifications

The titles of the CILEx Level 3 Legal Services knowledge qualifications are as follows:

- CILEx Level 3 Certificate in Civil Litigation
- CILEx Level 3 Certificate in Employment Practice
- CILEx Level 3 Certificate in Family Practice
- CILEx Level 3 Certificate in Private Client Practice
- CILEx Level 3 Certificate in Property

Developed in conjunction with employers and stakeholders within the Legal Services sector, these qualifications are designed not only to meet the new and emerging requirements of the legal services sector for the development of skills and knowledge for new and niche legal practice areas, but also to recognise existing specialisms and bring greater career definition for those working within the Legal Services sector.

Each of these qualifications represents an initial and rounded introduction to the skills, knowledge and understanding required to work in a job role in a specific area of legal practice. Consisting of a flexible mixture of law, legal practice and professional skills units, each qualification requires that the student is introduced to client care skills and a linked law and practice subject before going on to customise their study with an additional unit in an area of law, practice or skill that best enables them to undertake their job role and/or develop their skills and understanding further.

The CILEx Level 3 Legal Services knowledge qualifications are the 'knowledge' pathways underpinning the Advanced Apprenticeship in Legal Services. They are also standalone qualifications in their own right.

The CILEx Level 3 Legal Services knowledge qualifications contain Law and Professional Skills units shared with the CILEx Level 3 Professional Diploma in Law and Practice. These 'common units' mean that achievement of units towards a Level 3 Legal Services knowledge qualification is also achievement towards the CILEx Level 3 Professional Diploma in Law and Practice; the first stage on the route towards becoming a Chartered Legal Executive Lawyer.

2.2 Target groups

The CILEx Level 3 Legal Services qualifications have been designed to suit individuals in a variety of workplace situations.

The CILEx Level 3 Legal Services knowledge qualifications are, firstly, aimed at younger people looking to become Advanced Legal Apprentices who have maybe already completed GCSEs or a relevant Intermediate Apprenticeship and who now want to move into a Legal Services career or further develop their skills within an existing Legal Services role.

The CILEx Level 3 Legal Services knowledge qualifications are also, however, aimed at those individuals who have longer standing roles within the Legal Services sector and who are looking to develop knowledge and understanding of a new area of work or who are looking to create some form of recognition for their specialist role within their organisation.

Each of the qualifications represents a defined end in itself, but the progression routes through to the CILEx Professional qualification and/or the Higher Apprenticeship requirements mean that the qualifications are also a potential stage in the professional development of an individual in the workplace.

The qualifications can be studied part-time or full-time.

2.3 The Level of the qualifications

The CILEx Level 3 Legal Services knowledge qualifications have been designed to assess knowledge, understanding and skills at Level 3 of the Regulated Qualifications Framework (RQF)*. Each qualification has been designed to be comparable in level of difficulty to GCE Advanced Level study.

* see section 2.7 below for information on the RQF (Regulated Qualifications Framework).

2.4 Entry requirements

There are no formal entry requirements for these qualifications. However many employers taking on apprentices at this level or looking to support existing employees will expect a high standard of literacy and numeracy eg. GCSE grades A*-C, A Levels or a proven ability to work at this level, such as experience gained through employment or voluntary work.

2.5 Common units and exemptions

The CILEx Level 3 Legal Services knowledge qualifications contain units which are common to the CILEx Level 3 Professional Diploma in Law and Practice.

CILEx will consider granting exemptions to learners from units of the CILEx Level 3 Legal Services knowledge qualifications where they can demonstrate that they have passed examinations in Law and/or Practice at a comparable standard and with substantially similar subject content. Exemptions cannot be granted from part of a unit.

For more information, please see full details of CILEx's current exemption arrangements by visiting the CILEx website (www.cilex.org.uk). Eligibility for exemptions can be checked by viewing the guidance document on www.cilex.org.uk.

2.6 Relationship with National Occupational Standards (NOS) and Functional/ Essential Skills

Signposting to the National Occupational Standards for Legal Services is provided in the specification for each individual unit.

Programmes of study leading towards these qualifications will provide learners with the opportunities to develop the skills and knowledge relevant to a number of Functional/Essential Skills areas.

2.7 The Regulated Qualifications Framework

The CILEx Level 3 Legal Services knowledge qualifications are on the Regulated Qualifications Framework (RQF). The RQF replaced the Qualifications and Credit Framework (QCF) and National Qualifications Framework (NQF) in October 2015.

Each of the units in this Qualifications Handbook has a credit value. Each qualification has the following total credit value:

Qualification	Credit value	Total Qualification Time
CILEx Level 3 Certificate in Civil Litigation	28 credits	280
CILEx Level 3 Certificate in Employment Practice	28 credits	280
CILEx Level 3 Certificate in Family Practice	28 credits	280
CILEx Level 3 Certificate in Private Client Practice	28 credits	280
CILEx Level 3 Certificate in Property	28 credits	280

2.8 Changes in the Law

CILEx will review its unit specifications (see 3.5 for an explanation of unit specifications) annually to identify and advise on any aspects of Law and Practice which are going to be amended or introduced during the course of the upcoming academic year.

As a rule, CILEx will **not** expect Level 3 learners to show knowledge in assessment of a change in the Law or Practice of the Law which has been implemented 6 months or less prior to the date of the assessment.

Up to date unit specifications will be posted on the CILEx website (www.cilex.org.uk).

Explanations of the unit specifications can be found on the CILEx website on the relevant unit specifications page.

2.9 Qualification and unit reference numbers

Qualification title	Ofqual / CCEA qualification number	Qualifications Wales Qualification number
CILEx Level 3 Certificate in Civil Litigation	601/0267/6	C00/0562/4
CILEx Level 3 Certificate in Employment Practice	601/3416/1	C00/0633/9
CILEx Level 3 Certificate in Family Practice	601/0265/2	C00/0590/9
CILEx Level 3 Certificate in Private Client Practice	601/0263/9	C00/0591/1
CILEx Level 3 Certificate in Property	601/0264/0	C00/0591/0

Unit title	Law, Practice or Professional Skills units	Unit reference number
Unit 1 Introduction to Law and Practice	Law	H/504/7041
Unit 2 Contract Law	Law	H/505/1834
Unit 4 Land Law	Law	R/504/7049
Unit 5 Law of Tort	Law	D/504/6177
Unit 6 Employment Law	Law	F/506/2405
Unit 7 Family Law	Law	D/504/7037
Unit 8 Law of Wills and Succession	Law	K/504/7042
Unit 9 Civil Litigation	Practice	H/504/7038
Unit 10 Conveyancing	Practice	A/504/7045
Unit 12 The Practice of Family Law	Practice	K/504/7039
Unit 13 The Practice of Employment Law	Practice	J/504/7050
Unit 14 Probate Practice	Practice	Y/504/7036
Unit 15 The Practice of Law for the Elderly Client	Practice	L/504/7048
Unit 16 Client Care Skills	Professional Skills	L/504/6174
Unit 17 Legal Research Skills	Professional Skills	Y/504/6176
Unit 18 The Practice of Child Care Law	Practice	K/505/2483
Unit 19 Residential and Commercial Leasehold Conveyancing	Practice	D/505/2478

Please note:

1. The unit numbers above are identical to the Level 3 Professional Diploma in Law and Practice unit numbers. Where a Level 3 unit has not been included in a Level 3 Legal Services qualification, then it has not been included above.
2. Units 18 and 19 have also been added to the qualification structure for the Level 3 Certificate and Diploma in Law and Practice.

Section 3: Qualification Structure and Unit Content

3.1 Structures of the CILEx Level 3 Legal Services Knowledge Qualifications

The CILEx Level 3 Legal Services knowledge qualifications have the following structures:

CILEx Level 3 Certificate in Civil Litigation

From the following list of units, learners must achieve 4 units consisting of Unit 16 Client Care Skills, 1 substantive Law unit, 1 Practice unit and any other unit:

Unit Title	Level	Credits	GLH
Unit 1 Introduction to Law and Practice*	3	7	25
Unit 2 Contract Law	3	7	25
Unit 5 Law of Tort	3	7	25
Unit 9 Civil Litigation	3	7	25
Unit 16 Client Care Skills	3	7	25
Unit 17 Legal Research Skills	3	7	25

Total credits: 28

Total Guided Learning Hours (GLH): 100

CILEx Level 3 Certificate in Employment Practice

From the following list of units, learners must achieve 4 units consisting of Unit 16 Client Care Skills, 1 substantive Law unit, 1 Practice unit and any other unit:

Unit Title	Level	Credits	GLH
Unit 1 Introduction to Law and Practice*	3	7	25
Unit 2 Contract Law	3	7	25
Unit 6 Employment Law	3	7	25
Unit 13 The Practice of Employment Law	3	7	25
Unit 16 Client Care Skills	3	7	25
Unit 17 Legal Research Skills	3	7	25

Total credits: 28

Total GLH: 100

CILEx Level 3 Certificate in Family Practice

From the following list of units, learners must achieve 4 units consisting of Unit 16 Client Care Skills, 1 substantive Law unit, 1 Practice unit and any other unit:

Unit Title	Level	Credits	GLH
Unit 1 Introduction to Law and Practice*	3	7	25
Unit 7 Family Law	3	7	25
Unit 12 The Practice of Family Law	3	7	25
Unit 16 Client Care Skills	3	7	25
Unit 17 Legal Research Skills	3	7	25
Unit 18 The Practice of Child Care Law	3	7	25

Total credits: 28

Total GLH: 100

CILEx Level 3 Certificate in Private Client Practice

From the following list of units, candidates must achieve 4 units consisting of Unit 16 Client Care Skills, 1 substantive Law unit, 1 Practice unit and any other unit:

Unit Title	Level	Credits	GLH
Unit 1 Introduction to Law and Practice*	3	7	25
Unit 8 Law of Wills and Succession	3	7	25
Unit 14 Probate Practice	3	7	25
Unit 15 The Practice of Law for the Elderly Client	3	7	25
Unit 16 Client Care Skills	3	7	25
Unit 17 Legal Research Skills	3	7	25

Total credits: 28

Total GLH: 100

CILEX Level 3 Certificate in Property

From the following list of units, candidates must achieve 4 units consisting of Unit 16 Client Care Skills, 1 substantive Law unit, 1 Practice unit and any other unit:

Unit Title	Level	Credits	GLH
Unit 1 Introduction to Law and Practice*	3	7	25
Unit 2 Contract Law	3	7	25
Unit 4 Land Law	3	7	25
Unit 10 Conveyancing	3	7	25
Unit 16 Client Care Skills	3	7	25
Unit 17 Legal Research Skills	3	7	25
Unit 19 Residential and Commercial Leasehold Conveyancing	3	7	25

Total credits: 28

Total GLH: 100

Please note:

***Unit 1 Introduction to Law and Practice** does not count as a substantive Law unit, and must only be chosen as an 'any other unit' choice.

