

**Enquiries
about
Results and
Assessment
Decisions
Policy.**

Enquiries about Results and Assessment Decisions Policy

Date approved	February 2019
Approved by	Head of Quality Assurance
Review date	September 2019
Responsible Manager	Head of Quality Assurance
Responsible Director	Managing Director
Accessible to	Colleagues, External Stakeholders, Customers

1. Policy statement

This policy sets out NCFE's framework for dealing with enquiries about results and assessment decisions made by us, by outlining the processes and procedures for our customers.

2. Applicability of policy

This policy applies to:

- NCFE/CACHE Awarding Organisation
- NCFE Apprenticeship Services
- external stakeholders, including our customers
- any future business units or subsidiaries.

3. Scope and purpose of policy

The policy relates to all Awarding and Apprenticeship Services operations within and across the NCFE Group. The policy forms part of NCFE's Quality Assurance arrangements by allowing our customers, on behalf of a learner¹ or a group of learners, to question the results awarded or an assessment decision we have made, in line with our processes, procedures and policies.

4. Linked policies

This policy should be read in conjunction with:

- Appeals Policy
- Maladministration and Malpractice Policy
- Sanctions Policy
- Reasonable Adjustments and Special Consideration Policy
- Complaints Procedure

5. Location and access to the policy

The Enquiries about Results and Assessment Decisions Policy is located on our website www.qualhub.co.uk.

6. Persons responsible for the policy

- Managing Director
- Head of Quality Assurance.

¹ Any reference to learner(s) shall also mean apprentice

Section 1 Overview of Enquiries about Results and Assessment Decisions

The purpose of an enquiry is to allow our centres, on behalf of a learner or a group of learners, to question the results awarded or an assessment decision we have made, in line with our processes, procedures and policies.

1.1 Enquiry exclusions and restrictions

The enquiry procedure will not comprise:

- a change to a decision/sanction imposed
- a change to the centre's approval status
- a change to the outcome for reasonable adjustments and/or special consideration.

For these decisions, please refer to our Appeals Policy, which can be found on our website www.qualhub.co.uk.

Any other area which has resulted in your dissatisfaction may be addressed via our Complaints Procedure.

1.2 Enquiry acceptance criteria

The table below details what types of enquiries we will accept:

Type of enquiry
Results of an assessment marked by us (external assessment)
Outcome of an assessment externally quality assured by us (internal assessment)
Outcome of an end point assessment carried out by us.

You must submit an enquiry within **20 working days** of receiving the initial result/outcome.

1.3 Who can submit an enquiry?

A centre can submit an enquiry on behalf of a learner or a group of learners, with the explicit written permission of that learner or group of learners. For each enquiry, written permission should be obtained. Learners and/or their parents or legal guardians are not permitted to submit an enquiry directly to NCFE.

You must retain evidence of written learner authorisation for at least six months following the outcome of an enquiry and in compliance with relevant data protection legislation. We reserve the right to inspect such evidence. Failure to retain such evidence will be considered centre malpractice and will be dealt with in accordance with our Maladministration and Malpractice Policy.

1.4 Enquiry options

1.4.1 Clerical check or review of marking

An enquiry about results allows our centres, on behalf of a learner or group of learners, the opportunity to raise a concern over the result of an external assessment marked by us, if you reasonably believe it is erroneous. We will appoint a member of staff who was not involved in the original assessment decision to conduct the enquiry.

1.4.2 Enquiry about assessment decisions

An enquiry about the decisions of an internally marked assessment allows you, on behalf of a learner or group of learners, the opportunity to question if the assessment criteria were fairly, reliably and consistently applied during the External Quality Assurance process. We will appoint member of staff who was not involved in the original assessment decision to conduct the enquiry.

1.5 Fees

A fee to cover the administrative costs of an enquiry will be charged in line with our Awarding Fees and Pricing guide and Apprenticeship Services Fees and Pricing guide, which can be downloaded from our website www.qualhub.co.uk or requested from our Customer Support team.

In the event that the results/outcome remain unchanged following an enquiry, we will invoice the relevant fee.

2.1 Submitting an enquiry about results

You must submit a request for an enquiry about results using the enquiry application form available on our website www.qualhub.co.uk, to allow us to consider the enquiry in accordance with the acceptance criteria outlined in Section 1.

2.1.1 Enquiry stages

Option 1 Clerical check

This service includes a full check of all clerical procedures to ensure that all parts of the learner's assessment have been marked and the totalling of the marks/grades awarded has been correctly recorded and processed.

Option 2 Review of marking

This service includes a clerical check plus a full review of the learner's assessment to ensure that the agreed mark scheme/standard has been applied correctly. This will not involve the re-marking of the learner's assessment, unless errors are identified.

A review of marking is not available for Multiple Choice Question (MCQ) assessments.

