



# Enquiry 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 query a decision made by CIOL Qualifications.

## Scope

This policy is aimed at our independent candidates who have completed a CIOL Qualifications exam. 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 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.

## Application stages

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

| STAGE   | Type of appeal     |
|---------|--------------------|
| Stage 1 | Review of Marking  |
| Stage 2 | Independent review |

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

## Independent candidates

Independent candidates are those candidates who present themselves for assessment at the CIOLQ Virtual Centre whether or not they have undertaken teaching, learning and assessment with an independent study centre for their teaching, learning and assessment.

### 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 reviews of marking. Candidates must be aware that their marks and overall grades may be lowered as a result of an appeal.

### Candidate consent

Signed application forms received from candidates is taken as consent to undertake either Stage 1 or Stage 2.

## Stage 1 – Review of Marking

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

### Process

Following completion of a clerical check internally by CIOLQ staff, a subject matter expert who is a native speaker of the language in which the candidate was assessed (but 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 to the candidate.

On completion of Stage 1 there are two possible outcomes:

1) The original results issued are confirmed as being correct. The independent candidate 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 CIOLQ candidate record will be updated, and the independent candidate will receive written confirmation of this outcome.

For any results found in favour of the candidate where marks or grades are changed in favour of the candidate, a refund will be processed.

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

## Stage 2 – Independent review

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

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

Independent candidates 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.

### Process

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

It is not a requirement for the independent reviewer to be a native speaker of the language in which the candidate was assessed, and a remark does not form part of the independent review process.

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 CIOLQ 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 CIOLQ for its consideration. CIOLQ will notify the candidate and refund the fees received for both Stage 1 and Stage 2 enquiries.

The result of the independent review is the final stage of the CIOLQ’s appeals process. If the independent 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.

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

## Fees

| Stage   | Type of appeal     | Fees                |
|---------|--------------------|---------------------|
| Stage 1 | Review of marking  | £ 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 | EAR1           | 15 working days from release of exam results       | 30 working days from receipt of both payment and correctly completed application |
| Stage 2 | Independent candidate | IR2            | 10 working days from release of outcome of Stage 1 | Up to 40 working days from both payment and correctly completed application      |

All completed application forms must be emailed to [appeals@ciol.org.uk](mailto:appeals@ciol.org.uk)

Important note: If you have cause for concern relating to receipt of the outcome of Stage 1 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 updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

## Policy version and owner

|                    |                     |
|--------------------|---------------------|
| Policy review date | April 2023          |
| Policy owner       | Responsible Officer |

## Regulatory references

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