3.2 Accompanying notes on qualification structures

Credit and GLH

You will note that these are recorded as totals after each qualification structure.

Credit, as well as being an expression of the transferable value of the qualification, also indicates the size of the qualification. For example, a '28' credit qualification also informs you that the qualification should take the average learner approximately 280 hours to achieve (ie 1 credit = 10 hours of learning time). This is the amount of 'learning time' for the qualification. Learning time is the total amount of learning the average learner needs to spend in order to achieve the qualification. It includes teaching time, private study time and time spent on assessments.

Alternatively, GLH (guided learning hours) is a narrower definition of qualification size. This figure estimates the amount of time taken by the provider to deliver the qualification. This would include delivery, personal tuition and assessment.

3.3 Assessment pattern

The units and their methods of assessment can be categorised as follows:

Unit 1 Introduction to Law and Practice

Unit 1 is a broad introduction to the English legal context. Covering generic topics such as the sources and structure of the English legal system, it serves as an underpinning foundation to the study of specific areas of Law that make up the qualification. Unit 1 is assessed through a 1 hour multiple choice test. Results for this unit are graded Pass, Merit and Distinction.

Notional* grade boundaries are set as follows:

Pass grade – 60% of total available marks

Merit grade – 75% of total available marks

Distinction grade – 85% of total available marks

Unit 1 Introduction to Law and Practice is not a mandatory unit for the Level 3 Legal Services qualifications, and it is not a substantive Law unit for the purposes of the structure of the qualification. Unit 1 Introduction to Law and Practice can only be taken by students as an 'any other unit' choice.

For further details on best practice delivery in situations where this unit is not going to be delivered as a part of a Level 3 Legal Services knowledge qualification outcome, please go to **Appendix E: The Qualification Units – explanatory notes for tutors.**

The Law Units (Units 2, 4, 5, 6, 7 and 8)

All learners are required to study and achieve an underpinning law unit essential to the relevant legal practice units.

All Law units are assessed by a 1½ hour examination (plus 15 minutes reading time). Results for these units are graded Pass, Merit and Distinction.

Notional* grade boundaries are set as follows:

Pass grade – 50% of total available marks

Merit grade – 65% of total available marks

Distinction – 75% of total available marks

The Practice Units (Units 9, 10, 12, 13, 14, 15, 18 and 19)

All learners are required to study and achieve a legal practice unit relevant to the administration of the law within their chosen area.

All Practice units are assessed by a 1½ hour examination based on case study materials which are released to learners approximately 6 weeks in advance of the examination. Learners are permitted 15 minutes reading time before starting the examination. Results for these units are graded Pass, Merit and Distinction.

Notional* grade boundaries are set as follows:

Pass grade – 50% of total available marks

Merit grade – 65% of total available marks

Distinction – 75% of total available marks

*Notional grade boundaries offer tutors and learners the opportunity to understand approximately the 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.

The Professional Skills Units (Units 16 and 17) offer learners the opportunity to demonstrate proficiency and understanding in key transferable skills within a legal context. Employers prioritise the development of skills among legal employees, and CILEx has responded to this by developing these two 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.

For the Level 3 Legal Services qualifications, CILEx has made Unit 16 Client Care Skills a requirement for learners.

3.4 Unit and qualification outcomes

Learners need to achieve each of the units of a qualification in order to be awarded that qualification. Where a learner fails an examination/Professional Skills assessment, the learner is permitted to resit the assessment. There is no limit on the number of times a learner can resit an assessment.

Overall results for all the CILEx Level 3 Legal Services knowledge qualifications are not graded. Learners, who achieve those units which meet the rules of a specific qualification, will be issued with a certificate confirming achievement of the qualification.

3.5 Presentation of qualification units

A unit specification is available for each of the units for the Legal Services knowledge qualifications. 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

Explanations of the unit specifications can be found on the CILEx website on the relevant unit specifications page.

Section 4: Qualification Administration

4.1 Introduction

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 (Unit 16 Client Care Skills and Unit 17 Legal Research Skills) 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. Accredited centres must register their learners 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.

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's Level 3 Legal Services knowledge qualifications including:

- the results enquiries and appeals policy (section 4.10) which sets out how learners can challenge the results of their examinations or assessments
- the examination regulations (section 4.2.5)
- the professional skills regulations (section 4.3.3)
- the examination registration regulations (section 4.2.2 and **Appendix D**)
- the malpractice policy (section 4.14)
- the missing script policy (section 4.15)

4.2 Registering for examinations - all Law and Practice units (ie all units except units 16 and 17)

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.
- Centres and learners should refer to the **Key Dates and Deadlines** table in **Appendix A** for the actual dates of each examination session.
- Centres and learners should also refer to the **Examination Timetable** in **Appendix C**.

4.2.2 The examination registration process for Law and Practice examinations

- All learners must have been registered by their accredited centre as members of CILEx (and have their subscriptions and any other related fees paid up to date) in order to take examinations leading towards the CILEx Level 3 Legal Services qualifications.
- Centres must use the 'CILEx Level 3 and Level 4 Legal Services Qualifications – Knowledge Qualification Entry Form' available from the CILEx website. Centres and learners should refer to the **Key Dates and Deadlines** table in **Appendix A** for the actual dates of each examination session intake. No entries will be accepted or amended after the closing date.

- The fees for examination registration are set out in **Appendix B**.
- CILEx will acknowledge receipt of Legal Services Qualifications - Knowledge Qualification Entry Forms within 5 working days of receipt.
- Resits will normally be organised by and undertaken at the accredited centre. Where the accredited centre (for whatever reason) is unable to organise and accommodate the resit, learners must obtain a copy of the 'Legal Services Qualifications - Knowledge Qualification Entry Form', enter themselves at a CILEx external centre and pay the external centre fee per examination unit entered. This **must** be done before the session closing date, no amendments to entries will be accepted after this date and learners will be unable to sit their examinations without a valid entry.
- Where centres wish to enter learners for 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. Centres and 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 examinations due to the clash.
- Centres must ensure that valid Legal Services Qualifications - Knowledge Qualification Entry Forms are received by CILEx by the deadlines set out in the **Key Dates and Deadlines** table in **Appendix A**.
- No entries will be accepted after the session intake closing date. Under no circumstances will learners be registered for the examination if the entry form is received by CILEx after the assessment registration deadline, or if the entry is incomplete.
- All centres must comply with the **Examination and Professional Skills Registration Regulations** in **Appendix D**. Please read these carefully as they form the rules of entry for examinations.
- No amendments will be made after the session closing date and learners will be unable to sit examinations where incorrect information has been provided to CILEx. Refunds and credits are not given.
- CILEx will invoice the centre within 5 working days of entries being received. Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended. Any outstanding debts will be notified by monthly statements until the balance is cleared.

4.2.3 Examination admission permits

- Examination admission permits are dispatched hardcopy to centres prior to the examination session. The published dates are set out in the **Key Dates and Deadlines** table in **Appendix A**.
- Permits are distributed by post to each centre to be then distributed by the centre to relevant learners.
- 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
- Examination admission permits are also available online through MyCILEx. Learners will need to register with MyCILEx before being able to access their relevant admission permits.
- 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.

- If you have any queries concerning your admission permit, please email 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 the learner's 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 presented can be found within Appendix F, which appears on the CILEx website, and is sent to the centre to be distributed to students with the examination admission permit.
- Learners with queries about the identity checks should contact the Awards-Operations department awards@cilex.org.uk.

4.2.5 Examination regulations (**Appendix F**)

- The Examination Regulations are posted on the CILEx website (www.cilex.org.uk) and are made available to learners with their examination admission permits.
- All learners are required to comply with the Examination Regulations.
- 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 who are studying with/attending an accredited centre (college) but who are not local to that centre may take their examinations at a CILEx external examination centre. Where accredited centres have students in this situation, they must use the 'Legal Services Qualifications – Knowledge Qualification Entry Form' to inform CILEx where learners are sitting the examination.
- Learners studying with a distance learning accredited centre (for example Cardiff College Online or CILEx Law School (CLS)) take their examinations at a CILEx external examination centre.
- Centres with 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 Legal Services Qualifications - Knowledge Qualification Entry Form and is also available by visiting the study area of www.cilex.org.uk.

4.3 Undertaking the Professional Skills assessments – Client Care Skills (Unit 16) and Legal Research Skills (Unit 17)

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 (eg college, distance learning provider, private training provider). 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** table in **Appendix A** for more details.

Centres enter learners for the Professional Skills units in the same way as entering for a Law and Practice examination. **When a centre enters a learner with CILEx for the Professional Skills units, they are registering the learner 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 (Units 16 and 17)

- All learners must be registered as members of CILEx (and have their subscription fees paid up to date) in order to submit their Professional Skills assessments to CILEx.
- Centres must use the 'Legal Services Qualifications – Knowledge Qualification Entry Form' available from the CILEx website.
- Centres and learners should refer to the **Key Dates and Deadlines** table in **Appendix A** for the actual dates of each assessment session intake. No entries will be accepted or amended after the closing date.
- The Professional Skills registration fee is set out in **Appendix B**.
- CILEx will acknowledge receipt of Legal Services Qualifications - Knowledge Qualification Entry Forms within 5 working days of receipt.
- Centres must ensure that their valid assessment entry is received by CILEx by the deadlines set out in the **Key Dates and Deadlines** table in **Appendix A**.
- No entries will be accepted after the session intake closing date. Under no circumstances will learners be registered to submit Professional Skills assessments to CILEx if the entry form is received by CILEx after the assessment registration deadline, or if the entry is incomplete.
- All centres must comply with the **Examination and Professional Skills Registration Regulations** in **Appendix D**. Please read these carefully as they form the rules of entry for examinations and Professional Skills assessments.
- No amendments will be made after the session closing date and learners will be unable to submit Professional Skills assessments where incorrect information has been provided to CILEx. Refunds and credits are not given.
- CILEx will invoice the centre within 5 working days of entries being received. Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended. Any outstanding debts will be notified by monthly statements until the balance is cleared.
- When deciding whether to enter 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 entering 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 be entered 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 entering 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 centre has entered a learner to have their Professional Skills assessment submitted to CILEx, but the centre does not consider that the student 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 be entered 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 be entered 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 Regulations

All Professional Skills learners are required to comply with the Professional Skills regulations. The Professional Skills regulations are available on the CILEx website (www.cilex.org.uk) and copies are provided to CILEx Accredited Centres. Learners must sign the Candidate Submission Checklist to confirm compliance with the Professional Skills regulations.

4.4 Setting and agreeing grade boundaries for the Law and Practice units (ie all units except units 16 and 17)

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

In section 3.3: 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 students. 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 learner 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 (ie all units except units 16 and 17)

- The results notifications for the Level 3 Law and Practice units will be published online via myCILEx and are also sent out by first class post to centres by the deadlines set out in the **Key Dates and Deadlines** in **Appendix A**.
- 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.

