LIBF
Part of Walbrook Institute London

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Assessment Result Enquiry Policy and Procedures for professional qualifications

The purpose of the Assessment Result Enquiry Policy and Procedures for professional qualifications is to provide students with the details of the result enquiry process, describe the categories of a result enquiry, and provide details of enquiry outcomes. It also explains how LIBF monitors result enquiries periodically and reviews this policy.

Through the Assessment Result Enquiry Policy and Procedure we ensure that

- result enquiries are treated fairly, consistently, transparently, and in a timely manner
- appropriate actions are taken with regard to the applicant and other learners where result enquiries reveal any failure on our part
- we review aspects of our service in light of any result enquiries
- we maintain duties of confidentiality to third parties, or other legal duties, in responding to result enquiries
- we comply with our regulatory obligations.

Summary of policy

The policy and procedures apply to applicants who believe they've been treated unfairly during the assessment and results process, for example, when they believe an assessment mark has been calculated incorrectly. This policy doesn't apply to applicants who believe their performance during an assessment may have

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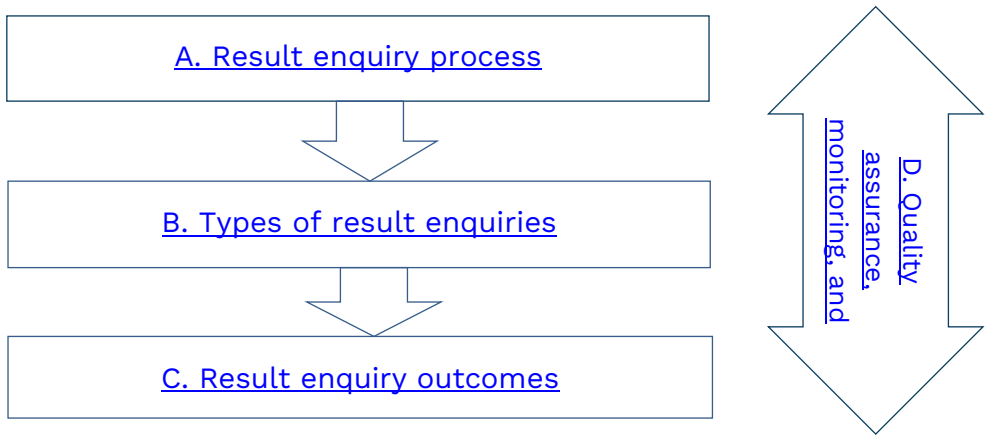
been adversely affected by external factors, for example, noise, illness, or unforeseen circumstances. These cases are dealt with under our Special Considerations Policy. The key stages in the Assessment Result Enquiry Policy are set out in the diagram below.



Section A - result enquiry process

1.1 If a student believes there's been an error in the marking of their assessment, they're able to apply for an assessment result enquiry.

1.2 Prior to submitting an assessment result enquiry, the applicant should consider the following

i. only assessment components or unit results may be subject to a result enquiry and not the qualification itself

ii. unit results are issued provisionally and remain subject to review and confirmation until the student has completed all required units and assessments for the qualification. The final qualification result will only be confirmed once all assessment requirements have been met and any necessary quality assurance activities have been completed. The applicant should consider which type of result enquiry is the most appropriate for their claim

iii. the effect of a change to the mark gained may be to change the grade or result for the assessment component or unit in question

iv. when making a result enquiry, the appropriate fee must be paid:

Type 1: Clerical check and remark (£80)

Type 2: Individual feedback report (£125)

Type 3: Clerical check, remark and individual feedback report (£160)

v. the fee will be refunded if, as an outcome of the result enquiry, the assessment mark is increased from the original and the overall result increases. No refund will be made if the mark isn't changed, if it's reduced or if it increases, but doesn't change the overall result.

1.3 To ensure accuracy of marks, a sample of scripts may be chosen as part of a marking standardisation process. A student whose script was part of this process can't therefore have their script re-marked as it would have effectively already been marked by all the examiners for that session.

1.4 The applicant must complete the result enquiry Application Form and pay the appropriate fee. Letters of concern can't be accepted as applications for result enquiries.

1.5 The result enquiry application form must be submitted to us within ten working days of the assessment outcome being communicated to the student. For MCQ examinations, this means ten working days from the date of the assessment. For session based assessments, this means ten working days from the date of the results being published on MyLIBF. Result enquiry applications can't be made retrospectively to a previous session.

1.6 We reserve the right not to accept a result enquiry application form received outside these timescales.

1.7 A result enquiry application form won't be accepted by us if it doesn't include the appropriate fee.

1.8 A result enquiry application form can only be submitted by the student. Applications by anyone else won't be accepted.

1.10 We'll acknowledge an application for a result enquiry within five working days of receipt of a completed result enquiry application form. At the same time, we'll inform the student of the date when they can expect a full response to the result enquiry.

