



# Enquiries about Results and Appeals

## October 2019 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 result enquiries and appeals process:

1. Results Enquiry – candidates who wish to query their result(s) may ask for their examination script(s) to be re-marked.
2. Appeal Stage 1 – candidates who continue to be dissatisfied following the re-mark 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 Stage 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 closing date for submitting an enquiry about results in relation to the results issued for the October 2019 examinations is: **10 February 2020**. Unfortunately, the IFE is unable to accept any enquiries submitted after this date.

Result enquiries must be made in writing and by using the form provided by the IFE on the IFE's website - <https://www.ife.org.uk/October-2019-Examinations>

## Re-Mark Service

Candidates may submit a request for their script to be re-marked. Please see below for fees for this service. Where candidates request this service, the IFE will arrange for the examination paper to be re-marked by an examiner that is different from the original marker.

The candidate will be advised of the grade awarded following the re-mark. Candidates will be advised of the overall mark attained and will be provided with a summary of the marks awarded for each section of the examination.

Note: The IFE no longer provides reports on individual scripts. Candidates are advised to refer to the general examiner reports published on the IFE's website for information about a specific examination and the types of responses that would have secured marks.

## Return of marked examination scripts

Candidates are advised that the IFE does not return marked examination scripts to candidates.

## General examiner reports

Candidates are advised to review the general examiner reports on the October 2019 examinations that are published on the IFE's website prior to submitting result enquiries. Most candidates who are unsuccessful in IFE examinations are unsuccessful due to the fact that they have not provided sufficient points at the right level in their responses. The general reports provide information on the responses required to attain high marks and they also comment on common errors.

## Fees

The following fees apply for result enquiries related to October 2019 examinations:

Re-Mark Services	Fee (per examination paper)
Level 2 Certificate in Fire Science, Operations and Safety Level 3 Certificate in Fire Science, Operations, Fire Safety and Management ( <i>per examination paper</i> )	£35
Level 2 Certificate in Passive Fire Protection Level 3 Certificate in Passive Fire Protection Level 3 Diploma, Fire Service Operations and Incident Command Level 4 Certificate, Fire Service Operations and Incident Command	£50

*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 may 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. Please note that the IFE will collect payment of the fee for the enquiry service prior to undertaking the re-mark service. At the point when the IFE takes payment, candidates will be notified by email that payment has been taken.

The IFE will progress each query as quickly as possible and will aim to complete the re-mark process within eight weeks of receipt of the result enquiry application. 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 **27 March 2020**.

Candidates who have booked examinations in March 2020 are requested to state this information on their result enquiry form. The IFE will prioritise candidates who are awaiting the outcome of a re-mark prior to sitting examinations in March 2020.

In the unlikely event that the result enquiry has not been processed by the IFE by 27 March 2020 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.***

Candidates should clearly explain why they believe that the examination/result enquiry process was not adhered to by the IFE. 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 the email from the IFE with the outcome of the re-mark attached). 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 fee of £125.

Candidates should be aware that a stage 1 appeal is **not** in place as an opportunity to request a further re-mark. *Where candidates use the appeals process to request a further re-mark, the submission will be rejected.*

Following review, 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.

For further information on the appeals process, please see the Appeals Procedure which is published on the IFE's website.

### 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.

If a Stage 2 appeal is progressed, an independent panel 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.

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 £125. If the appeal is upheld, all appeal fees (stage 1 and stage 2) will be returned to the candidate.

For further information on the appeals process, please see the Appeals Procedure which is published on the IFE's website.

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