4.5.2 Professional Skills (Units 16 and 17) results

- The results notifications for the Professional Skills units will be published online via myCILEx and are also sent out by first class post to centres by the deadlines set out in the **Key Dates and Deadlines** in **Appendix A**.
- 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. Further advice and guidance for tutors on the nature of the moderation process can be found in **Appendix E**.

4.6 Re-attempting units

Law and Practice Examinations (ie all units except units 16 and 17)

- Learners who have failed examinations for the Level 3 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.
- Centres with learners resitting examinations must follow the guidance in section 4.2 above.
- The examination fees, as set out in **Appendix B**, apply to re-sit examinations as well as students sitting examinations for the first time.

Professional Skills (Units 16 and 17)

- 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, the centre will need to re-enter the learner (see section 4.3.1) and pay the appropriate registration fee (**Appendix B**) 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

4.7.1 An explanation of 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.

4.7.2 How to apply for reasonable adjustments

- Learners who consider they may require adjustments to the assessment arrangements because the standard arrangements present an unnecessary barrier must ensure that they are familiar with the **CILEx Reasonable Adjustments Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.
http://www.cilex.org.uk/study/information_for_Learners/support_for_Learners/reasonable_adjustments
- All requests for reasonable adjustments must be made in writing, using the Reasonable Adjustments Application form by the deadline (see **Appendix A: Key Dates and Deadlines**) and supported by evidence as set out in the **CILEx Reasonable Adjustments Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.
- Reasonable adjustments requests must be sent to the Assessment Team at CILEx.
- Learners must apply for reasonable adjustments for each examination/assessment session at which they are taking examinations/assessments. Adjustments agreed for one examination/assessment session are not automatically carried forward to the next examination/assessment session.

4.7.3 Appealing the outcome of a reasonable adjustments application

- Learners are permitted to appeal the outcome of a reasonable adjustments application if the application was made prior to the deadline for reasonable adjustments applications (see **Appendix A - Key Dates and Deadlines**).
- Learners must refer to information on the reasonable adjustments appeals process set out in the **CILEx Enquiries and Appeals Policy – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.

4.7.4 Where to find out more information about reasonable adjustments

- 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 (www.cilex.org.uk).
- Queries about reasonable adjustments can be raised with the Assessment Team at CILEx.

4.8 Access Arrangements

4.8.1 An explanation of 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.

4.8.2 How to apply for access arrangements

- Learners who consider they may require access arrangements because the standard arrangements present an unnecessary barrier must ensure that they are familiar with the **CILEx Access Arrangements Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.
- All requests for access arrangements must be made in writing, using the Access Arrangements Application form by the deadline (see **Appendix A: Key Dates and Deadlines**) and supported by evidence as set out in the **CILEx Access Arrangements Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.

- Access arrangements applications must be sent to the Assessment Team at CILEx.
- Learners must apply for access arrangements for each examination/assessment session at which they are taking examinations/assessments. Arrangements agreed for one examination/assessment session are not automatically carried forward to the next examination/assessment session.

4.8.3 Appealing the outcome of an access arrangements application

- Learners are permitted to appeal the outcome of an access arrangements application if the application was made prior to the deadline for access arrangements applications (see **Appendix A - Key Dates and Deadlines**).
- Learners must refer to information on the access arrangements appeals process set out in the **CILEx Enquiries and Appeals Policy – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.

4.8.4 Where to find out more information about access arrangements

- 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
- http://www.cilex.org.uk/study/information_for_Learners/support_for_Learners/reasonable_adjustments
- Queries about access arrangements can be raised with the Assessment Team at CILEx.

4.9 Special Consideration

4.9.1 Explanation of 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 learner. The size of the adjustment depends on the individual student'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.

Special consideration is not permitted for the Professional Skills assessments (Unit 16 Client Care Skills and Unit 17 Legal Research Skills). 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.

4.9.2 How to apply for special consideration

- Learners who consider that they have been disadvantaged during an examination (for the Law and Practice units (Units 1–15, 18 and 19) due to illness, injury or adverse circumstances which arose at or near the time of the assessment must refer to the **CILEx Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.

- All requests for special consideration must be made in writing by the deadlines in **Appendix A: Key Dates and Deadlines** and supported by evidence as set out in the **CILEx Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**. The deadlines are before the examination results are released.
- Special consideration applications must be sent to the Assessment Team at CILEx.
- Learners must apply for special consideration for each examination session at which they are taking examinations. Special consideration applications approved for one examination are not automatically carried forward to future examinations.
- Any application received after the deadline will **not** be processed under any circumstances.

4.9.3 How are special consideration decisions made?

- The special consideration applications from learners who have failed the assessment by 5% or less are considered. Applications from learners who have passed the assessment or who failed by more than 5% are not considered.
- The decision about whether to grant special consideration is made on the basis of the evidence submitted with the application, by the deadline, in accordance with maximum allowance criteria set out in the **CILEx Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.
- Decisions on special consideration applications are made prior to the release of the examination results.
- If a mark adjustment is approved, the examination result the learner receives will reflect the adjustment.

4.9.4 Appealing the outcome of a special consideration application

- Learners are permitted to appeal the outcome of a special consideration application if their examination result falls 5% or less below the pass mark and their application for special consideration was submitted to CILEx by the deadline.
- Learners must refer to information on the special consideration appeals process set out in the **CILEx Enquiries and Appeals Policy – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**.

4.9.5 Where to find out more information about special consideration

- 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 (www.cilex.org.uk).
- Queries about special consideration can be raised with the Assessment Team at CILEx.

4.10 Results enquiries and appeals process

4.10.1 What are results enquiries and appeals?

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 (either independently or through their accredited centre) may challenge the mark/grade they have received – this is known as a results enquiry. Centres/learners can request a results enquiry irrespective of the grade received. For Law and Practice units (with the exception of Unit 1

Introduction to Law and Practice), centres/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, centres/learners can request a clerical check of their result. A re-mark cannot be requested for Unit 1.

For a Professional Skills assessment (Unit 16 Client Care Skills and Unit 17 Legal Research Skills), centres/learners can request a clerical check **AND/OR** a quality assurance review.

4.10.2 The results enquiry and appeals process for Law and Practice units (ie all units except units 16 and 17)

(i) Results Enquiry - Clerical Check – Law and Practice units

- This involves a clerical check of all procedures leading to the issue of the result to the student, including checking the learner's answer script to ensure the result issued to the learner is accurate and reflects the marks the examiner awarded on the answer script.
- CILEx provides written confirmation of the outcome of a clerical check in the form of a letter confirming the learner's examination result. A clerical check does not provide additional feedback or commentary on a learner's performance.
- An amended results notification is provided if the clerical check outcome leads to a change of examination result.
- The outcome of the clerical check is sent within 15 working days of receipt of the clerical check request.
- The outcome of the clerical check, if different from the original mark awarded, overrides the original mark awarded.
- To apply for a clerical check, centres/learners must complete the Results Enquiry form and send it to the Assessment Team with the appropriate fee (see **Appendix B**) by the deadlines set out in **Appendix A: Key Dates and Deadlines**.
- Where the application is made by the accredited centre, then CILEx will invoice the centre within 5 working days of the application being received for the appropriate fee (see **Appendix B**). Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- Where the application is made by the learner, the learner must include the appropriate fee (see **Appendix B**).

(ii) Results Enquiry - Re-mark – Law and Practice units with the exception of Unit 1

- A re-mark involves the re-marking of a learner's answer script in accordance with the approved marking scheme.
- The re-marking exercise is normally undertaken by a member of CILEx's qualified assessment personnel who did not carry out the initial marking of the learner's answer script.
- The outcome of the re-mark is sent out within 6 weeks of receipt of the (re-mark) request.
- The outcome of a re-mark is the issue of an examination result to a learner. A re-mark does not provide additional feedback or commentary on a learner's performance.
- The outcome of the re-mark, if different from the original mark (and, if applicable, grade awarded) overrides the original mark/grade awarded (even if it is a lower mark or grade than the original mark or grade).
- The outcome of a re-mark overrides the outcome of a clerical check, in the event that a learner has also requested a clerical check.
- An amended results notification is provided if the re-mark leads to a change of examination result.

- To request a re-mark for the Law or Practice units, centres/learners must complete the Results Enquiry form and send it to the Assessment Team with the appropriate fee (see **Appendix B**) by the deadlines set out in **Appendix A: Key Dates and Deadlines**.
- Where the application is made by the accredited centre, then CILEx will invoice the centre within 5 working days of the application being received for the appropriate fee (see **Appendix B**). Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- Where the application is made by the learner, the learner must include the appropriate fee (see **Appendix B**).
- The re-mark process does not take into account any special consideration for illness, bereavement or other factors which may have affected the learner's performance. Learners seeking special consideration must read the **CILEx Reasonable Adjustment and Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications**, and ensure they apply by the deadlines, shortly after the examination has been taken.
- If a learner/centre is not satisfied with the outcome of the re-marking process, they may apply for a Stage 1 Appeal (see (iii) below).

(iii) Stage 1 Appeal – CILEx Internal Review Panel – Law and Practice units

- Stage 1 Appeals are considered by the **CILEx Internal Review Panel**.
- The membership of the CILEx Internal Review Panel comprises Senior Managers at CILEx with no direct interest in the case.
- The CILEx Internal Review Panel will only consider a Stage 1 Appeal when a re-mark has been requested (or a clerical check for Unit 1 Introduction to Law and Practice), processed and the outcome has been issued to the learner/centre.
- The CILEx Internal Review Panel will only consider whether the correct procedures were followed consistently during the results enquiry stage and whether they were applied properly and fairly in arriving at judgements.
- Learners/centres must apply for a Stage 1 Appeal within 20 working days of the date of the notification of the re-mark outcome using the Stage 1 Appeal form. Learners requesting a Stage 1 Appeal must include the appropriate fee with the form. Centres will be invoiced for the appropriate fee within 5 working days of the application being received. Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- CILEx will send an acknowledgement letter to confirm receipt of a Stage 1 Appeal form within 5 working days of its receipt by CILEx.
- The outcome of a Stage 1 Appeal will be notified to the learner/centre within 25 working days of the date of the acknowledgement letter.
- If the CILEx Internal Review Panel finds that the correct procedures have not been followed, it will inform the applicant and remedial action will be taken. This may or may not include reconsideration of the examination result. The fees paid will be refunded by CILEx.

(i) Stage 2 Appeal - Independent Review – Law and Practice units

- Stage 2 Appeals are considered by the **CILEx Independent Review Panel**. The membership of Independent Review Panel includes independent members who are not part of CILEx's team of assessment personnel or members of CILEx staff.
- A Stage 2 Appeal - Independent Review can only be requested if a Stage 1 Appeal has been requested and the outcome received by the learner/centre.
- Applicants (learners/centres) must provide a clear reason why they consider that CILEx did not follow due process and a reason for escalating the appeal to the Independent Review Panel.
- The Independent Review Panel will draw upon the facts from the enquiry stage (clerical check (if requested) and re-mark) and the 1st appeal stage (CILEx Internal

Review Panel). The Independent Review Panel will only consider whether CILEx has followed required procedures consistently and has applied them properly and fairly in arriving at judgments.

