



# Enquiries about Results and Appeals

## October 2017 Examinations

### Introduction

The IFE implements robust quality assurance processes in order to ensure that marking is consistent and reliable. However, we recognise that occasionally candidates may wish to query the result issued to them.

There are three stages in the process:

1. Results Enquiry – candidates who wish to query their result(s) may ask for their examination script(s) to be re-marked; candidates may also ask for feedback (in the form of a brief report) on their performance.
2. Appeal – candidates who continue to be dissatisfied following the re-mark carried out at stage 1 of the process, may submit an appeal. Appeals do not usually result in a further re-mark but in a broader investigation of the circumstances affecting the candidate's assessment experience.
3. Appeal Stage 2 – candidates who believe that they continue to have case to challenge the outcomes of the result enquiry and the first stage appeal may submit a State 2 appeal. In this instance, they may present their case to an independent panel.

Candidates may query any result. However, candidates who have already achieved a Pass Grade (where examination papers contribute to the Level 3 Diploma or Level 4 Certificate) and who are querying whether a higher grade should have been awarded must bear in mind that a re-mark may result in a lower mark being awarded and therefore a lower grade (or a Fail) being issued.

### Timeline for querying results

The following timelines apply:

Qualification	Closing date for submitting results enquiries
Level 2 Certificate	Friday 16 February 2018
Level 3 Certificate	Friday 16 February 2018
Level 3 Diploma	Friday 16 February 2018

Results queries must be made in writing and using the form provided by the IFE on the IFE's website.

## Services available for querying results and fees

Candidates who wish to query their result(s) for Level 3 Certificate and Level 3 Diploma examinations may request either a re-mark **or** they may request a re-mark **with** a feedback report.

**Re-Mark:** Where candidates request a re-mark, the IFE will arrange for the examination paper(s) to be re-marked. The re-mark will be carried out by an examiner that is different from the original marker. The candidate will be advised of the grade awarded on the second mark. The IFE does **not** report the specific marks attained. Where candidates choose to request a re-mark only, *they will not receive a report with feedback on their performance and will not be advised of the specific mark attained.*

**Re-Mark with Report:** Where candidates request this service, the IFE will arrange for the examination paper(s) to be re-marked as described above. In addition, the IFE will arrange for the production of a short report summarising the candidate's performance in the examination. The purpose of the report is to identify where the candidate performed well in the examination and also to identify the reason(s) why the candidate achieved the result. Candidates who were unsuccessful in the examination and who are intending to re-sit the examination may find the feedback helpful in preparing for future examinations.

*Note: candidates will **not** be advised of the specific mark attained. The IFE does not return marked examination scripts to candidates.*

The following fees apply in 2017:

Enquiry about result services	Fee (per examination paper)
Level 2 Certificate - re-mark only	£16
Level 3 Certificate (per examination paper) – re-mark only	£16
Level 3 Certificate (per examination paper) – re-mark <b>with report</b>	£22
Level 3 Diploma Unit 6 – re-mark only	£22
Level 3 Diploma Unit 6 – re-mark <b>with report</b>	£38

Note: If the re-mark results in a change of grade that favours the candidate, the IFE will refund the fee paid by the candidate. In the case of any grade change, candidates will be required to return the certificate that has been previously issued to them by the IFE and the IFE will issue a new certificate.

## Process for querying results

Candidates should submit their query to the IFE within the timeline specified above. They should use the appropriate form. Forms should be emailed to [exams@ife.org.uk](mailto:exams@ife.org.uk) or they may be posted to the IFE using the address provided on the form.

On receipt of the enquiry, the IFE will arrange for a re-mark of the examination script to be carried out and, if requested, the production of a feedback report. Please note that the IFE will collect payment of the fee for the enquiry service prior to undertaking the re-mark (and report) service.

The IFE will progress each query as quickly as possible and will aim to respond to the query within 8 weeks. However, candidates should note that re-marks will be carried out by external experts and therefore timelines may vary. In any case, all queries will be completed by 9 March 2018.

In the unlikely event that the result enquiry has not been processed by the IFE by 9 March 2018 or that the IFE has not made contact to explain the reason for the delay, candidates should contact the IFE to confirm that the query is in progress and to clarify whether there are any issues causing the delay.

### Appeal Stage 1

Candidates who remain unsatisfied following the outcome of their result enquiry may submit a formal appeal to the IFE. ***Candidates may not submit an appeal unless they have completed the result enquiry stage of the process.***

The reasons for the appeal should be different from those cited at the results enquiry stage. Candidates should clearly explain why they believe that they have been adversely affected by the examination process. Appeals will not usually result in a further re-mark of the candidate's script. In this instance, the IFE will carry out an investigation into the specific issues cited by the candidate.

Appeals should be made within **one calendar month** of the date that the results of the first enquiry were sent by the IFE Head Office (i.e. the date appearing on that letter). Appeals must be made in writing, clearly setting out the reason for the appeal and using the form provided by the IFE. Candidates who appeal will be charged a further fee of £37. Candidates should be aware that a stage 1 appeal is not in place as an opportunity to request a further re-mark.

The appeal may be upheld or dismissed and the candidate will be informed in writing. If an appeal is upheld, the fee will be returned to the candidate.

### Appeal Stage 2

In order to submit a Stage 2 appeal, candidates must present a tangible case for the appeal and should include a clear explanation as to why the outcome of the earlier appeal continues to be disputed. Candidates should be aware that a stage 2 appeal is not in place as an opportunity to request a further re-mark.

If a Stage 2 appeal is progressed, an independent professional expert will be appointed to review the case. The review will include an investigation into the conduct of the appeals procedure as well as a further review of the evidence provided at earlier stages of the result enquiry and appeal. If, in this expert's view, the procedure has been adhered to, that decision will be final. The candidate will be informed of this decision and no further correspondence will be entered into.

Appeals at Stage 2 must be made in writing, clearly setting out the reason for the appeal and using the form provided by the IFE. Candidates who appeal will be charged a further fee of £37. If the appeal is upheld, all appeal fees will be returned to the candidate.

Issued: 05 January 2018