2.1.2 Timescales

The following timescales apply when submitting an enquiry about results application:

Enquiry about results:

- **Option 1 – Clerical check** – within **20 working days** from receipt of the initial result/outcome
- **Option 2 – Review of marking** – within **20 working days** from receipt of the initial result/outcome or, if a clerical check has been previously requested, within **5 working days** of receiving the result of that clerical check.

2.2 Enquiry acceptance

The decision of whether or not to accept the enquiry application will be considered within **5 working days** of receipt of the form and is based on:

- whether the enquiry submitted falls within our acceptance criteria
- whether we have confirmation of learner authorisation
- the timescale of the enquiry as outlined in Section 1.

If we reject an enquiry application, the reason(s) for this will be provided to you in writing once a decision has been made.

If we accept an enquiry application, we will send an acknowledgement once a decision has been made, and request any further information or evidence where required.

2.3 Timescales following the acceptance of an enquiry application

We aim to action and complete an enquiry about results within:

- **Option 1 – Clerical check – 5 working days** from the enquiry decision
- **Option 2 – Review of marking – 25 working days** from the enquiry decision.

Please note that in some cases, particularly where the enquiry may be complex, the enquiry may take longer than our published timescales. In such instances, we will advise you of the revised timescales and the reason(s) why.

2.4 Enquiry outcome

The outcome of the enquiry will be sent via letter or email to you or a person acting on your behalf, giving the outcome of the enquiry within **5 working days** of the decision being made. There are only three potential outcomes of an enquiry:

- the result or mark/grade is confirmed as correct
- the result or mark/grade is increased
- the result or mark/grade is decreased.

As a result of all enquiries, we will:

- amend our centre or learner records accordingly
- action any changes to our processes or systems where issues are identified.

Section 3 Enquiries about assessment decisions

3.1 Submitting an enquiry about assessment decisions

The centre must submit a written request for an enquiry about assessment decisions using the enquiry application web form, available on our website www.qualhub.co.uk, to enable us to consider the enquiry in accordance with the enquiry acceptance criteria as outlined in Section 1.

3.1.1 Enquiry stages

NCFE Awarding review of external quality assurance decisions

This service includes a full review of the learner assessments sampled during the External Quality Assurance process to ensure that the correct assessment criteria were fairly, reliably and consistently applied. This service will not comprise a reassessment of an internally marked assessment, unless errors are identified.

This service is only available once the internal enquiries and appeals procedures have been exhausted. It is not available if the original assessment decisions of the Internal Quality Assurer were accepted by an External Quality Assurer without any adjustments, or for individual learners.

NCFE Apprenticeship Services review of end point assessment decisions

This service includes a full review of the learner assessments carried out by us to ensure that the correct assessment criteria were fairly, reliably and consistently applied. This service will not comprise of a reassessment of an end point assessment, unless errors are identified.

3.1.2 Timescales

An enquiry about assessment decisions must be submitted within **20 working days** of receipt of the initial decision.

3.2 Enquiry acceptance

The decision of whether or not to accept the enquiry application is based on:

- whether the enquiry submitted falls within our acceptance criteria
- whether we have confirmation of learner authorisation
- the timescale of the enquiry as outlined in Section 1.

If we reject an enquiry application, the reason(s) for this will be provided to you in writing once a decision has been made.

If we accept an enquiry application, we will send an acknowledgement in writing once a decision has been made, and request any further information or evidence where required.

3.3 Timescales following the acceptance of an enquiry application

We aim to action and complete an enquiry about assessment decisions within **25 working days** from the enquiry acceptance.

Please note that in some cases, particularly where the enquiry may be complex, the enquiry may take longer than our published timescales. In such instances, we will advise you of the revised timescales and the reason(s) why.

3.4 Enquiry outcome

The outcome of the enquiry will be sent via letter or email to you or a person acting on your behalf, giving the outcome of the enquiry within **5 working days** of the decision being made. There are only three potential outcomes of an enquiry:

- the result or mark/grade is confirmed as correct
- the result or mark/grade is raised
- the result or mark/grade is lowered.

As a result of all enquiries, we will:

- amend our centre or learner records accordingly
- action any changes to our processes or systems as appropriate.

Section 4 Appeals and Complaints

4.1 Appeals

You have the right to appeal the outcome of an enquiry about results and assessment decisions. Please refer to our Appeals Policy on our website www.qualhub.co.uk for more information.

4.2 Complaints

You have the right to express your dissatisfaction regarding our actions, products or services. Please refer to our Complaints Procedure on our website www.qualhub.co.uk for more information.

Section 5 How to contact us

If you have any queries about the contents of this policy, please contact our Quality Assurance team:

**NCFE Awarding
Quality Assurance team**

Q6
Quorum Business Park
Benton Lane
Newcastle upon Tyne
NE12 8BT
0191 239 8000*
postresults@ncfe.org.uk

**NCFE Apprenticeship Services
Quality Assurance team**

Q6
Quorum Business Park
Benton Lane
Newcastle upon Tyne
NE12 8BT
0191 240 8950*
epaqualityassurance@ncfe.org.uk

*To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.