- The Independent Review Panel is not concerned with making judgements about a learner's work. It is not authorised to re-mark a learner's work.
- Applicants (learners/centres) must apply for a Stage 2 Appeal within 20 working days of the date of the notification of the Stage 1 Appeal outcome using the Stage 2 Appeal form. Learners requesting a Stage 2 Appeal must include the appropriate fee with the form. Centres will be invoiced for the appropriate fee within 5 working days of the application being received. Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- CILEx will send an acknowledgement letter to confirm receipt of a Stage 2 Appeal form within 5 working days of its receipt by CILEx.
- Independent Review Panel meetings are held a maximum of 40 working days after a request for a Stage 2 Appeal (independent review) has been received. Meeting dates are normally planned in advance and confirmation of the next meeting of the Independent Review Panel is normally provided in the acknowledgement letter.
- If the Independent Review Panel finds that the appropriate procedures have not been followed, it will inform the applicant (learner/centre) and recommend appropriate action to CILEx accordingly. The independent review process does not provide additional feedback or commentary on a learner's performance.
- If the Independent Review Panel confirms the decision of the CILEx Internal Review Panel, the applicant (learner/centre) is advised accordingly.
- The decision of the Independent Review Panel is issued within **5 working days** of the Panel meeting.
- The decision of the Independent Review Panel is final.
- No further appeal is permitted after the independent review.

4.10.3 The results enquiries and appeals process for the Professional Skills units (Unit 16 Client Care Skills and Unit 17 Legal Research Skills)

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 first 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 request a results enquiry, 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/centre considers the reasons forwarded to the centre insufficient or unfounded, the learner/centre may request a results enquiry:

(i) Results Enquiry - Clerical Check – Professional Skills units

- This involves a clerical check of all procedures leading to the issue of the result to the learner.
- CILEx provides written confirmation of the outcome of a clerical check in the form of a letter confirming the learner's grade for the Professional Skills assessment. A clerical check does not provide additional feedback or commentary on a learner's performance.

- An amended results notification is provided if the clerical check leads to a Pass being awarded.
- The outcome of the clerical check is sent out within 15 working days of receipt of the clerical check request.
- The outcome of the clerical check, if different from the original grade awarded, overrides the original grade awarded.
- To apply for a clerical check, centres/learners must complete the Results Enquiry form and send it to the Assessment Team with the appropriate fee (see **Appendix B**) by the deadlines set out in **Appendix A: Key Dates and Deadlines**.
- Where the application is made by the accredited centre, then CILEx will invoice the centre within 5 working days of the application being received for the appropriate fee (see **Appendix B**). Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- Where the application is made by the learner, the learner must include the appropriate fee (see **Appendix B**).

(ii) Results Enquiry - Quality Assurance Review – Professional Skills units

- 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 normally undertaken by a member of CILEx qualified assessment personnel who did not carry out the initial quality assurance review of the learner's assessment.
- The outcome of the review is sent within 6 weeks of receipt of the review request.
- If the review leads to a Pass being awarded, an amended results notification is provided to the learner.
- The outcome of the review is the issue of a grade to the learner. A quality assurance review does not provide additional feedback or commentary on a learner's performance.
- To request a quality assurance review, centres/learners must complete the Results Enquiry form and send it to the Assessment Team with the appropriate fee (see **Appendix B**) by the deadlines set out in **Appendix A: Key Dates and Deadlines**.
- Where the application is made by the accredited centre, then CILEx will invoice the centre within 5 working days of the application being received for the appropriate fee (see **Appendix B**). Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- Where the application is made by the student, the student must include the appropriate fee (see **Appendix B**).
- If a student/centre is not satisfied with the outcome of the quality assurance review process, they may apply for a Stage 1 Appeal (see (iii) below).

(iii) Stage 1 Appeal – CILEx Internal Review Panel – Professional Skills units (units 16 and 17)

- Stage 1 Appeals are considered by the **CILEx Internal Review Panel**.
- The membership of the CILEx Internal Review Panel comprises Senior Managers at CILEx with no direct interest in the case.
- The CILEx Internal Review Panel will only consider a Stage 1 Appeal when a quality assurance review has been requested, processed and the outcome has been issued to the learner/centre.
- The CILEx Internal Review Panel will only consider whether the correct procedures were followed consistently during the results enquiry stage and whether they were applied properly and fairly in arriving at judgements.
- Learners/centres must apply for a Stage 1 Appeal within 20 working days of the date of the notification of the quality assurance review outcome using the Stage 1 Appeal form. Learners requesting a Stage 1 Appeal must include the appropriate fee with the form. Centres will be invoiced for the appropriate fee within 5 working days of the application being received. Payment terms will be strictly 28 days from the date

of the invoice. Non-payment of invoices may result in further services being suspended.

- CILEx will send an acknowledgement letter to confirm receipt of a Stage 1 Appeal form within 5 working days of its receipt by CILEx.
- The outcome of a Stage 1 Appeal will be notified to the learner/centre within 25 working days of the date of the acknowledgement letter.
- If the CILEx Internal Review Panel finds that the correct procedures have not been followed, it will inform the applicant and remedial action will be taken. This may or may not include reconsideration of the assessment result. The fees paid will be refunded by CILEx.

(iv) Stage 2 Appeal - Independent Review –Professional Skills units

- Stage 2 Appeals are considered by the **CILEx Independent Review Panel**. The membership of Independent Review Panel includes independent members who are not part of CILEx's team of assessment personnel or members of CILEx staff.
- A Stage 2 Appeal - Independent Review can only be requested if a Stage 1 Appeal has been requested and the outcome received by the learner/centre.
- Applicants (learners/centres) must provide a clear reason why they consider that CILEx did not follow due process and a reason for escalating the appeal to the Independent Review Panel.
- The Independent Review Panel will draw upon the facts from the enquiry stage (clerical check (if requested) and quality assurance review) and the 1st appeal stage (CILEx Internal Review Panel). The Independent Review Panel will only consider whether CILEx has followed required procedures consistently and has applied them properly and fairly in arriving at judgments.
- The Independent Review Panel is not concerned with making judgements about a student's work. It is not authorised to re-assess a learner's work.
- Applicants (learners/centres) must apply for a Stage 2 Appeal within 20 working days of the date of the notification of the Stage 1 Appeal outcome using the Stage 2 Appeal form. Learners requesting a Stage 2 Appeal must include the appropriate fee with the form. Centres will be invoiced for the appropriate fee within 5 working days of the application being received. Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in further services being suspended.
- CILEx will send an acknowledgement letter to confirm receipt of a Stage 2 Appeal form within 5 working days of its receipt by CILEx.
- Independent Review Panel meetings are held a maximum of 40 working days after a request for a Stage 2 Appeal (independent review) has been received. Meeting dates are normally planned in advance and confirmation of the next meeting of the Independent Review Panel is normally provided in the acknowledgement letter.
- If the Independent Review Panel finds that the appropriate procedures have not been followed, it will inform the applicant (learner/centre) and recommend appropriate action to CILEx accordingly. The independent review process does not provide additional feedback or commentary on a student's performance.
- If the Independent Review Panel confirms the decision of the CILEx Internal Review Panel, the applicant (learner/centre) is advised accordingly.
- The decision of the Independent Review Panel is issued within **5 working days** of the Panel meeting.
- The decision of the Independent Review Panel is final.
- No further appeal is permitted after the independent review.

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 and learners whose Professional Skills assessments have been approved by CILEx.

Qualification certificates are produced for learners who have successfully completed a CILEx Legal Services knowledge qualification. 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.

4.12 Past question papers, Chief Examiner’s reports and suggested answers

CILEx usually posts question papers on the website (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 (Units 16 and 17). As these materials are for use with learners until CILEx informs centres of their withdrawal as live materials, these materials must be kept securely 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 answer scripts 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 Student malpractice

CILEx has in place policies and procedures for dealing with cases of alleged learner malpractice. Learners are referred to CILEx Procedures for Dealing with Cases of Suspected Malpractice and CILEx Procedures for Dealing with Cases of Suspected Accredited Centre Malpractice or Maladministration on the CILEx website (www.cilex.org.uk) for further information.

4.15 Missing/lost/damaged scripts

CILEx has in place a policy in the unlikely event that learners’ examination answer scripts are lost, damaged or destroyed. Centres and learners are referred to ‘The Security of Examination Scripts Policy’ on the CILEx website (www.cilex.org.uk) for further information.

4.16 Release of examination answer scripts

Learners’ examination scripts for all the Law and Practice units are the property of CILEx and following the Data Protection Act 1998 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

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

Appendix A – Annual Schedule: Key Dates and Deadlines

January 2018 Examination and Professional Skills	Key Dates and Deadlines	June 2018 Examination and Professional
Noon (UK time) 4 August 2017	Examination Entry Form Available <i>(Professional & Legal Services Qualifications)</i>	Noon (UK time) 19 January 2018
9 October 2017	Deadline for new membership registration forms to be received by CILEx <i>(Registration forms received after this date will not be guaranteed to be processed in time to allow entry in accordance with the exam entry deadline)</i>	20 March 2018
9 October 2017	Deadline for exemption applications to be received by CILEx <i>(Application forms received after this date will not be guaranteed to be processed in time to allow entry in accordance with the exam entry deadline)</i>	20 March 2018
Noon (UK time) 20 October 2017	Examination Entry Closing Date <i>(Professional & Legal Services Qualifications - All unit entries to be received by CILEx)</i>	Noon (UK time) 6 April 2018
Noon (UK time) 27 October 2017	Late Examination Entry Closing Date <i>(Professional & Legal Services Qualifications - All unit entries to be received by CILEx, plus a one off late fee of £60.00)</i>	Noon (UK time) 13 April 2018
27 October 2017	Deadline for Reasonable Adjustment Applications in respect of pre-release case study material	13 April 2018
17 November 2017	Pre-release case studies available on the CILEx website <i>(Applicable to Level 3 and 6 practice units ONLY)</i>	20 April 2018
4 December 2017	Deadline for Reasonable Adjustment Applications	11 May 2018
18 December 2017	Examination Candidate Admission Permits Available	14 May 2018
8-12 January 2018	Professional Skills Submission Window <i>(For centres to submit Professional Skills assessments to CILEx for quality assurance checks.)</i> PLEASE NOTE: Assessments MUST be received by CILEx during this submission	4-8 June 2018
15-19 January 2018	Examination Week <i>CILEx Level 3 and 6 Professional Qualifications CILEx Level 3 and 4 Legal Services Knowledge Qualifications</i>	11-15 June 2018
9 February 2018	Deadline for Special Consideration Requests <i>CILEx Level 3 and 6 Professional Qualifications CILEx Level 3 and 4 Legal Services Knowledge Qualifications</i>	6 July 2018
9 February 2018	Deadline for Credit Requests <i>CILEx Level 3 and 6 Professional Qualifications CILEx Level 3 and 4 Legal Services Knowledge Qualifications</i>	6 July 2018
Noon (UK time) 29 March 2018	Examination Results Released <i>(Online and Offline)</i>	Noon (UK time) 24 August 2018
20 April 2018	Deadline for clerical check/re-mark/quality assurance review requests	14 September 2018

8 May 2018	Deadline for certificates to be dispatched to Learners <i>(Credit Certificates & Qualification Certificates)</i>	28 September 2018
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Appendix B – Fees

CILEx reviews its fees annually. The fees set out below relate to the January and June 2017 examinations and assessments.

