

Enquiries about results for qualifications

Version 1.0

Last modified 4-January-2022

For external use

Contents

| | |
|---------------------------------------------|-----------|
| 1. Introduction | 2 |
| 1.1. Purpose | 2 |
| 1.2. Exceptions | 2 |
| 1.3. Feedback available to candidates | 2 |
| 2. Overview of the process | 3 |
| 2.1. Who can apply | 3 |
| 1.1. Candidate consent | 4 |
| 3. Reviews of results | 4 |
| 3.1. Exam results | 4 |
| 3.2. ILM Assessment service | 5 |
| 3.3. Outcomes | 6 |
| 4. External Quality Assurance..... | 7 |
| 4.1. How to apply and timelines | 8 |
| 4.2. International centres..... | 8 |
| 4.3. Outcomes | 8 |
| 5. Appeals | 9 |
| 6. Fees | 9 |
| 7. Glossary..... | 11 |

1. Introduction

1.1. Purpose

City & Guilds aims to ensure that the following are fair, consistent and based on valid judgements:

- marking of examinations and other external assessments;
- external quality assurance (EQA).

This document explains the process that centres need to go through to question either of the above. The document also includes the fees and a glossary of terms.

1.2. Exceptions

- For Technical qualifications please refer to the Enquiries about results: Technical qualifications document.
- For the Extended Project please refer to [JCQ Post Results Services](#).
- For End-point assessment please refer to the [EPA Enquiries about results and appeals document](#).

All other City & Guilds qualifications are covered by this document, including those developed for international centres and the suite of leadership and management qualifications developed by ILM but now awarded by City & Guilds.

1.3. Feedback available to candidates

There is a range of feedback available to centres that can be shared with candidates. This can be used to help candidates decide if they want to apply for a review of marking or a clerical check. Some examples are given in the table below:

| Type of assessment | Examples of feedback available |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Functional Skills exams | <ul style="list-style-type: none"> • candidate score report for e-volve exams • performance codes for paper-based exams • chief examiner reports |
| on-demand e-volve exams | <ul style="list-style-type: none"> • candidate score report for e-volve exams • performance codes for paper-based exams • chief examiner reports |
| dated paper-based exams | <ul style="list-style-type: none"> • examiner reports |

For exams, the candidate can request their marks for the assessment, but there is no “access to scripts” service for these qualifications.

For on-demand exams, questions papers remain live even after the exam date and so must be kept secure at all times. They cannot be shared with candidates.

2. Overview of the process

Enquiries about results allow centres to question the following decisions made by City & Guilds:

- the marking of exams,
- the Qualification Approval Risk status applied following EQA activity,
- the marking of the ILM assessment service.

Special consideration **cannot** be requested as part of an Enquiry about results, even if the candidate experienced a disruption during the exam that was beyond their control. More information on **access arrangements and special consideration** is available on the City & Guilds website.

2.1. Who can apply

‘Applicant’ refers to the person who sends in the application form.

Wherever possible, the centre should submit the appeal. In certain circumstances, City & Guilds will accept appeals from candidates or centre staff. The table below describes any circumstances where we will accept applications from candidates:

| Type of Appeal | Who can appeal |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Exam results | <ul style="list-style-type: none"> • centre • candidate with no centre to apply on their behalf |
| ILM Assessment Service | <ul style="list-style-type: none"> • centre |
| External Quality Assurance | <ul style="list-style-type: none"> • centre |

1.1. Candidate consent

Where the centre is making an application about a candidate's results, they must:

- get the consent of the candidate before making an application on his/ her behalf;
- make the candidate aware that his/ her grades could be lowered as a result.

Candidate consent is not required for an application about the qualification approval risk status applied as part of the EQA process.

3. Reviews of results

3.1. Exam results

The below describes how a centre or candidate can question an exam result, if they believe the marking was inaccurate. There are two services available depending on the type of exam:

- a **clerical check**, and
- a **review of marking** by an examiner.

