



# Enquiries About Results Policy

*CILEX Regulated Qualifications*

# Purpose

1. CILEX accepts that some learners may be unhappy with their assessment results. CILEX permits assessment results to be challenged in cases where the result is inconsistent with the learner's reasonable expectations, subject to the principles and requirements set out in this policy and the associated procedure.
2. This policy should be read in conjunction with the CILEX Enquires About Results Procedure – CILEX Regulated Qualifications.

# Scope

3. This policy applies to CILEX learners, training providers, CILEX staff and contractors involved in the assessment and/or delivery of CILEX regulated qualifications.

# Definitions

4. The term 'learners' in the context of this policy includes all individuals studying for the regulated qualifications listed in Appendix 1.
5. The term 'assessment' in the context of this policy includes assessments taken towards CILEX regulated qualifications, for example, external examinations, Professional Skills assessments, and online examinations.
6. An enquiry about a result is a formal request for an assessment decision to be reviewed because it is considered to be erroneous.
7. An Adverse Effect is defined as follows:

An act, omission, event, incident, or circumstance has an Adverse Effect if it –

- a gives rise to prejudice to Learners or potential Learners, or
- b adversely affects –
  - (i) the ability of the awarding organisation to undertake the development, delivery or award of qualifications in a way that complies with its Conditions of Recognition,
  - (ii) the standards of qualifications which the awarding organisation makes available or proposes to make available, or
  - (iii) public confidence in qualifications.

# Key principles

8. Enquiries about results may involve administrative checks to confirm the accuracy of the result and/or reviews of marking/quality assurance.
9. An enquiry about a result does not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of an assessment.

10. Enquires about results will be undertaken by persons of appropriate competence who do not have a personal interest in the matter.
11. A learner's result may increase, decrease or stay the same following the conclusion of an enquiry about a result.
12. Learners or training providers, acting on behalf of learners, may request enquiries about results.
13. Enquiries about results will be available for a set period following the release of results. CILEX will not accept requests for enquiries about results outside the published timeframes.
14. CILEX will process enquiries about results in a timely manner. CILEX will publish the timeline for requesting enquiries about results along with the timelines for processing enquiries and issuing the outcome.

## **Protecting the integrity of CILEX qualifications**

15. In the event that an enquiry about a result identifies failings in CILEX assessment procedures, CILEX will take all reasonable steps to identify other learners who have been affected, to address the failings identified.
16. Where it is not possible to correct any failings identified CILEX will mitigate as far as possible the impact of the failings whilst seeking to protect the interests of learners and the integrity of the qualification.
17. CILEX reserves the right to carry out investigations including reviews of assessments of learners without consulting training providers or seeking the learners' permission.
18. CILEX will take steps to prevent a recurrence of any failings identified in the future.
19. CILEX will ensure that the relevant regulators are informed, as appropriate, where an enquiry about a result identifies an adverse effect.

## **Fees**

20. CILEX will charge a fee for enquiries about results. The fees will be published on the CILEX website.
21. CILEX will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

## **CILEX results and certificates**

22. CILEX will ensure that any certificate/result issued to a learner which is subsequently found to be invalid following an enquiry about a result is revoked.

## Appeals

23. CILEX permits appeals of enquiries about results in cases where there is genuine cause to believe CILEX has not followed its procedures. Further information is provided in the CILEX Appeals Policy – CILEX Regulated Qualifications and the associated CILEX Appeals Procedure.

## Governance

24. The Awarding Body Operations Committee has oversight of enquiries about results through the reports it receives. The Awarding Body Operations Committee reports accordingly to the CILEX Qualifications Committee.

## Complaints

25. CILEX has a separate complaints policy. Learners or training providers who are dissatisfied with any other CILEX awarding organisation service, other than those addressed by this policy or the CILEX Appeals Policy – CILEX Regulated Qualifications, are referred to the Complaints Policy.

## Policy review arrangements

26. This policy is subject to a three-year review cycle. However, the policy may be reviewed more frequently to address regulatory changes, operational feedback or concerns brought to the attention of CILEX to ensure the policy remains fit for purpose.
27. This policy is also reviewed as part of CILEX ongoing quality improvement monitoring.

Summary of changes between V1.3 and previous version
<ul style="list-style-type: none"><li>▪ Added definition of adverse effect.</li><li>▪ Removed qualifications no longer offered by CILEX (Appendix 1).</li></ul>

**CILEX Regulated Qualifications**

CILEX Level 6 Certificate in Law

CILEX Level 6 Diploma in Law and Practice

CILEX Level 6 Diploma in Legal Practice (Graduate FastTrack Diploma)