Unit title	Exam Registration fee/ Professional assessment Registration fee	External Exam centre fee
Unit 1 Introduction to Law and Practice	£49	£17.50
Unit 2 Contract Law	£49	£17.50
Unit 4 Land Law	£49	£17.50
Unit 5 Law of Tort	£49	£17.50
Unit 6 Employment Law	£49	£17.50
Unit 7 Family Law	£49	£17.50
Unit 8 Law of Wills and Succession	£49	£17.50
Unit 9 Civil Litigation	£49	£17.50
Unit 10 Conveyancing	£49	£17.50
Unit 12 The Practice of Family Law	£49	£17.50
Unit 13 The Practice of Employment Law	£49	£17.50
Unit 14 Probate Practice	£49	£17.50
Unit 15 The Practice of Law for the Elderly Client	£49	£17.50
Unit 16 Client Care Skills	£49	N/A
Unit 17 Legal Research Skills	£49	N/A
Unit 18 The Practice of Child Care Law	£49	£17.50
Unit 19 Residential and Commercial Leasehold Conveyancing	£49	£17.50

Membership registration and subscription fees 2017

Registration fee	£40
Student member annual subscription fee	£80
Affiliate member annual subscription fee	£128
Associate member annual subscription fee	£190
Graduate Member annual subscription fee (First time registration, annual subscription and exemption fees total £660)	£220
Fellow annual subscription fee	£364

Please note that preferential rates are available; please contact membership@cilex.org.uk for further information.

Results Enquiries and Appeals Fees

Enquiry/Appeal	Fee
Clerical Check (available for all units)	£15
Re-mark (available for all units except Level 3 Unit 1 Introduction to Law and Practice)	£50
Quality Assurance Review (available for the Level 3 and Level 6 Professional Skills units only)	£50
Stage 1 Appeal	£25
Stage 2 Appeal	£25

Reasonable Adjustments Appeals

Appeal	Fee
Stage 1 Appeal	£25
Stage 2 Appeal	£25

Access Arrangements Appeals

Appeal	Fee
Stage 1 Appeal	£25
Stage 2 Appeal	£25

Special Consideration Appeals

Appeal	Fee
Stage 1 Appeal	£25
Stage 2 Appeal	£25

Student Malpractice

Appeal	Fee
Appeal against a malpractice decision	£50

The clerical check fee/re-mark fee/ quality assurance review fee is refunded to the centre/learner if the check/re-mark/review identifies an error in grade awarded to the student. For example, if as a result of a clerical check the learner's result is revised from a FAIL to a PASS. See section 4.10, for enquiries about results and appeals, for further information about what is involved in a clerical check/re-mark/QA review.

The Stage 1/Stage 2 Appeal/Malpractice Appeal fee is refunded if the Stage 1 /Stage 2/ Malpractice Appeal identifies that CILEx did not follow its procedures correctly and fairly.

Appendix C – Examination Timetable

CILEx Level 3 Legal Services Knowledge Qualifications

2018 Examination Session

January 2018 Examination Session

	15 January	16 January	17 January	18 January	19 January
AM	L3.1 Introduction to Law & Practice	L3.19 Residential & Commercial Leasehold Conveyancing	L3.4 Land Law L3.6 Employment Law	L3.10 Conveyancing L3.13 The Practice of Employment Law	L3.8 Law of Wills & Succession L3.18 The Practice of Child Care Law
PM	L3.2 Contract Law L3.12 The Practice of Family Law	L3.5 Law of Tort	L3.9 Civil Litigation L3.7 Family Law	L3.15 The Practice of Law for the Elderly Client	L3.14 Probate Practice

June 2018 Examination Session

	11 June	12 June	13 June	14 June	17 June
AM	L3.1 Introduction to Law & Practice	L3.19 Residential & Commercial Leasehold Conveyancing	L3.4 Land Law L3.6 Employment Law	L3.10 Conveyancing L3.13 The Practice of Employment Law	L3.8 Law of Wills & Succession L3.18 The Practice of Child Care Law
PM	L3.2 Contract Law L3.12 The Practice of Family Law	L3.5 Law of Tort	L3.9 Civil Litigation L3.7 Family Law	L3.15 The Practice of Law for the Elderly Client	L3.14 Probate Practice

Appendix D – Examination and Professional Skills Registration Regulations

CILEx 2018 Level 3 and 4 Legal Services Knowledge Qualifications

Examination and Professional Skills Registration Regulations

All learners must have been registered by their accredited centre as members of CILEx and have their subscription fees and any associated fees paid up to date at the time of entering the examination, sitting the examination and receiving the examination results/certificates.

Accredited centres are responsible for registering learners to take CILEx examinations and to have professional skills assessment submitted to CILEx.

Accredited centres must use the Level 3 and Level 4 Legal Services Qualifications – Knowledge Qualification Entry form to register learners and submit the form to CILEx in accordance with the deadlines set out below.

Exceptionally, learners may register directly with CILEx to re-sit CILEx examinations if they are no longer studying with the accredited centre at which they studied the unit concerned. Learners in these circumstances are referred to Section 6 below

All accredited centres must comply with the Examination and Professional Skills Registration Regulations. Please read the regulations carefully as they form the rules of entry for CILEx examinations and professional skills assessments.

Learners will be unable to sit examinations or submit assessments without a valid entry. Refunds and credits are **not available** in these instances.

No entries will be accepted after the late entry session intake closing date. Under no circumstances will learners be registered for examinations or professional skills assessments if centre entries are received, or if entries are incomplete, after the late entry examination registration deadline.

No amendments will be made after the late entry session closing date.

The opening and closing of registration for each session will always be noon UK time on the published opening/closing date.

CILEx does **NOT** accept Level 3 and Level 4 Legal Services Qualifications – Knowledge Qualification Entry forms sent by fax.

2. Accredited Centres

All learners are required to study the units they are being entered for with a CILEx accredited centre (course/learning provider). This applies across all examinations and professional skills assessments, there are no exceptions.

When entering learners for examinations accredited centres **MUST** select the correct accredited centre, examination venue and examination unit. Accredited centres **MUST** check their acknowledgement correspondence received from CILEx **immediately** and contact awards@cilex.org.uk **immediately** if there are any queries regarding the entries.

3. Examination Centres

Learners who are studying with/attending an accredited centre (college) but who are not local to that accredited centre may take their examinations at a CILEx external examination centre. Where accredited centres have learners in this situation, they must use the **Legal Services Qualifications – Knowledge Qualification Entry Form** to inform CILEx where students are sitting the examination.

Learners studying with a distance learning accredited centre **MUST** take their examinations at a CILEx external examination centre.

Accredited centres with learners taking examinations at an external examination centre **MUST** pay the external examination fee for each examination.

The list of external examination centres appears on the **Legal Services Qualifications – Knowledge Qualification Entry Form** and is also available by visiting the study area of www.cilex.org.uk

4. Examination Schedule Clashes

Where accredited centres wish to enter students for more than one examination scheduled at the same time, please be aware that CILEx will reschedule these examinations to take place back to back on the same day with minimal breaks. Learners are required to be supervised at all times. Centres and 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 examinations due to the clash.

5. Professional Skills Assessments

It is **essential** that all Learners discuss Professional Skills assessments **with their tutors** before deciding whether to register to have their assessments submitted for the session submission window.

CILEx **will not refund or credit** any Professional Skills assessment registration fees not submitted to CILEx because the centre does not consider it meets the criteria for the pass standard.

CILEx **will not refund or credit** any Professional Skills assessment registration fees not submitted to CILEx because the centre does not deliver or the learner does not submit their assessment in sufficient time to meet the centre or CILEx deadlines.

6. Resit Candidates

Resits will normally be organised by and undertaken at the accredited centre. Where the accredited centre (for whatever reason) is unable to organise and accommodate the resit, learners must obtain a copy of the **Legal Services Qualifications – Knowledge Qualification Entry Form**, enter themselves at a CILEx external centre and pay the external centre fee per examination unit entered. This **must** be done before the late entry session closing date, no amendments to entries will be accepted after this date and learners will be unable to sit their examinations or submit assessments without a valid entry.

Learners must check first with the CILEx accredited centre where they studied the CILEx unit to see if they are permitted to re-sit the examination with the centre. If the centre can accommodate the resit, written confirmation **MUST** be sent to awards@cilex.org.uk upon examination registration.

7. Eligibility

All learners must have been registered by their accredited centre as members of CILEx (and have their subscriptions and any other related fees paid up to date at the time of entry, sitting examinations, submitting professional skills assessments and receiving examination results) in order to take examinations or submit professional skills assessments leading towards the CILEx Level 4 Legal Services qualifications.

If a learner's subscriptions or any associated fees have not been paid in full by the examination/professional skills results release date, CILEx will withhold the learner's results.

8. Fees

An invoice for the amount payable will be issued by CILEx. The accredited centre must pay the exact amount owing to CILEx, in accordance with the terms of the invoice policy.

CILEx will invoice within **5 working days** of entries being received. Payment terms will be strictly **28 days** from the date of invoice. Payment can be made via BACS, Credit Card or cheque (made payable to CILEx). Non-payment of invoices may result in further services being suspended. Any outstanding debts will be notified by monthly statements until the balance is cleared.

Fees are not refunded or credited for examinations/professional skills assessments if a learner withdraws or enters themselves in error or an accredited centre withdraws or enters a learner in error.

In exceptional circumstances, accredited centres may apply for a credit and occasionally refund, the approval of which is entirely at the discretion of CILEx. Incorrect information being provided to CILEx is not considered as an exceptional circumstance.

Requests for credit must be received with supporting evidence by **9 February 2018** for the January 2018 examination session and **6 July 2018** for the June 2018 examination session. Decisions regarding applications will be sent within 21 working days of receipt by CILEx on the provision that all required evidence has been provided to CILEx.

CILEx will **not mark or quality assure** the examination scripts/professional skills assessments for any accredited centres which have not provided a full valid entry, by the deadline for examination entries. CILEx will then invoice accredited centres for the examination fees.

