



Enquiries About Results Procedure

CILEX Regulated Qualifications

Introduction

1. This procedure describes the way in which CILEX implements its Enquiries About Results Policy for the CILEX regulated qualifications listed in Appendix 1. This procedure should be read in conjunction with the CILEX Enquiries About Results Policy – CILEX Regulated Qualifications.

Scope

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

Types of enquiries about results

Breakdown of marks

3. A breakdown of marks is available for external examinations i.e. examinations set and marked by CILEX.
4. A breakdown of marks sets out the marks a learner received for each question attempted. The breakdown does not provide the marks a learner received for part questions, nor does it provide additional feedback or commentary on a learner's performance.
5. A breakdown of marks does not involve any administrative checks or reviews of marking or quality assurance.

Clerical check

6. A clerical check is available for external examinations and internal assessments for example, Professional Skills assessments.
7. A clerical check involves a full check of all the administrative procedures associated with the marking, quality assurance and issue of an assessment result. This includes, as applicable, checking that marks have been correctly totalled and transferred between systems, all parts of an assessment have been marked, quality assurance decisions have been actioned and grading decisions/calculations have been correctly applied.
8. The outcome of a clerical check is the issue of a result and/or grade. The outcome overrides the original mark/grade awarded, if it is different.
9. An amended results notification is provided if the clerical check outcome leads to a change of result/grade.
10. A clerical check does not provide feedback on a learner's performance.

Review of marking

11. A review of marking is available for external examinations marked by CILEX. A review of marking is not available for internal assessments.
12. A review of marking involves a clerical check plus a full review of a learner's assessment response by a qualified Senior CILEX Assessor who normally did not carry out the initial marking. The purpose of the review is to determine whether the relevant mark scheme/criteria and standard have been applied correctly.
13. The review is not a re-marking exercise, it is a check on the marking to identify genuine marking errors or unreasonable marking.
14. Where genuine marking errors are identified the response will be re-marked to correct the error.
15. CILEX will not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of the assessment when conducting reviews of marking.
16. The outcome of a review of marking is:
 - the issue of a result. The outcome overrides the original mark/grade awarded, if it is different. Marks may go up or down. An amended results notification is provided if the review of marking leads to a change of result/grade
 - a brief summary of the findings of the review of marking.

Quality assurance review

17. Quality assurance reviews are available for internal assessments i.e. assessments which are marked by the training provider and quality assured by CILEX, for example, Professional Skills assessments.
18. A quality assurance review involves a review of the learner's assessment in accordance with the approved assessment criteria for the unit. The review exercise is undertaken by a qualified Senior CILEX Assessor who did not carry out the initial CILEX quality assurance exercise, where applicable.
19. The review is not a re-marking exercise, it is a check on the marking/quality assurance to identify genuine errors or unreasonable marking/quality assurance.
20. CILEX will not take into account illness, indisposition, adverse circumstances or similar experienced by a learner at the time of the assessment when conducting quality assurance reviews.
21. The outcome of a quality assurance review is:
 - the issue of a result and/or grade. The outcome overrides the original mark/grade awarded, if it is different. An amended results notification is provided if the quality assurance review leads to a change of result/grade
 - a brief summary of the findings of the quality assurance review.

Applying for enquiries about results

22. Enquiries about results can be requested after the issue of assessment results by CILEX. CILEX will not accept enquiries about results for internal assessments for which CILEX has not issued results.
23. Learners should complete a Request for Enquiries about Results available via the myCILEX portal to apply for an enquiry about a result.
24. Training providers seeking to make an application on behalf of a learner should contact the CILEX Customer Service team. Training providers must have the learner's explicit written permission, including confirmation that the learner understands that their result may go down. Training providers must ensure that they retain a copy of the learner's written consent for at least six months following the request. CILEX reserves the right to request to see a copy of the learner's written consent.

Timelines

25. Enquiries about results must be requested within the timeframe published on the CILEX website. CILEX will not accept requests for enquiries about results outside the published timeframes.
26. CILEX will process clerical checks and breakdowns of marks within 15 working days of receipt of the request.
27. CILEX will process reviews of marking and quality assurance reviews within six weeks of receipt of the request.

Fees

28. The fees for enquiries about results are published on the CILEX website.
29. The relevant fee must be paid at the time the request is submitted to CILEX. CILEX will not process requests for enquiries about results until the relevant fee has been paid.
30. Training providers requesting enquiries about results, on behalf of learners, will be invoiced for the appropriate fee within five working days of CILEX receipt of the request. Payment terms will be strictly 30 days from the date of the invoice. Non-payment of invoices may result in CILEX services being suspended.
31. CILEX will refund enquiries about results fees, if the outcome of the enquiry is a change of grade.

CILEX results and certificates

32. 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.

Retention of materials

33. CILEX retains all documentation and records in relation to enquiries about results requests for seven years.

Review arrangements

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

Summary of changes between V2.1 and previous version
<ul style="list-style-type: none">▪ Removed qualifications no longer offered by CILEX (Appendix 1).▪ Amended where the enquiries about results form can be located.▪ Added section on revoking results and certificates.▪ Amended retention period of all documentation and records in relation to enquiries about results.

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)