

Enquiries about results:

Technical qualifications

Version 1.0

Last modified 4-January-2022

For external use

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1. Introduction

1.1. Purpose

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

- marking of examinations,
- moderation of internally-marked assessments.

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. Scope

This document covers Enquiries about results (Stage 1), for City & Guilds Technical qualifications only. For the Extended Project, please refer to [JCQ Post Results Services](#).

1.3. Feedback available to candidates

There is a range of information available to centres on interpreting results. This information 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 below:

- examiner reports,
- [grade prediction calculator](#),
- [grade boundary analysis tool](#),

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

2. Overview of the process

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

- the marking of examinations;
- moderation of internally-marked assessments.

Special consideration cannot be requested as part of the 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 application. In certain circumstances, we will accept applications from candidates. The table below describes any circumstances where we will accept applications from candidates:

Type of assessment	Who can appeal
exam	<ul style="list-style-type: none"> • centre • candidate with no centre to apply on their behalf
moderated assessment	<ul style="list-style-type: none"> • centre

2.2. Candidate consent

In most cases, centres will make applications for enquiries on behalf of candidates. Where the centre is making the application, they must:

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

3. 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 our systems. 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,
- any special consideration was applied correctly.

4. 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 an examiner.

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

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

5. Review of moderation

The review of moderation is for internally marked assessments

This service is for where adjustments have been applied to the centre's marking. It involves a review of the moderation process by a senior moderator. A centre can request this service, if they feel that the process has not been undertaken accurately.

However, a centre **cannot** request a review of moderation:

- if the original marks have been accepted by City & Guilds without making any change,
- for an individual candidate.

Where a centre queries the outcome of moderation, it should first contact the Technicals Quality team. They may be able to provide additional information to explain the decision, without the need to apply for a review of moderation.

Where City & Guilds still holds the original candidate work, the centre will not need to resubmit it.

6. Outcomes

The outcome of the Enquiry about results will be sent to the person who made the application. This will include the decision and the reason for that decision.

There are three possible outcomes:

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

6.1. Feedback

*City & Guilds provides feedback for review
for marking and review of moderation*

For the review of marking and the review of moderation, City & Guilds will also provide feedback, if the original marks are confirmed. Further details are provided in the table 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.
Review of moderation	Feedback on the centre's marking and evidence collection.

7. Deadlines

Applications should be made 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 Enquiries quickly and efficiently in accordance with the timelines listed below.

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

8. 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
Moderation of internally marked assessments	£200

9. Appeals

The outcome of the Enquiry about results will include information on how to appeal (where this is relevant).

For more information, please refer to the JCQ Appeals document.

10. Glossary

Applicant	An applicant is the person or organisation who sends in the application form for an Enquiry. The applicant could be - <ul style="list-style-type: none"> • a candidate, • a centre acting on behalf of a candidate, • a centre.
Candidate	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> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
Exam	An <i>exam</i> is any externally marked component of a qualification.
Moderation	<i>Moderation</i> is a process for monitoring assessments marked by centres. It involves City & Guilds re-marking a sample of candidates' work to establish whether the centre has applied the assessment criteria correctly.
Script	A candidate's written response to the examination.
Working day	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.

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

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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

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