9. Examination Registration Acknowledgements

CILEx will acknowledge receipt of Examination and Professional Skills Registration forms within 5 working days of receipt.

Accredited centres which do not receive the acknowledgements **MUST** contact the Awards-Operations department by email awards@cilex.org.uk or by telephone on 01234 845727 one week after submitting their entry to confirm it has been received.

Accredited centres are responsible for ensuring that their examination/professional skills entry form is completed in full and reaches CILEx in sufficient time before the closing date.

10. Examination Admission Permits

Examination admission permits are dispatched to accredited centres prior to the examination session.

Permits are distributed by post to each accredited centre to be then distributed by the centre to relevant learners.

Permits are not required for the Professional Skills units. Accredited centres will be sent a register of the learners who are registered with CILEx to have Professional Skills assessments submitted to CILEx.

Learners must present their examination admission permit at each examination for checking by the invigilator/s.

Accredited centres are responsible for checking each examination admission permits thoroughly and contacting CILEx awards@cilex.org.uk if a permit is incorrect.

11. Learner Identity Checks

Learners must 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 presented appears on the CILEx website and will be made available to each accredited centre with the examination admission permits. Accredited centres with queries about the identity checks should contact the Awards Operations department.

Learners who do not present proof of identity at the examination centre in accordance with CILEx's requirements will be allowed to take the examination, but their answer script will not be marked unless proof of identity is confirmed to the satisfaction of CILEx within 14 days of the examination concerned.

Refunds and credits are not available to accredited centres whose learners fail to present their identification to the satisfaction of CILEx.

12. Examination entries and sharing of data with CILEx Accredited Centres and Regulators

All CILEx accredited centres will be advised of examination entries for each session, including instances where the learner is not sitting the actual exam unit with the centre. Information on examination outcomes, including passes, fails, absentees and any withheld results will be made available to the CILEx accredited centre and CILEx's regulators Office of Qualifications and Examinations Regulation (Ofqual) and CILEx Regulation.

Acceptance of these regulations is a requirement of CILEx acceptance of entry. No other data will be shared with third parties unless the accredited centre has given express written permission.

Appendix E: The Qualification Units – explanatory notes for tutors

Unit 1 Introduction to Law and Practice

This unit is assessed by a paper-based multiple choice test of 1 hour duration.

The test will consist of 30 multiple choice questions. 1 mark will be allocated per correct response. The total test will be assessed out of 30 marks.

Each learning outcome of the unit specification will be assessed in each test and the following types of multiple choice item will be used:

- Standard question and 4 possible responses
- Standard question with a multiple response required
- A True/False question
- Assertion/Reason question – where the learner has to both identify the truth of two given statements and indicate the possible logical relationship between them

It is important that learners are introduced to the different question types prior to them taking the test so that they are comfortable with each item as it appears in the question paper.

It is also important that learners are given guidance on how to plan their time during the test. The learners have, on average, no more than 2 minutes to answer each question.

CILEx will supply learners with an answer grid appropriate for this kind of test. The test is closed book – no notes, text books or other relevant materials may be used during the test to assist the student.

The unit will be graded Fail, Pass, Merit and Distinction. Notional* grade boundaries are set as follows:

Pass grade – 60% of total available marks

Merit grade – 75% of total available marks

Distinction grade – 85% of total available marks

*Notional grade boundaries offer tutors and learners the opportunity to understand approximately the 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.

Please note: where learners are not taking Unit 1 Introduction to Law and Practice as a part of their Level 3 Legal Services knowledge qualification, it is best practice for the provider to ensure that they address the key background themes and ideas of this unit within the delivery of the other qualification units (as and where appropriate). Whilst CILEx supports employers' views in relation to the need for a flexible qualification offer at this level (and has not mandated this unit for this reason), it still considers the key ideas of Unit 1 Introduction to Law and Practice important to a learner understanding their area of the law and its practice.

The Level 3 Law Units

These units are assessed by a paper-based, written response examination of 1½ hours duration (with 15 minutes reading time).

The examinations for the Law units all follow the same structure. Each examination has two sections: Section A and Section B.

The learner is required to answer all the questions in Section A.

There are three scenarios in Section B. The student must answer the questions relating to one of the scenarios in Section B only. The learner must not answer any other questions related to the other scenario.

Each question in Section A and each question in Section B will have a mark allocation. Learners should assume that they need to make a substantive point to gain each mark allocated to a question.

Section A questions will tend to be shorter answer style questions, with fewer marks allocated for each individual question. Section A assesses the learner's overall breadth of understanding across the specification, and each question requires the learner to express their knowledge or understanding in relation to a topic or issue. Each learning outcome is assessed at least once in Section A so care should be taken to ensure that all aspects of the unit specification have been covered.

Section B questions tend to be a mixture of shorter and longer answer style part-questions. Section B assesses the learner's understanding of a specific part of the unit specification. The questions are set usually in relation to the scenario, and whilst the learner is still required to present what they know and understand about particular aspects of the Law, the emphasis is more on their ability here to answer questions directly in relation to context-specific problems and issues. The emphasis, then, in Section B is more squarely on the student's ability to apply the Law in particular circumstances.

The split between Section A and B marks is different per Law unit. Generally, 40% of marks are allocated to Section A and 60% are allocated to Section B. Each individual Law subject question paper will always be assessed out of the same total number of marks. The total number of marks, however, available for each different Law subject does vary.

CILEx will supply learners with an answer book appropriate for this kind of examination. The examination is closed book – no notes, text books or other relevant materials may be used during the examination to assist the student.

Each unit will be graded Fail, Pass, Merit and Distinction. Notional* grade boundaries are set as follows:

Pass grade – 50% of total available marks
Merit grade – 65% of total available marks
Distinction – 75% of total available marks

*Notional grade boundaries offer tutors and learners the opportunity to understand approximately the 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.

The Level 3 Practice Units

These units are assessed by a paper-based, written response examination of 1½ hours duration (with 15 minutes reading time). The examination is based on a case study released to learners approximately 6 weeks before the date of the examination.

The learner is expected (in conjunction with their tutor and peers) to read and discuss the contents of the case study. The case study is a set of documents (usually no more than 4/5) relating to one or more cases in which the learner is asked to imagine their involvement (usually as a trainee Legal Executive). In preparation for the examination, the learner is expected to:

- read the case study carefully;
- interpret the areas of the unit specification being addressed through the scenarios and the issues arising from the case study;

- discuss with tutor/peers the areas of the unit specification that they feel are being addressed and the issues arising in the scenarios that they feel are relevant;
- ensure that they are familiar with the areas of the unit specification implied by the case study and that they can anticipate possible kinds of question and/or requests in the examination question paper;
- remain responsive. Whilst the questions the learner will face in the examination will be largely based on the case study material received in advance, it is also possible that additional information could be introduced in the examination just to move the scenario in an extra direction.
- still retain a broader focus on the wider specification content. Whilst it is important to focus in on the kinds of content and issues identified in the case study, it is also wise to retain an interest in the overall unit specification. After all, the student does not know ultimately what the examination question will require.

The learner must answer all the questions in the examination paper. Each question consists of shorter and longer answer style part questions. The part questions will require the learner to apply their knowledge and understanding of Legal Practice to aspects of each part of the scenario. On occasions, the learner will be required to perform a practical piece of writing, such as composing the contents of a letter, completing a relevant form etc (the unit specification details this requirement). What marks the Practice units as different from the Law units is this complete emphasis on the practical application of knowledge, understanding and skill.

Each part of each question will have a mark allocation. Learners should assume that they need to make a substantive point to gain each mark allocated to a part of a question. If they are completing a form or drafting the contents of a letter, they should assume a similar principle. The mark allocation will always imply the number of points in the letter to be made, the number of sections in the form to be completed etc.

There are generally between 4 or 5 questions in each Practice question paper. This may be slightly more or less depending on the way in which the question paper has been written. Each individual Practice subject, however, will always be marked out of the same number of marks. This total number of marks varies between different Practice subjects.

Each learning outcome is assessed at least once during the examination. Care should be taken to ensure that all aspects of the unit specification have been covered.

CILEx will supply learners with an answer book appropriate for this kind of examination. The examination is closed book – no notes, text books or other relevant materials may be used during the examination to assist the learner.

Each unit will be graded Fail, Pass, Merit and Distinction. Notional* grade boundaries are set as follows:

Pass grade – 50% of total available marks
 Merit grade – 65% of total available marks
 Distinction – 75% of total available marks

*Notional grade boundaries offer tutors and learners the opportunity to understand approximately the 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.

Units 16 and 17 – The Professional Skills Units

These units are assessed by coursework style assignments which consist of a number of tasks. Learners are required to complete these tasks over a nominal 15 hour period. The tasks are

assessed by the tutor, against marking criteria formulated by CILEx. They are then forwarded to CILEx to be quality assured.

Learners are graded Pass or Fail for these units.

These units are assessed in this way to ensure that the skills dimensions to each unit are assessed most appropriately.

These units are available for delivery within centres all year round. The Unit 16 Client Care Skills and Unit 17 Legal Research materials are live for the duration of the qualification or until a time when CILEx decides to withdraw them as materials.

Whilst these materials are available all year round, care must be taken to ensure that learners are entered for the unit by certain deadlines and, once entered, that their work is submitted for moderation at the appropriate time during the year. These entry deadlines will be at two points during the year which will coincide with the entry deadlines for the Law and Practice examinations. Similarly, the window for the submission of work to be moderated will be at a time just before the January and June examination window. Please see the **Section 4: Qualification Administration** of this Handbook for more details.

Tutors, however, will need to consider the implications of this administrative requirement on the delivery of these units to their cohorts of learners, especially given the requirement that CILEx requires work from centres that tutors are confident is of a Pass standard.

A "Guidance for Tutors" document, issued with the assignments, contains detailed information for tutors on the way in which these units must be prepared for and delivered.

The structure and style of delivery of these units may vary between centres. Recommendations are made in the "Guidance for Tutors" concerning best practice considerations prior to setting up a course in either of these units. Tutors are advised to consider these recommendations before setting up a delivery model for these units.

Tutors will be forwarded a Centre Feedback Report Form after the learners' work has been moderated by a CILEx-appointed Moderator. The Moderator will inform the centre of the following:

- 1) whether the learners' work submitted for moderation has all now been approved for certification;
- 2) whether any work identified as Pass by the centre has, in fact, during the process of moderation, been adjusted to a Fail;

Where 2) is the case, the Moderator will feed back their reasons for this decision and how the centre can look to address this issue in future submissions of learner work.

Where 1) is the case, the Moderator will feed back any compliments on the quality of the work and any observations for future improvements.

Moderation should not be viewed by centres as an opportunity for CILEx to find fault and/or disagree with centre-based decisions on learner work. During the moderation process, whilst CILEx will of course be looking to see if centre-based decisions are reliable and consistent, it will also be using the process as an opportunity to assist and guide the centre towards a standard that enables the centre to have confidence in the quality of its decisions.

