

Summer 2020 Appeals Process Infographic for the Level 2 Certificate in Languages for Business

The normal appeals process, when exams and marking have taken place, is unable to happen this year as there are no exam scripts to review or mark. Centres are able to appeal following a process specifically designed for summer 2020 results. Information related to this is summarised below.

Who can appeal?

The Centre only must appeal on behalf of their candidates and with their permission. Candidates may not appeal to CIOLQ directly.

When and how can Centres appeal?

Centres can submit appeal applications by requesting the Stage 1 or Stage 2 application forms from appeals@ciol.org.uk between the 20th August and 17th September 2020. We cannot accept late applications for any reason.

What is the appeals process?

Stage 1 - Centres may make an appeal on behalf of their candidates

Stage 2 - If they remain un-satisfied after Stage 1 they can apply for an independent review on behalf of a candidate.

Exhausting both of these processes concludes our appeals process. Stage 1 must have been completed before we will accept a Stage 2.

What are the grounds for appeal?

Centres can appeal on the basis of:

- A centre data error
- A CIOLQ data error
- A CIOLQ procedural error
- A CIOLQ error in the issue of the results
- Where there may be proven exceptional circumstances
- Where they require an independent review of the initial stage 1 appeal.

How long will the appeal take?

Whilst we will endeavour to process these appeals as quickly as possible, these timelines are an indication:

Stage 1 – Initial appeal may take up to 30 calendar days to complete.

Stage 2 – Independent review may take up to an additional 40 calendar days to complete.

What are the costs for appeal?

Where an appeal is based on a centre error the fee will be charged in all cases.

In cases where appeals are not based on centre error and the outcome is in favour of the candidate the centre will be refunded.

Stage 1 – Appeal £150 per unit

Stage 2 – Independent review £300