1.11 As a consequence of undertaking a result enquiry, the applicant will receive advice from us confirming the result enquiry has been completed. This will normally be sent to the applicant within 30 working days of receipt of the application. The letter will also inform the applicant of the outcome (see section C).

1.12 In the event that an enquiry proves complex, we may need longer than initially anticipated to investigate it. In such cases, we'll make sure the applicant is kept informed of progress.

Section B - types of result enquiry

Type one result enquiry

2.1 A type one result enquiry (clerical check and remark) will check the student's original assessment script or electronic record to identify any clerical or procedural errors in the process of marking and recording marks. This will include a secondary marker reviewing the original mark and remarking the assessment, plus checking the

i. marking recorded by the original markers

ii. parts of a script to make sure all have been marked

iii. totalling of marks

iv. recording of marks

v. transposition of marks to the student record

vi. application of any adjustments, and

vii. application of pass or grade thresholds.

2.2 For multiple-choice question (MCQ) exams, a type one result enquiry (clerical check) involves a manual investigation to confirm that the automated marking and associated accuracy-checking protocols have been applied correctly and that no processing errors have occurred.

2.3 Where resubmission of coursework is undertaken, a student will be awarded a pass or fail with no revised raw mark provided. As such, a result

enquiry for a resubmission piece wouldn't involve any adjustment in the actual marks, but a review of the marker's decision to award a fail.

Type two result enquiry

2.4 With a type two result enquiry, the student will receive a feedback report of the responses they provided during the assessment, with a brief explanation of how their response met, or failed to meet, the assessment criteria. This will normally be sent to the applicant in writing within 30 working days of receipt of the application.

2.5 As a type two result enquiry won't involve a re-mark or a clerical / procedural check, this type of enquiry is most appropriate to those who'd like detailed feedback but don't require their mark to be checked.

2.6 Students aren't permitted to request a type two result enquiry and undertake a resubmission on the same coursework.

Type three result enquiry

2.7 A type three result enquiry comprises both type one and type two enquiries being undertaken together. This will include a clerical / procedural check, the review of the original marking and re-mark, a review to substantiate that the correct application of the agreed marking scheme has been undertaken, and a feedback report.

Section C - result enquiry outcomes

3.1 For type one and type three result enquiries, there are three possible outcomes for an assessment component or unit

i. the mark for the assessment component or unit increases

ii. the mark for the assessment component or unit decreases. If the mark decreases, the previous higher mark won't be reinstated

iii. the mark for the assessment component or unit remains the same.

3.2 For a result enquiry of a resubmission piece, the outcome would be either that it remains as a fail or is changed to a pass, which will be capped at the pass mark.

3.3 A change to the mark for the assessment component or unit may lead to the grade or result in question changing. If this is the case, the letter informing the applicant of the outcome of the result enquiry will clearly explain the impact of the changed mark upon the calculation of the grade or result.

3.4 For qualifications comprising multiple units, individual unit results remain provisional until all qualification requirements have been completed and the final qualification outcome has been confirmed. A change to a unit mark or grade following a result enquiry does not automatically result in a change to the final qualification outcome.

3.5 If a certificate has already been issued and a grade is subsequently altered as a result of an enquiry, a new certificate won't be issued until the original has been returned to us.

3.6 We'll make sure that where the outcome of a result enquiry brings into question the accuracy of the results of other students, steps will be taken to protect the interests of all students. Students who weren't part of the original enquiry can only have their result confirmed or raised.

3.7 The student has a right to appeal against a result enquiry outcome reached by us if they believe the policy or procedure hasn't been followed properly or has been implemented to their detriment. It isn't, however, possible to appeal against the academic judgement of the assessor. For more details, see our Appeals Policy.

3.8 If, as an outcome of a result enquiry, a student's mark is increased and the overall result changes, we'll refund the result enquiry application fee to the student.

Section D - quality assurance, monitoring, and review

4.1 Records of all enquiries and their outcomes are maintained by us for at least five years.

4.2 Any failings discovered or lessons learned during the course of a result enquiry, will be acted upon as part of continuous review of our qualifications and processes.

4.3 The policy and the procedures are subject to regular monitoring and review. We continually review our practices to maintain the highest possible standards of consistency and quality.

4.4 The policy and procedures are formally approved by our Professional Education Regulatory Compliance Committee.

4.5 The policy and procedures have been developed to comply with all relevant legislation and externally benchmarked.

4.6 We're subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales and CCEA, as a recognised awarding organisation.

4.7 In the event that Ofqual, Qualifications Wales or CCEA advises us of failures that have been discovered in similar assessment processes offered by other awarding organisations, we'll review our own assessment processes. If, as a result of this review, we find a potential failure, we'll take the same action as if a failure had been discovered by virtue of the application of Ofqual's, Qualifications Wales' or CCEA's complaints process.