

Enquiries about Results and Appeals Policy

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Introduction

The Chartered Institute of Linguists (CIOL) is the leading UK based membership body for language professionals. CIOL Qualifications is an awarding organisation regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Council for Curriculum, Examinations and Assessment (CCEA).

CIOL Qualifications is committed to ensuring any decisions it makes are reliable, fair and provide accurate and comparable results.

We recognise that there may be instances where a candidate wishes to appeal a decision or judgement we have made. This policy sets out information about our processes and procedures when a candidate wants to contest a decision made by CIOL Qualifications.

Scope

This policy is aimed at our independent candidates and delivery centres who have completed a CIOL Qualifications assessment. The policy will also be used by our staff to ensure they are dealing with all Enquiries about Results and Appeals requests in a fair and consistent manner.

Rationale

This policy explains the process independent candidates and delivery centres need to go through if they wish to question an assessment decision relating to any of the below points.

This document also includes details of the application process and information about the fees payable for each of the enquiry stages detailed.

Delivery Centres

Where Candidates are enrolled with a delivery centre for teaching, learning and assessment, the Centre must process the appeals.

Delivery centre responsibilities

Delivery centre staff must be fully aware of the Enquiries about Results and Appeals process, including the published deadlines for clerical re-checks and reviews of marking.

Centres must make candidates aware of the arrangements for clerical checks and reviews of marking before they sit any exam.

Candidate consent

Delivery centres must obtain written candidate consent for clerical checks and reviews of marking after publication of their results.

Candidate written consent forms must be retained by the delivery centre and kept for at least six months following the outcome of the clerical check or review of marking or any subsequent appeal.

CIOL Q reserve the right to inspect such documentation.

Candidates must be made aware that their marks and overall grades may be lowered.

Failure to obtain consent or make candidates aware of the process and possibility that marks may be lowered is considered to be centre malpractice.

Independent candidates

Independent candidates are those candidates who present themselves for assessment at the CIOLQ Open Centre and who are not enrolled at a delivery centre for their teaching, learning and assessment. If a candidate is registered with a delivery centre for their teaching, learning and/or assessment, then all applications need to be processed by the centre.

Independent candidate responsibilities

Independent candidates may submit an application directly to CIOLQ but must be fully aware of the post-results process, including the published deadlines for clerical re-checks and reviews of marking.

Enquiries about Results and Appeals application Stages

Please refer to the table below which lists the stages which an independent candidate or delivery centre may apply for.

STAGE	PROCEDURE	PROCESS
Stage 1	Enquiries about Results (EaR)	Review of Marking (includes a clerical re-check)
Stage 2	Appeal	Independent review

Applications for Stage 2 will not be accepted from candidates appealing assessment decisions, who have not completed Stage 1.

Stage 1 – Review of Marking

This stage will include a clerical re-check. This clerical re-check revisits the marked paper to ensure that:

- all pages were marked
- all marks were counted

- the result matches the marks on the paper
- the marks reflect the correct grade
- the correct grade was issued.

Review of marking

A review of marking is available for written and oral exams.

Following completion of a Clerical Check a subject matter expert (who was not involved in the original assessment decision) will review exam evidence against assessment criteria and the original assessment decisions made. A summary report of findings will be provided.

When a review of marking is commissioned the original script is sent to a reviewer who had no involvement in the original marking. Assessment criteria applied during the review process are exactly the same as used by the original marker.

On completion of Stage 1 there are two possible outcomes:

1) The original results issued are confirmed as being correct. The independent candidate or delivery centre will receive written confirmation of this outcome.

2) The original results issued are amended. Please note that results can go down as well as up following a review of marking. The candidate record will be updated at CIOLQ, and the independent candidate or delivery centre will receive written confirmation of this outcome.

For any results found in favour of the candidate where marks or grades are increased, a refund of Stage 1 and 2 will be processed.

On completion of Stage 1 candidate may proceed to Stage 2.

Please note that results can go down as well as up following a Review of Marking.

Stage 2 - Appeals

Applications for Stage 2 will not be accepted from candidates appealing assessment decisions, who have not completed Stage 1.

If an independent candidate or delivery centre is not satisfied with the decision following Stage 1 and want to proceed to the next appeal stage, we will arrange for an independent review to be carried out.

Independent candidates or delivery centres who submit an appeal are required to provide clear and full details outlining the basis for their application. If the information provided is not clear or does not contain enough detail to initiate the appeal process, the application could be rejected.

Where the outcome of the appeal is upheld and in favour of the candidate, CIOLQ will refund the fees received for both Stage 1 and Stage 2 enquiries.

Process

An independent reviewer will be appointed by CIOL Qualifications and instructed to impartially evaluate all the available evidence for the case in question. As part of the review process CIOL Qualifications will release all documentation relating to the previously completed stages as well as any other relevant information. The independent reviewer will then examine whether CIOL Qualifications followed processes, procedures and policies correctly.

On completion of Stage 2, there are two possible outcomes:

1) If the independent reviewer finds that the appropriate processes, procedures and policies have been followed and confirms the decision of the appeal, the appeal will be rejected and CIOL Qualifications will notify the appellant.

2) If the independent reviewer finds that any one of the appropriate processes, procedures and policies have not been followed, the appeal will be upheld. The independent reviewer will recommend appropriate actions to CIOL Qualifications for its consideration. CIOL Qualifications will notify the candidate and refund the fees received for both Stage 1 and Stage 2 enquiries.

The decision of the independent appeal is the final stage of the CIOL Qualifications' appeals process. If the independent candidate or delivery centre on behalf of a candidate is not satisfied with the outcome of the appeal, they may contact the relevant regulator. Information on how to do this will be provided by CIOL Qualifications.

Stage	Type	Fees
Stage 1	Review of marking (includes a clerical re-check)	£ 150.00 per a unit
Stage 2	Independent Review	£ 300.00

Summary of key information and timelines

Stage	Who can apply	Form reference	Application deadline	Response Time
Stage 1	Independent candidate or delivery centre	EAR1	15 working days from release of exam results	30 working days from receipt of payment
Stage 2	Independent candidate or delivery centre	IR2	10 working days from release of outcome of Stage 1	Up to 40 working days from receipt of payment

All completed application forms must be emailed to appeals@ciol.org.uk

Important note: If you have cause for concern relating to receipt of the outcome of an EaR before the entry or assessment date of the next available external assessment opportunity, please ensure that you notify us when submitting the enquiry. Depending on the timelines we may advise you to register for the next assessment window so that you don't miss the opportunity.

Policy version and owner

Policy review date	June 2021
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition I1: Appeals and Certificates
Qualifications Wales
Condition I1: Appeals and Certificates