

**CILEx Enquiries About Results Policy and Procedures -
Professional and Legal Services Knowledge Qualifications and
Level 3 Diploma in Law and Legal Skills**

Policy name	CILEx Enquiries About Results (EARs) Policy and Procedures – Professional and Legal Services Knowledge Qualifications and Level 3 Diploma in Law and Legal Skill
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1. Introduction

- (i) This document sets out the Enquiries About Results Policy and Procedures for CILEx Level 3 and Level 6 Professional Qualifications, the Level 3 and Level 4 Legal Services Knowledge Qualifications and the Level 3 Diploma in Law and Legal Skills.
- (ii) Subject to the requirements set out in this policy, CILEx accepts Enquiries About Results in relation to the following:
 - Examination Results;
 - Professional Skills Results.

2. Purpose

- (i) CILEx is responsible for securing and maintaining the standards of its qualifications. Consequently, CILEx has developed policies and procedures to underpin the delivery, award and certification of its qualifications to protect users of its qualifications, including learners and accredited centres.
- (ii) CILEx seeks to be fair and transparent in its dealings with accredited centres and learners. In this regard, CILEx has in place procedures for Enquiries About Results.

3. Scope

This policy applies to CILEx learners, CILEx accredited centres, CILEx staff and CILEx assessors.

4. Breakdown of Marks – CILEx Examinations

- (i) A breakdown of marks sets out the marks a learner received for each question attempted for the examination. The breakdown does not provide the marks a learner received for part questions, nor does it provide additional feedback or commentary on a learner's performance.
- (ii) A breakdown of marks is sent within 15 working days of receipt of the request.

5. Clerical Check – CILEx Examinations

- (i) This involves a clerical check of all procedures leading to the issue of the result to the learner, 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. In the event that a clerical check identifies potential issues with the marking of a script, arrangements are made for a re-mark of the script to be carried out.
- (ii) 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.
- (iii) An amended results notification is provided if the clerical check outcome leads to a change of examination result. The outcome of the clerical check, if different from the original mark awarded, overrides the original mark awarded. The outcome of a clerical check is sent within 15 working days of receipt of the clerical check request.

6. Re-mark – CILEx Examinations

- (i) 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 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.
- (ii) The outcome of a re-mark is sent out within 6 weeks of receipt of the re-mark request. 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.
- (iii) Re-marks cannot be requested for Level 3 Unit 1: Introduction to Law and Practice (Professional and Legal Services Knowledge Qualifications) or Unit 1: Introduction to Law and the Legal System in England and Wales (Level 3 Diploma in Law and Legal Skills).

- (iv) 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 Special Consideration Policy and Procedures – Level 3 and Level 6 Professional Qualifications and Level 3 and 4 Legal Services Knowledge Qualifications*, and ensure they apply by the deadlines as set out in **Key Dates and Deadlines**.

7. Clerical Check – Professional Skills Assessment (Professional and Legal Services Knowledge Qualifications)

- (i) 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. In the event that a clerical check identifies potential issues with the CILEx moderation of a Professional Skills assessment, arrangements are made for a quality assurance review of the assessment.
- (ii) An amended results notification is provided if the clerical check leads to a Pass being awarded. The outcome of the clerical check, if different from the original grade awarded, overrides the original grade awarded.

8. Quality Assurance Review – Professional Skills Assessment (Professional and Legal Services Knowledge Qualifications)

- (i) 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.
- (ii) 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.

9. Procedures for Enquiries About Results

- (i) To apply for a breakdown of marks, clerical check, re-mark or quality assurance review learners/centres must complete the CILEx Enquiries About Results (EARs) Form and send it to awards@cilex.org.uk by the deadline set out in **Key Dates and Deadlines** for the relevant qualification.
- (ii) Centres requesting a breakdown of marks, clerical check, re-mark or quality assurance review on behalf of a learner must have the learner's explicit written

permission. Centres must ensure that they retain a copy of the learner's written consent for at least 6 months following the request. CILEx reserves the right to request to see a copy of the learner's written consent.

10. Appeals

CILEx permits appeals of Enquiries About Results in cases where the learner/centre has genuine cause to believe that CILEx has not followed its procedures. Further information about the requirements for appeals and the application process can be found in *CILEx Qualifications Appeals Policy and Procedures*.

11. Fees and payments

- (i) The fees for Enquiries About Results are available on the CILEx website.
- (ii) Learners must enclose the relevant fee with their request for a results enquiry.
- (iii) In the event that a centre requests an Enquiry About Results, on behalf of a learner, the centre will be invoiced for the appropriate fee within 5 working days of CILEx receipt of the application. Payment terms will be strictly 28 days from the date of the invoice. Non-payment of invoices may result in CILEx services being suspended.

12. Protecting the integrity of CILEx qualifications

In the event that the outcome of an Enquiry About Results identifies concerns about the validity of assessment results, CILEx will take action to protect the interests of learners and the integrity of the qualification. CILEx reserves the right to carry out further investigations including reviews of the work/assessments of learners without consulting CILEx centres or learners.

13. Retention of materials

CILEx retains records of all Enquiries About Results and their outcomes for a period of five years.

14. Review arrangements

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

- (ii) The policy may be reviewed more frequently in light of operational feedback to ensure that CILEx Enquiries About Results policies and procedures remain effective.

15. Useful contacts

For more information about the CILEx Enquiries About Results Policy and Procedures, email awards@cilex.org.uk.

16. Regulatory references

- (i) CILEx is required by Ofqual, CCEA and the Qualifications Wales to demonstrate ongoing compliance with the General/Standard Conditions of Recognition.
- (ii) This policy addresses the following General/Standard Conditions of Recognition:

D4.1	An awarding organisation must answer accurately, fully and within a reasonable time any reasonable enquiries received by it from Users of qualifications.
D4.2	Nothing in this condition obliges an awarding organisation to disclose information if to do so would breach a duty of confidentiality or any other legal duty.