



Enquiries about Results and Appeals

October 2020 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 and the purpose of this procedure is to provide a route for candidates to do this.

There are three stages in the result enquiries and appeals process:

1. Result Enquiry/Re-Mark – the re-mark service is available to candidates who wish to query their result(s) by having their examination script(s) re-marked. *[Note: candidates who wish to find out the mark they received prior to asking for a re-mark, may email the IFE at exams@ife.org.uk to check this prior to purchasing a re-mark via the re-mark service.]*
2. Appeal Stage 1 – candidates who continue to be dissatisfied following a re-mark 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 re-mark and the Stage 1 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 are graded) 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

Candidates who wish to submit a result enquiry must ensure that their completed Re-Mark Request form has been sent to the IFE by **Monday 15 February 2021**. Candidates are advised to email rather than post their requests to ensure that requests are received by the deadline.

Re-Marks

Where candidates purchase the re-mark service, the IFE will arrange for the examination paper to be re-marked by an examiner that is different from the original marker. (Please see below for fees.)

The candidate will be advised of the result following the re-mark. Candidates will also 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.

Examiner Reports

Candidates are advised to review the general examiner reports on the October 2020 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 examiner reports provide information on the responses required to attain high marks and they also comment on common errors.

Fees

The following fees apply for re-marks related to October 2020 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>)	£40
Level 2 Certificate in Passive Fire Protection Level 3 Certificate in Passive Fire Protection Level 3 Diploma, Unit 6: Fire Service Operations and Incident Command Level 4 Certificate, Unit 3: Fire Service Operations and Incident Command	£55
Appeal fee – Stage 1 Appeal fee – Stage 2	£129

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 requesting re-marks

Candidates should submit their Result Enquiry (Re-mark) Request Form to the IFE within the timeline specified above. They should use the appropriate form. Forms may be emailed to exams@ife.org.uk or they may be posted to the IFE using the address provided on the form. The IFE advises that candidates email rather than post requests.

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 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 ten 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 30 April 2021.

In the unlikely event that the result enquiry has not been processed by the IFE by 30 April 2021 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 re-mark 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 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 to the candidate (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 £129.

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 £129. 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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