3.1.1. Clerical check

The clerical check is for multiple choice exams

City & Guilds will manually check the candidate's completed answers against the responses held in the system. It involves checking the following:

- the marking of the candidate's answers,
- the recording and totalling of the candidate's answers,
- that the grade boundaries have been applied correctly.

3.1.2. Review of marking

The review of marking is for examiner marked exams

The review of marking gives a candidate or centre the opportunity to question the result of an assessment marked by City & Guilds, if they believe the marking was inaccurate.

It involves both:

- a **clerical check** as described in the previous section, and
- a **review of marking** by a senior examiner.

The review of marking is designed to identify any marking errors, for example:

- an administrative error,
- applying the mark scheme incorrectly.

3.1.3. Timelines

The application should be made as soon as possible after results are received, but no later than 40 working days after the release of results. City & Guilds will endeavour to resolve all applications quickly and efficiently in accordance with the timelines listed below.

City & Guilds will send an acknowledgement on receipt of the application which will include when to expect the outcome.

| | |
|----------------------------------|----------------------------------------------------|
| Deadline for applications | 40 working days after release of results |
| Acknowledgment | 2 working days after receipt of application |
| Written outcome | 32 working days of the date of the acknowledgement |

3.2. ILM Assessment service

The stages for an ILMA marked assessment are as follows:



3.2.1. Mark Sheet Feedback clarification

This service allows the centre to query or ask for clarification of the feedback provided on the mark sheet and the reason for the awarded mark. After receiving the request, the feedback will be reviewed and clarified by a Lead Assessor.

City & Guilds will send an acknowledgement on receipt of the application which will include when to expect the outcome. Applications must be received not later than the deadline below:

| | |
|----------------------------------|-------------------------------------------------------|
| Deadline for applications | 20 working days after release of results |
| Acknowledgment | 2 working days after receipt of application |
| Written outcome | 10 working days after the date of the acknowledgement |

3.2.2. Re-mark

The re-mark gives a centre the opportunity to question the result, if they believe the marking was inaccurate. It involves someone not involved in the original decision reviewing the marking and correcting any errors that are identified. Applications must be received not later than the deadline in the table below:

| | |
|----------------------------------|----------------------------------------------------------------------------|
| Deadline for applications | 20 working days after the outcome of the Mark Sheet Feedback clarification |
| Acknowledgment | 2 working days after receipt of application |
| Written outcome | 32 working days of the date of the acknowledgement |

3.3. Outcomes

City & Guilds will send a notification with details of the outcome to the person who made the application. This could confirm the original decision or result in a change, it will include the reason for the decision.

3.3.1. Grade changes

Where City & Guilds is reviewing results of an exam or another externally marked assessment, there are three possible outcomes:

- The result is upgraded (eg. the grade is changed from Fail to Pass).
- The grade is confirmed.

- The result is downgraded (eg. the grade is changed from Pass to Fail).

Where there is a grade change, City & Guilds will amend its records and send the resulting certificate (if any) to the centre.

3.3.2. Feedback

The feedback provided for each service is listed below:

| Service | Feedback provided |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Clerical check | None |
| Review of marking | A report on the candidate's performance, including feedback on any questions where the candidate received less than half the marks available. |
| Mark Sheet Feedback clarification | Clarification of the points raised in the Mark Sheet Feedback |
| Remark | Mark Sheet Feedback, based on the remark |

4. External Quality Assurance

A centre can request a review of the Qualification Approval Risk status assigned to a qualification, if it feels it has been applied incorrectly following External Quality Assurance (EQA) activity. It involves a different External Quality Assurer carrying out an EQA activity for the affected qualifications.

The Quality Delivery team may be able to provide additional information to explain the decision.

A centre **cannot** request an Enquiry for the following decisions:

- the outcome of an application for centre or qualification approval
- the withdrawal or suspension of centre or qualification approval relating to –
 - financial or legal reasons
 - candidate numbers.

4.1. How to apply and timelines

To help identify any errors more quickly, the application should include the reasons the centre disagrees with the decision that has been made. Where possible, the application should detail the ways in which the centre believes City & Guilds has not made its decisions in line with *Quality Assurance Standards: Centre Assessment*.

