



# **CILT(UK)**

## **Awarding Organisation**

### **Policy and Procedures:**

### **Enquiries About Results (EAR)**

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## **CILT(UK) Awarding Organisation Policy and Procedures: Enquiries About Result (EAR)**

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# 1. Introduction

The purpose of this Policy is to outline how Enquiries About Results (EAR) are made by learners and how these will be administered by CILT(UK) Awarding Organisation; and it has been designed to ensure that such requests are dealt with in a fair and consistent manner.

# 2. Scope

This policy applies to all:

- Enquiries About Results (EARs) for CILT(UK) qualifications assessed through the Institute Assessment route
- **NB:** Enquiries About Results (EARs) are not available for multi-format or multiple choice assessments that are marked by an automatic assessment system (e.g. Paper 1 of the CILT(UK) Certificate of Professional Competence for Transport Managers - 2021 specification)
- For the Learning Partner Assessment route, this policy only applies after the learner has exhausted the Learning Partner's Appeals process before contacting CILT(UK).

# 3. Regulatory Authorities' criteria

CILT (UK) is an awarding organisation recognised by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet relevant regulatory requirements as set out by Ofqual/ QW/ CCEA and has been compiled with reference to current best practice including guidance issued by Joint Council for Qualifications (JCQ).

# 4. Policy

## Enquiries About Results (EAR)

Following release of results, where the pass standard has not been reached, CILT(UK) recommends that learners contact their CILT (UK) Learning Partner to reflect on their performance and discuss areas for possible improvement in future assessments.

However, if a learner believes the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) application may be made within **10 working days** of the result/s notification date (as shown on the result notification slip) for the relevant result.

The CILT (UK) Enquiry About Result (EAR) service includes:

- A clerical check
- And an Assessment Re-mark

**NB:** Please note that application of an EAR has **three** possible outcomes:

- The mark (and where relevant, the grade) being **adjusted upwards**
- The mark (and where relevant, the grade) being **revised downwards**

- The mark (and/or grade) **remaining unchanged**.

An EAR request may only be made once per result.

## 5. Enquiry About Result (EAR) service

### 1. Clerical Check and Re-Mark

A clerical check reviews:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks
- that the publication of marks accurately reflects the above.

A re-mark is:

- a re-mark of the assessment by a different marker.

## 6. Process

### Form

Each learner must complete the CILT(UK) Enquiry About Results application form (stating 'Enquiry About Result' in the email subject line) and send it as an email attachment to: [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk)

### Fee and payment per unit

Please see the current CILT (UK) fee schedule available here on the CILT(UK) website: [CILT - Qualifications \(ciltuk.org.uk\)](http://ciltuk.org.uk)

For payment information please see the CILT(UK) EAR Application form (available on CILT(UK) website here): [CILT - Qualifications \(ciltuk.org.uk\)](http://ciltuk.org.uk)

## 7. Timescales

If a learner believes the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) may be made within **10 working days** of the result/s notification date (as shown on the result notification slip) for the relevant result.

Learners will receive an *acknowledgement* of an EAR request within **5 working days** of receipt of the completed EAR form and the correct payment.

The outcome of the Enquiry About Result (EAR) will be provided within **20 working days of the closing date for receipt of enquiries** (which close 10 working days after the result notification date).

**NB:** In the event that an EAR(s) requires further investigation, CILT (UK) may require more than 20 working days to provide an outcome. In the event that this occurs, CILT (UK) will inform the enquirer as soon as possible.

## 8. Outcomes

In the event that any errors are identified during the clerical check and /or re-mark, CILT(UK) will as appropriate, arrange for any unmarked answer(s) or part of answer(s) to be marked and correct any errors in adding up marks, and include any mark changes following a re-mark.

Following processing of the application, a new Results Notification will be sent to the learner and the centre via email. EAR outcomes will be provided in writing only.

#### **Mark changes but grade remains the same – EAR fee will not be refunded**

If the EAR outcome results in the *mark* remaining unchanged or the *mark* being revised *upwards or downwards* without changing the overall Pass/ Fail grade, a revised Result Notification will be issued but the EAR fee will not be refunded. The previous result will no longer be valid.

#### **Mark changes resulting in upward grade adjustment – EAR fee will be refunded**

If the EAR outcome does result in a *grade* being adjusted upwards (from a Fail or Pass), a revised Result Notification (and where relevant a unit and/or qualification certificate) will be issued, the EAR fee will be refunded. The previous result will no longer be valid.

If the EAR outcome changes a result from a Fail to a Pass, certification will be issued to the learner.

If the learner has already registered for a re-sit at a future assessment series, any relevant re-registration already paid will be also be refunded.

#### **Mark changes resulting in downward grade adjustment – EAR fee will be refunded**

If the EAR outcome check results in a *grade* being adjusted downwards (e.g. from a Pass to a Fail), a revised Result Notification will be issued and the EAR fee will be refunded. The previous result will no longer be valid.

**NB:** Any certificates already issued by CILT (UK) for a result(s) adjusted downwards to a Fail post-EAR will no longer be valid from the date of the revised result and must be returned to CILT(UK) by the Learner and/or the Learning Partner.

## **9. Unresolved EARs**

- If a learner remains dissatisfied with the outcome of an Enquiry About Result (EAR) related to the Institute-assessed route for CILT (UK) qualifications, the option of making an application for an Appeal is available.

#### **Notes**

- The Appeals process is concerned with whether awarding organisation procedures were applied consistently, properly and fairly
- **NB:** The Appeals process does not include further re-marking of learner scripts
- If the applicant fails to provide sufficient grounds for the appeal, including supporting evidence within the timescale, CILT (UK) reserves the right to reject the application and refund the fee.

#### **Further information**

For further details including process, fees and application form, please see the CILT(UK) “*Appeals policies and procedures*” document available on the CILT(UK) website: [CILT - Qualifications \(ciltuk.org.uk\)](https://www.ciltuk.org.uk)