In this respect, tutors should act upon all recommendations for improvement made by Moderators. Moderators will be trained to ensure that centres are guided as much as possible towards the best practice in the delivery of these units.

Where learners' assessments, however, have been failed during the moderation of the assessment for Units 16 and 17 of the Professional Skills, then 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 session. To have their work considered again by CILEx, centres will need to pay the appropriate registration fee for the session at which 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. Of course, 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 was started again.

Learners and tutors are reminded of the importance of a) addressing **all** identified issues re 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 in fact successful first time round.

Qualification delivery

CILEx anticipates that the Legal Services knowledge qualifications will be largely delivered as a part of the Advanced Apprenticeship in Legal Services, and alongside a range of other components (most notably, a competence qualification, but also Functional Skills/GCSEs and Employee Rights and Responsibilities (ERR)).

CILEx recommends that delivery of the package making up the Advanced Apprenticeship in Legal Services takes place over an 18 - 24 month period. In this respect, it is encouraged that the Legal Services knowledge qualifications be run alongside the competence qualification for the duration of the apprenticeship. In this way, they support the delivery of the competence qualification by offering potential synergies between knowledge delivery and relevant activity undertaken in the workplace. Undertaking the knowledge qualification in this way also allows learners greater time to digest the content of units prior to assessment.

There are no restrictions concerning the order in which qualification units are taught to learners. However, it is best practice to consider the underpinning law unit and unit 16 among the first units to be delivered to learners. In this way, the learner comprehends the legal foundation upon which rests the practical application of the Law.

Examination technique

You will note from the sample assessment material that CILEx has included advice and guidance on the front page that should help the learner work successfully through the question paper. It is important that tutors reinforce these messages during classroom based activities and mock assessments so that learners go into an examination with an appropriate approach and technique.

To reiterate:

- For Law and Practice papers (with the exception of Unit 1 Introduction to Law and Practice), learners have 15 minutes reading time at the beginning of an examination. Learners should use this primarily as reading time, but it is also permitted to highlight and/or make notes on the question paper/answer book during this time.
- Learners must write in full sentences at all times. 'Yes' or 'No' answers will earn no marks. Writing in bullet points may also not fully convey the sense of the answer to the examiner which also may result in the learner losing marks.

- Learners must be familiar and comply with the CILEx Examination Regulations which are provided with the admissions permits and are posted on the CILEx website.
- Learners must appreciate the purpose and the importance of the mark allocation for each question. They should understand how this must be taken into account when composing and writing an answer to a question.
- Learner answers to questions must be in blue or black ink.
- The learner must clearly complete the answer book provided for the examination and clearly number each answer they provide to each question.
- All rough work completed by the learner in their answer booklet must be clearly crossed through so the examiner is clear in respect of what answers are to be marked.

CILEx EXAMINATION REGULATIONS 2018



The CILEx Examination Regulations apply to candidates undertaking examinations for the Level 3 and Level 6 Professional Qualifications and the Level 3 and 4 Legal Services Knowledge Qualifications:

1. Instructions to candidates

Candidate Registration Procedures and ID Checks

- (i) The dates, times and venues for the examinations are detailed on the examination admission permit. Candidates should ensure that they know where the examination is being held, to avoid any anxiety finding the venue on the day of the examination.
- (ii) All candidates are required to present a paper copy of their examination admission permit and proof of their identity, in accordance with the criteria in Appendix F.1, to the invigilators at the examination centre;
- (iii) Candidates must have a paper copy of their examination admission permit and ID readily available for checking by the invigilator when entering the examination room.
- (iv) Invigilators are likely to start admitting candidates into the examination room approximately 15-20 minutes before the start of an examination.
- (v) Candidates, who are unable to meet the CILEx identity check requirements, will **not** be permitted to take the examination. CILEx will not refund the examination fees for candidates who do not meet the CILEx identity check requirements.

Seating arrangements

- (vi) London Centre – candidates are seated in pre-numbered desks which correspond with the desk number appearing within their candidate number, for example, candidate number L3.10-114-123 indicates that the L3.10 is the examination subject number, 114 is the centre number and 123 is the desk number.
- (vii) Candidates should follow the invigilators' instructions with regards to seating arrangements at other centres.

Completing an examination

- (viii) At the start of the examination candidates should read carefully the **Instructions to Candidates** printed on the question paper to confirm how many questions are to be answered. Candidates should ensure that they:
 - Check if questions are continued over the page or on the reverse side of the question paper;
 - Read the questions carefully before answering them;
 - Write clearly in blue or black ink;
 - Clearly label answers to questions;
 - Complete the appropriate number of questions in accordance with the **Instructions to Candidates** printed on the question paper.
- (ix) Candidates must bring their own pens, pencils, rulers etc with them. These materials will **not** be provided by the examination centre.
- (x) CILEx provides an answer booklet for candidates. Candidates should write their candidate number, CILEx membership number, the unit title for the examination and the Level of the examination (Level 3, Level 4 or Level 6) in the relevant boxes on the front of the answer booklet.
- (xi) Candidates must **not** write their names anywhere on their answer booklets.

- (xii) In the event that a candidate answers more than the required number of questions (for the examination or for a section (A or B) of the examination), the Examiner will only mark the answers to questions in the order they appear in the candidate's answer booklet up to the number of questions the candidate was required to answer.

Level 3 Unit 1: Introduction to Law and Practice Examination only

- (xiii) Level 3, Unit 1 is a multiple choice test. Candidates should follow the instructions on the question paper/answer booklet. For each question, candidates must choose between the 4 possible answers provided. Candidates should put an 'X' in the box provided corresponding with the answer they consider to be correct.
- (xiv) If a candidate changes their mind about an answer to a question, they should neatly cross out their original response (ie the 'X') and record an 'X' alongside the answer they consider to be correct. If a candidate leaves an 'X' next to two or more possible answers to a question, their answer will be marked incorrect
- (xv) There is no reading time for the Level 3 Unit 1 Introduction to Law and Practice examination.

Law and Practice Examinations (Level 3 Units 2–15, 18 and 19, Level 4 Law (Units 1-4) and Level 6 Units 1-21) only

- (xvi) Candidates have 15 minutes reading time for Level 3 Units 2–15, 18 and 19, Level 4 Law units (Units 1-4) and Level 6 Units 1-21. It is recommended that candidates use the reading time to read the paper. However, candidates are permitted to make notes on the question paper or in the answer booklet during this time.

Level 4 Practice Examinations only (Level 4 Units 5-11)

- (xvii) Candidates will be given the supporting materials and question paper at the start of the reading time for the Level 4 Practice examinations. Candidates have **30 minutes** reading time for the Level 4 Practice units (Units 5-11) to review the supporting materials and question paper. It is recommended that candidates use the reading time to review the supporting materials and question paper. However, candidates are permitted to make notes on the supporting materials, question paper or in the answer booklet during this time.

Law and Practice Examinations (Level 3 Units 2–15, 18 and 19, Level 4 Law and Practice Examinations (Units 1-11) and Level 6 Units 1-21)

- (xviii) Candidates should write their answers in full sentences. A yes or no answer will earn no marks.
- (xix) Candidates should begin each question on a new page, with the exception of the Section A questions for the Level 3 Law examinations (Units 2–8) and Section A of the Level 4 Law examinations (Units 1-4).
- (xx) Candidates should write the number of the question being answered on the top of each page in the answer booklet. For Section A of the Level 3 Law examinations (Units 2-8) and Section A of the Level 4 Law examinations only (Units 1-4) candidates should write the questions answered on each page at the top of the page, for example, questions 1-5.
- (xxi) At the end of the examination candidates should ensure that:
- An **X** is written against each question answered in the '**insert an X against each question attempted**' column on **both** tables on the front of the answer booklet. Candidates should not write in the shaded columns and rows on the tables on the front cover of the answer booklet. There is further guidance on the inside cover of the answer booklet regarding completing the front page of the answer booklet.
 - Any supplementary sheets of paper or documents which have been completed must be securely attached with a treasury tag to the answer booklet and clearly labelled with their candidate number, CILEx membership number and the unit title of the examination.
 - The answer booklet and any supplementary sheets must be handed into the invigilator.

2. Examination Regulations

- 2.1 Candidates must allow adequate time to reach the examination centre. Late comers will **not** be permitted to enter the examination room more than 45 minutes after the start time. No extra time will be allowed for late comers. Candidates should arrive at least 15 – 20 minutes before the start of the examination to allow sufficient time for the examination registration procedures.
- 2.2 Candidates must behave professionally and honestly at all times during the examinations and must ensure that their conduct during the examination does not undermine the integrity of CILEx qualifications. Candidates whose actions may be considered to undermine the integrity of CILEx qualifications will be investigated by CILEx in accordance with the CILEx Student Malpractice Policy and Procedures. A breach of the regulations may also be a breach of the CILEx Code of Conduct which may also be investigated. The following list acts as guidance as to actions which may be construed as undermining the integrity of CILEx qualifications:
- (i) Failing to comply with the invigilator's instructions before, during and after an examination;
 - (ii) Failing to place bags and other materials at the side of the examination room, as instructed by the invigilator. Bags and other materials must **not** be placed next to candidates' desks;
 - (iii) Taking any books (other than those specified in 2.3), revision notes or similar materials or dictionaries to their desks or attempting to use or use such materials in the examination;
 - (iv) Bringing the pre-released case study materials into the examination room (Level 3 and Level 6 Practice examinations (Level 3 Units 9–15, 18 and 19 and Level 6 Units 15-21)). A clean copy of the pre-released case study materials will be provided in the examination;
 - (v) Failing to ensure mobile telephones are switched off before entering the examination room and placed with their personal belongings away from the examination desk;
 - (vi) Being in possession of an unauthorised device including but not limited to a mobile phone, personal stereo, MP3 player, e-reader, PDA or similar communication /recording/storage/listening devices during the examination and/or reading time;
 - (vii) Refusing to handover suspected unauthorised materials or device when asked or refusal to demonstrate that any suspected materials or device is not in candidate's possession.
 - (viii) Using programmable calculators, candidates may use non-programmable calculators in the examination only.
 - (ix) Using a candidate's own paper in the examination, either for writing notes or for answering the examination questions. A CILEx answer booklet is provided for each candidate and all answers and notes should be written in the answer booklet. Candidates should make any notes in pencil in the answer booklet and should neatly cross out any notes or work they do not want marked. If an additional answer booklet/supplementary sheets of paper are required, candidates must request these from the Invigilator;
 - (x) Tearing out any pages from the answer booklet under any circumstances;
 - (xi) Communicating with or attempting to communicate with other candidates during the examination;
 - (xii) Attempting to copy or copying the work of another candidate during the examination;
 - (xiii) Disrupting or disturbing other candidates;
 - (xiv) Leaving a candidate's desk without the permission of the invigilator. If a candidate requires the invigilator's assistance, for example if they require supplementary sheets of paper or feel unwell, they should raise their hand and wait for the invigilator;
 - (xv) Leaving the examination room during the first 45 minutes (including the reading time, if applicable) or the last 15 minutes of the examination. Candidates for Level 3 Unit 1 Introduction to Law and Practice must remain in the examination room for the duration of the one hour examination, unless they need to leave the room briefly (for example, for a toilet break), in which case they must raise their hand and await direction from the invigilator. Candidates wishing to leave the examination room either briefly (for example, for a toilet break) or permanently must raise their hand and await direction from the invigilator. Candidates must leave quietly and show consideration for their fellow candidates.
 - (xvi) Removing question papers from the examination room;

- (xvii) Being in possession of an annotated statute book in an examination for which a statute book is permitted;
- (xviii) Failing to comply with the procedures for examination clashes including the rules requiring a candidate to be supervised. (see regulation 2.4);
- (xix) Arranging to be impersonated by another individual in an examination;
- (xx) Accessing confidential examination materials prior to an examination;
- (xxi) Altering or interfering with CILEx assessment documentation, for example, examination permits, results notifications or certificates.

