

Examiner Comments Policy

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Introduction

Candidates may be disappointed at their exam results and want to find out more about how they were marked and the comments made about their performance during the marking process.

CIOL Qualifications (CIOLQ) offer an examiner comments service, in line with the guidelines specified by the Information Commissioners Office (ICO), should requests be received by candidates; however Candidate feedback is not provided automatically but can be provided on request.

CIOLQ always encourage candidates to appeal against their results rather than ask for examiner comments which, in some cases, can be brief, general and when made out of context not necessarily useful.

About candidates' rights under GDPR

'The GDPR gives candidates the right to see information held about them. In terms of exams, they can request information about them and their exam performance, including:

- *mark*
- *comments written by the examiner; and*
- *minutes of any exam appeals panels.*

But it does not give them the right to copies of their answers to exam questions.'

Under no circumstances are original exams scripts returned to candidates as these are exempt from the Data Protection Act 2018. Additionally, we never comment on the achievement of other candidates.

Process

The candidate's submission is retrieved and the examiner comments made at the point of marking are collated by unit, redacted for sensitive information and transferred onto a one-page document.

This option enables candidates to see at a glance how they performed by unit. Candidates need to be made aware that these comments are very short and in many cases will lack the detail expected.

If candidates wish to apply for comments, they must email the completed Application for Release of Examiner Comments, enclosing the relevant payment to: appeals@ciol.org.uk. Without payment we will not be able to proceed with the request. Please allow 28 days for processing.

Useful references

Clause 25

<http://www.legislation.gov.uk/ukpga/2018/12/schedule/2/part/4/crossheading/exam-scripts-and-exam-marks>

Exam results

<https://ico.org.uk/your-data-matters/schools/exam-results/>

Exam scripts and exam marks

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/exemptions/#ex35>

Exemptions

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/exemptions/>

Policy version and owner

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Policy owner	Responsible Officer