



The Chartered
Institute of Logistics
and Transport

CILT(UK)

Awarding Organisation Policy and Procedures:

Enquiries About Results (EAR)

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 Learning Partners can submit an Enquiries About Results (EAR) request on behalf of Learners and how these will be administered by CILT(UK) Awarding Organisation (AO); this Policy 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 completed as an online assessment marked by an automated marking system (e.g. Paper 1 of the CILT(UK) Certificate of Professional Competence for Transport Managers). EARs are available for all paper-based assessments and online assessments that are not marked by an automated marking system.

- For the Centre (Learning Partner) Assessment route, this policy only applies after the Learner has exhausted the Learning Partner's Appeals process.

3. Regulatory Authorities' criteria

CILT(UK) AO is an awarding organisation recognised by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualifications in 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. Definitions

Awarding Organisation

An organisation or consortium that awards qualifications. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.

Certificate

The record of attainment in a unit or qualification issued by the awarding organisation. The design of the certificate must conform to the regulatory authorities' guidelines

Enquiry about results

A process through which an awarding body may be asked to check one or more of the steps leading to a reported result.

Learner

A person who is registered to take a qualification and to be assessed as part of that qualification.

Learning Partner (or Centre)

An organisation undertaking the delivery of an assessment (and potentially other activities) to Learners on behalf of an awarding organisation. Learning Partners are typically educational institutions, training providers, or employers.

Qualification

An award made by an awarding body for demonstration of achievement or competence. To be eligible to award regulated qualifications, awarding organisations must meet the requirements of the regulatory authorities.

Regulatory authorities

Government-designated statutory organisations required to establish national standards for qualifications and secure consistent compliance with them.

5. Policy

Enquiries About Results (EAR)

Following the release of results, where the pass standard has not been reached and before submitting an EAR application, CILT(UK) recommends that the Learners contact their CILT(UK) AO 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, they have the option of contacting their Learning Partner to submit an Enquiry About Result (EAR) application within **10 working days** of the Results Release Date as stated in the relevant CILT(UK) AO Assessment Timetable. The Learning Partner must have the Learner's express permission to submit an EAR application, for further information see the EAR application form. EAR applications must be submitted via the Learning Partner.

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

- A clerical check

And;

- An Assessment Re-mark

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

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

An EAR request may only be made once per result.

6. Enquiry About Result (EAR) service

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.

7. Process

Form

The Learning Partner must complete the CILT(UK) AO Enquiry About Results (EAR) application form (stating 'Enquiry About Result' in the email subject line) and send it as an email attachment to: ao@ciltuk.org.uk

Moderation check

Before accepting a CILT(UK) AO Enquiry About Results (EAR) application, CILT(UK) AO will first review the assessment panel documents to confirm whether the exam marks were moderated as part of the pre-results release assessment review process.

Should the Learner's paper be already moderated, the application will be decline by CILT(UK) AO as the Learner's paper will have already been subject to an additional review.

Fee and payment per unit

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

CILT(UK) AO will invoice the Learning Partner for the payment, for further information see CILT(UK) AO's Invoicing policy available here: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk/cilt-qualifications)

Note: It is the responsibility of the Learning Partner to ensure they have received the full EAR fee from the Learner.

8. Timescales

Enquiry About Result (EAR) applications must be made within **10 working days** of the Results Release Date as stated in the relevant CILT(UK) AO Assessment Timetable.

Note: Where a fully completed and signed CILT(UK) AO EAR application form has not been received by CILT(UK) AO from the Learning Partner within the relevant timescale the EAR application will not be accepted. Incomplete forms received by CILT(UK) AO will be returned without being processed. In these circumstances, where an EAR fee payment has been received, it will be refunded.

The moderation check and confirmation of the application being accepted will be made to the Learning Partner within 10 working days of the closing date for receipt of enquiries.

The outcome of the Enquiry About Result (EAR) will be provided to the Learning Partner within **20 working days of the closing date for receipt of enquiries**.

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

9. Outcomes

In the event that CILT(UK) AO have previously moderated the Learner's exam paper as part of the pre-results release assessment review, CILT(UK) AO will refuse the application for an EAR. In this case, the Learning Partner will be made of this decision in writing. No fee will be charged to the Learning Partner if the application is not accepted. Learners/Learning Partners will not be able to appeal against this decision.

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

Following processing of the application, a new Results Notification will be sent to the Learning Partner 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 results in a grade being adjusted upwards (from a Fail to a 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 Learner has already registered for a re-sit at a future assessment series, any relevant re-registration fees already paid will 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) AO 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) AO by the Learner and/or the Learning Partner.

10. 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) AO qualifications, the option of the Learning Partner 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 required timescale, CILT(UK) AO 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) AO Appeals policy and procedures document available on the CILT(UK) AO website: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)

11. References

CCEA Regulation, 2021 “*General Conditions of Recognition (January 2021)*”

Joint Council for Qualifications, 2022 “*Post-Result Services (June 2022)*”

Office of Qualifications and Examinations Regulation, 2022 “*Ofqual Handbook: General Conditions of Recognition (May 2022)*”

Qualifications and Curriculum Authority, 2004 “*The statutory regulation of external qualifications*”

Qualifications and Curriculum Authority, 2006 “*NVQ Code of Practice - Revised*”

Qualification Wales, 2021 “*Standard Conditions of Recognition (January 2021)*”