2.3 Statute Books – Level 6 Examinations Only

- (i) Candidates sitting the following Level 6 examinations **only** are permitted to refer to the designated statute books specified in the **CILEx Level 6 Qualifications – Recommended Reading for Students in 2017/18** (available on the CILEx website) during the examination:
 - Unit 1 Company and Partnership Law
 - Unit 2 Contract Law
 - Unit 3 Criminal Law
 - Unit 4 Employment Law
 - Unit 5 Equity and Trusts
 - Unit 6 European Union Law
 - Unit 7 Family Law
 - Unit 8 Immigration Law
 - Unit 9 Land Law
 - Unit 12 Public Law
 - Unit 13 Law of Tort
 - Unit 14 Wills and Succession
 - Unit 16 The Practice of Company and Partnership Law
 - Unit 18 Criminal Litigation
 - Unit 19 The Practice of Employment Law
 - Unit 20 The Practice of Family Law
 - Unit 21 Probate Practice
- (ii) Candidates are permitted to use a different edition of the designated statute book i.e. a more recent or older edition.
- (iii) The statute books must not be annotated in any way. The term 'annotated' in this context includes the use of highlighter pens, post-it notes, folded down pages or handwritten comments.
- (iv) During the examination, the invigilators will carry out spot checks on the statute books. Annotated statute books will be removed immediately and a report made to CILEx, in accordance with the malpractice regulations.

2.4 Examination Clashes

- (i) An 'examination clash' takes place when a candidate registers to sit two or more examinations which, in accordance with the CILEx examination timetable, are scheduled to take place at the same time.
- (ii) Candidates with examination clashes will receive a letter from CILEx confirming the schedule for their 'clash' examinations and the requirement that they are supervised during the breaks between 'clash' examinations.
- (iii) Candidates with examination clashes must ensure that they comply with the requirement to be supervised between 'clash' examinations.
- (iv) Candidates will **not** be permitted to sit an examination which started more than 45 minutes earlier, in accordance with the CILEx examination timetable, unless they have been supervised by an Invigilator/Examination Officer since the start time of the examination.

Penalties for malpractice

All candidates taking examinations for the Level 3 and Level 6 Professional Qualifications and the Level 3 and 4 Legal Services Knowledge Qualifications are expected to act professionally and honestly during the examinations and must comply with the CILEx Examination Regulations. Any suspected breaches of these regulations will be reported to CILEx and may result in a malpractice investigation.

CILEx may impose penalties on a learner in the event that malpractice is proven. The Qualifications Malpractice Committee determines the penalties to be imposed. The criteria set out below inform the level of penalty imposed on a learner who has been found to have breached the Examination Regulations. The criteria provide a benchmark against which individual cases are considered, the criteria are **not exhaustive**.

In order to ensure the integrity of CILEx qualifications it is important that CILEx takes action in cases where the integrity of an assessment or qualification has been compromised. CILEx will, where possible, take action to protect CILEx learners caught up in malpractice incidents through no fault of their own. However, in some cases in order to protect the integrity of the CILEx qualifications it may be necessary for CILEx to withhold and/or revoke the results/certificates of CILEx learners or not accept work from CILEx learners, who were not themselves culpable for the malpractice which took place, where there is evidence that the assessment has been compromised and that results and/or certificates may be invalid.

Penalty	Criteria
Written warning	<p>Minor breach of the regulations which does not affect the integrity of the examination, for example:</p> <ul style="list-style-type: none"> ▪ Mobile telephone makes noise for a short period during an examination (including reading time) but is not in candidate's possession. ▪ Tearing out pages from answer booklet. ▪ Bringing in pre-released case study materials which are not annotated into the examination and which are removed during the reading time of a practice examination. ▪ Minor refusal to adhere to invigilator's instructions which does not disrupt other candidates. ▪ Unauthorised materials in possession, including an annotated statute book, during the examination (including reading time) which did not give candidate an advantage over other candidates.
Examination result declared void	<p>Significant breach of the regulations which affects the integrity of the examination, for example:</p> <ul style="list-style-type: none"> ▪ Refusal to comply with Invigilator's instructions which compromises the integrity of the examination. ▪ Severely disruptive behaviour during an examination (including reading time). ▪ Unauthorised materials found on the candidate during an examination (including reading time) which would have given candidate an advantage over other candidates. ▪ An annotated statute book found in the candidate's possession during an examination (including reading time) which would have given candidate an advantage over other candidates. ▪ Candidate in possession of an unauthorised device (e.g. mobile phone, personal stereo, MP3 player, e-reader, PDA or similar communication/recording/storage/listening devices) during an examination (including reading time). ▪ Security breach of an examination paper with evidence that candidate had accessed confidential examination materials prior to an examination. ▪ Refusal to handover suspected unauthorised materials or device when

	<p>asked or refusal to demonstrate that any suspected materials or device is not in candidate's possession.</p> <ul style="list-style-type: none"> ▪ Arranging to be impersonated by another individual in an examination. ▪ Using programmable calculator in an examination (including reading time). ▪ Using a candidate's own paper in an examination (including reading time) instead of the CILEx answer booklet. ▪ Communicating or attempting to communicate with other candidates during an examination (including reading time). ▪ Attempting to copy or copying the work of another candidate during an examination (including reading time). ▪ Leaving the examination during the first 45 minutes or last 15 minutes or leaving the examination room without the permission of the Invigilator unless there are justifiable mitigating circumstances (for example, serious illness, fire alarm). ▪ Removing question papers from the examination room. ▪ Failing to comply with the procedures for examination clashes including the rules requiring candidates to be supervised. ▪ Altering or interfering with CILEx assessment documentation, for example, examination permits, results notifications or certificates.
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The Student Malpractice Policy and Procedures is available on the CILEx website.

3. CILEx Regulation Ltd

The Qualifications Malpractice Committee may refer proven cases of malpractice to CILEx Regulation for further investigation where it believes the malpractice could amount to a breach of the CILEx code of conduct. CILEx Regulation may:

- decide there is no case to answer and reject the complaint
- decide there is a case to answer and either:
 - (i) refer the case to Disciplinary Tribunal or
 - (ii) if you admit the misconduct, and it is appropriate to do so in the circumstances, with your consent the matter can be concluded by deciding:
 - to impose conditions in relation to your future conduct or if you are an individual, on your employment.
 - to require you to give undertakings in relation to your future conduct.
 - to reprimand and/or warn you.
- If the matter is referred to the Disciplinary Tribunal it, additionally, can impose a fine on a member or exclude them from membership of CILEx.

4. Examination Results

Candidates should refer to the Qualifications Handbooks or the CILEx website (www.cilex.org.uk) for the examination results release date.

- Examination results will only be available online through MyCILEx (www.cilex.org.uk) or by postal notification. Results are not issued over the telephone.
- Examination results are released to the accredited centre at which the learner studied.

5. Special Consideration

Candidates wishing to claim **Special Consideration**, for example, for illness or adverse circumstances during the examination, should refer to the Qualifications Handbooks and the 'CILEx Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and Level 4 Legal Services Knowledge Qualifications' which is posted on the website or

contact the Assessment-Operations Team at CILEx for further information. The deadlines for special consideration requests for the January and June sessions are:

January 2018 Examinations:

June 2018 Examinations:

9 February 2018

6 July 2018

Special consideration requests received by CILEx after these deadlines will **not** be processed in any circumstances.

6. Results Enquiries and Appeals

Information about the results enquires and appeals process is available in the Qualifications Handbooks and on the CILEx website (www.cilex.org.uk).

Appendix F.1

CANDIDATE IDENTITY CHECKS 2018



All candidates for CILEx examinations are required to comply with the CILEx identity check requirements. Candidates, who are unable to meet the CILEx identity check requirements set out below, will **not** be permitted to take the examination. CILEx will not refund the examination fees for candidates who do not meet the CILEx identity check requirements.

Candidates must present a paper copy of their **Candidate Admission Permit** to the Invigilator and either:

- **one** form of **Group A Primary ID** which contains a photograph and signature **or**
- **two** forms of **Group B Secondary ID** – one from List 1 and one from List 2

CILEx ID Requirements

Candidate Admission Permit

- Candidates must present a paper copy of their admission permit at each examination.

Group A Primary ID

(Provide **one** of the following which must show a photograph and signature)

- Current Valid Passport (any nationality)
- Current Valid Full or Provisional UK Photo Card Driving Licence
- Citizen Card
- UK Residence Card

Group B Secondary ID (**two** forms of ID to be provided from the lists below - **one** from List 1 and **one** from List 2)

Group B Secondary ID List 1

(Provide **one** of the following showing a photograph and name)

- Current EU Country ID Card
- Current Non UK Driving Licence
- Current Work ID Card
- Current Trade Union Card
- Current British Military ID Card
- Current Student ID Card
- Current Blue Badge Permit

Group B Secondary ID List 2 (Provide **one** of the following)

- Current Full or Provisional UK Paper Driving Licence – showing name and signature
- Current CILEx Membership Card – showing name
- Current Credit Card – showing name and signature
- Current Debit Card – showing name and signature
- Current Building Society Passbook – showing name
- National Insurance Card – showing name
- Birth Certificate – showing name
- Marriage/Civil Partnership Certificate – showing name
- P45 or P60 – showing name – issued within the last 12 months
- Mortgage statement – showing name - issued within last 12 months
- Financial statement e.g. pension - showing name – issued within last 12 months
- Utility bill from current address e.g. gas/electric/telephone – showing name - issued within last 12 months

- Addressed payslip – showing name - issued within last 12 months

Learners who have queries about the CILEx ID check requirements should contact the CILEx Contact Centre as a priority, in order that any queries can be resolved in advance of the examination session:

Email: membership@cilex.org.uk

Telephone: 01234 845777