The centre should respond to the action plan that has been set when giving their reasons for applying.

Applications must be received by the deadline given below:

| | |
|----------------------------------|----------------------------------------------------|
| Deadline for applications | 20 working days after the notification |
| Acknowledgment | 2 working days after receipt of application |
| Written outcome | 32 working days of the date of the acknowledgement |

4.2. International centres

External Quality Assurance includes External Verification.

International centres can apply where they believe the Qualification Status has been applied incorrectly following External Verification. The application must detail the ways in which the centre believes City & Guilds has not made its decisions in line with the *International Centre Guide* and the *International Qualification Status Guidelines*.

4.3. Outcomes

City & Guilds will review the decision and, where there is a clear error, the process will stop at that stage and the decision will be changed.

In all other cases, City & Guilds will appoint a different External Quality Assurer to complete an EQA activity on a date to be agreed with the centre. Thereafter, this EQA will make a recommendation as to the appropriate status.

There are three possible outcomes:

- the original status is confirmed,
- the status is lowered (eg, from Medium/registration only to Low/full approval),
- the status is raised (eg, from Medium/registration only to High/qualification suspended).

City & Guilds will notify the centre of the outcome. Where an EQA activity is completed, the centre will receive a copy of the completed Centre Activity Report.

5. Appeals

The outcome of the Enquiry about results will include information on how to appeal (Stage 2) (where this is relevant). An appeal does **not** involve:

- re-marking a candidate's work,
- a quality assurance activity by an EQA.

However, if the appeal is successful, City & Guilds will notify the appellant of any remedial action it deems appropriate which may include:

- reviewing a candidate's work or results,
- a quality assurance activity by an EQA.

For more information, please refer to the City & Guilds Appeals document.

6. Fees

A fee to cover administration costs will be charged at each stage of the process. The fees are based on the costs of carrying out the Enquiry and so are different for the different decisions.

If the Enquiry identifies that City & Guilds made the wrong decision, there will be no charge.

City & Guilds will invoice the centre for the correct fee. Where the outcome of the enquiry or appeal is in favour of the centre, the centre will not be charged.

The full range of City & Guilds fees are listed below:

| Type | Fee |
|-----------------------------------------|------|
| Examination results - clerical check | £15 |
| Examination results - review of marking | £50 |
| Qualification Approval Risk status | £300 |

For ILM fees, please refer to the [**Centre charges list**](#).

7. Glossary

| | |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Applicant | <p>An applicant is the person or organisation who sends in the application form for an Enquiry. The applicant could be -</p> <ul style="list-style-type: none"> • a candidate, • a centre acting on behalf of a candidate, • a centre. |
| Candidate | <p>A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i>.</p> |
| Centre | <p>A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.</p> |
| Exam | <p>An <i>exam</i> is any externally marked component of a qualification.</p> |
| Qualification Approval Risk status | <p>A <i>qualification approval risk status</i> is a risk status (for each City & Guilds qualification delivered by a UK centre) as determined by City & Guilds as part of the post approval external quality assurance activities. This is based upon the centre's ability to meet the criteria outlined in the <i>Centre assessment: Quality Assurance Standards</i> document.</p> |
| Qualification status | <p>A <i>qualification status</i> (for each City & Guilds qualification delivered by an international centre) is determined by City & Guilds as part of the external verification process. This is based upon the centre's ability to meet the criteria outlined in the <i>Qualification Status Guidelines</i></p> |
| Script | <p>A candidate's written response to the examination.</p> |
| Working day | <p>A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom or the country of that centre.</p> |

Centre Document Library

The City & Guilds / ILM Centre document library can be found at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

Contact us

T: 01924 930 800

E: centresupport@cityandguilds.com

Lines open: Monday to Friday 08.00 to 18.00 GMT

About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

Giltspur House
5–6 Giltspur Street
London EC1A 9DE
www.cityandguilds.com