

Enquiries about Results and Assessment Decisions Policy

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Introduction

Enquiries about Results and Assessment Decisions Policy

Date approved	August 2022
Approved by	Head of Quality Assurance
Next review date	October 2022
Responsible Manager	Head of Quality Assurance
Responsible Director	Chief Operating Officer
Accessible to	Colleagues, External Stakeholders, Customers

Policy statement

This policy sets out NCFE's framework for dealing with enquiries about results and access to scripts, by outlining the processes and procedures for our customers.

Applicability of policy

This policy applies to:

- NCFE Awarding Organisation, including End-Point Assessment (EPA)
- external stakeholders, including our customers
- any future business units or subsidiaries.

Scope and purpose of policy

The policy relates to all Awarding operations within and across the NCFE Group, including End-Point Assessment (EPA).

The policy forms part of NCFE's Quality Assurance arrangements by allowing our customers, on behalf of a learner or a group of learners, to submit an enquiry regarding results awarded, in line with our processes, procedures and policies.

Linked policies

This policy should be read in conjunction with:

- Appeals Policy
- Maladministration and Malpractice Policy
- Access Arrangements & Reasonable Adjustments Policy
- Special Considerations Policy
- Complaints Procedure.

Persons responsible for the policy

- Responsible Officer
- Head of Quality Assurance.

Section 1 Overview of Enquiries about Results and Assessment Decisions Policy

The purpose of an enquiry is to allow our centres, on behalf of a learner or a group of learners, to enquire about a result awarded, 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 or End-Point Assessment)
Outcome of an assessment externally quality assured, or moderated , by us (internal assessment)

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

See section **2.1.3** for specific information regarding timescales for the **T Level Technical Qualifications**¹.

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 T Level is a registered trade mark of the Institute for Apprenticeships and Technical Education.
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1.4 Enquiry options

1.4.1 Clerical check and/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 or End-Point Assessment marked by us, if you reasonably believe it is erroneous. We will appoint an examiner or sector expert 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 or **moderation** process. We will appoint a 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 Fees and Pricing guide, which can be downloaded from our website www.qualhub.co.uk or requested from our Customer Support team.

The relevant fee will be raised for each individual enquiry wherein the external assessment grade or assessment decision outcome has not changed.

The fee will be waived if the external assessment grade/component changes.

Section 2 Enquiries about results

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.

If a centre has concerns about one of its component/subject cohorts, then it should submit requests for **all** learners they believe to be affected.

2.1.1 Enquiry

Stage clerical check

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

This includes:

- A full check of all clerical procedures to ensure that the marks or grades awarded to the learner(s) have been correctly recorded and processed
- Ensuring all parts of the assessment have been marked, all marks have been recorded and added up correctly, and grade boundaries have been applied accurately.

The outcome of the clerical check will be communicated with the centre within 5 working days from the centre request. Learner's scores and grade may increase, decrease, or remain the same.

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 by the original examiner or Independent End-Point Assessor.

This service involves the Chief Examiner or a Senior Examiner who did not originally mark that learner's paper reviewing the original marking and ensuring that all marking is in line with the standards set and appropriate mark scheme. A review of marking 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:

- **Clerical check** – within **20 working days** from receipt of the initial result/outcome
- **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.
- **Expedited review of marking (T Level qualifications only)** – within **6 weeks** from receipt of

initial result/outcome, or if a clerical check has been previously requested, within **5 working days** of receiving the result of that clerical check.

2.1.3 T Levels specific timescales

For T Level Technical Qualification dates, please refer to the [Key Dates Schedule](#), which will supersede other deadlines within section 2.1.2 of this document.

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.

When an application request is accepted or rejected, NCFE will communicate this with the centre contact that requested the enquiry within **5 working days**.

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

If a request is rejected the reason(s) for this will be provided to you once a decision has been made.

2.3 Timescales following the acceptance of an enquiry application

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

- **Clerical check – 5 working days** from receipt
- **Review of marking – 25 working days** from receipt
- **Expedited review of marking** (T Level qualifications only) – **10 working days** from receipt.

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 to the centre contact who submitted the original request, giving the outcome.

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.

A change in mark will not always result in a change in grade for an assessment. Qualifications which use a uniform mark scale (UMS) may see a change in UMS where a raw mark changes.

As a result of all enquiries, we will, where required:

- amend our centre or learner records accordingly
- action any changes to our processes or systems where issues are identified
- communicate outcomes with centres within the specified timescales above.

2.5 Further investigative action

Following the outcome of an enquiry, NCFE are obliged to take further investigative action should we believe there is evidence to support a significant trend in over or under marking.

Where we initiate investigative action, learners' marks are not automatically protected. Marks and subject grades may therefore be increased, decreased, or confirmed as correct.

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 or moderation decisions

This service includes a full review of the learner assessments sampled during the External Quality Assurance or **moderation** 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 a center's 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.

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 to the centre contact who submitted the original request, giving the outcome:

- 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

Q6

Quorum Business Park
Benton Lane Newcastle
upon Tyne NE12 8BT
0191 239 8000*

postresults@ncfe.org.uk

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