

## **Assessment Result Enquiry Policy and Procedures for Professional Qualifications**

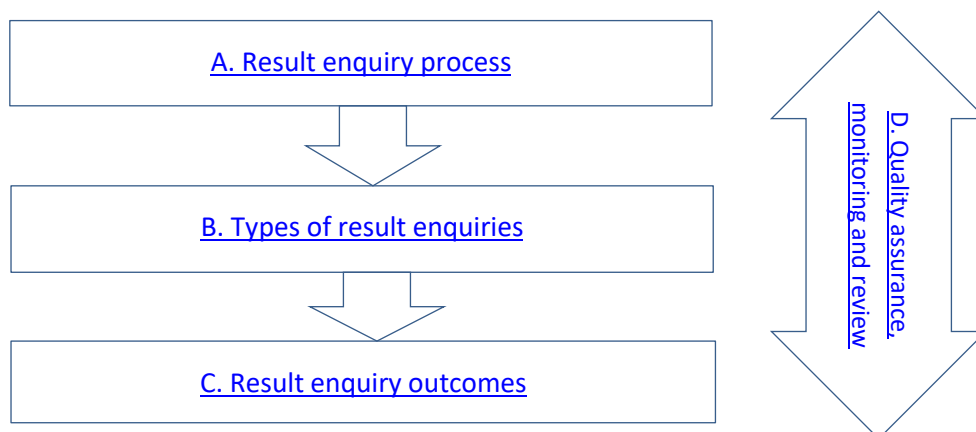
The purpose of the Assessment Result Enquiry Policy and Procedures for Professional Qualifications is to provide students with the details of the result enquiry process describe the categories of a result enquiry and provide details of enquiry outcomes. It also explains how The London Institute of Banking & Finance 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 the light of any result enquiries; and
- 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 that they have been treated unfairly during the assessment and results process, for example when they believe an assessment mark has been calculated incorrectly. This policy does not apply to the applicant who believes that their performance during an assessment may have 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 that there has been an error in the marking of their assessment they are able to apply for an assessment result enquiry.
- 1.2** Prior to submitting an assessment result enquiry, the applicant should consider the following points:
- i. Only assessment components or unit results may be subject to a result enquiry and not the qualification itself.
  - ii. 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.
  - 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 is not changed, if it is reduced or if it increases but does not 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 cannot 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 attach the appropriate fee. Letters of concern cannot be accepted as applications for result enquiries.
- 1.5** The application must be made to our Customer and Student Services team at the following address:
- Customer and Student Enquiries**  
**Administrative Centre:**  
4–9 Burgate Lane  
Canterbury  
Kent CT1 2XJ  
United Kingdom
- T:** +44 (0)1227 818609
- E:** [support@libf.ac.uk](mailto:support@libf.ac.uk)
- 1.6** The result enquiry application form must be submitted to us within 10 working days of the assessment outcome being communicated to the student. For electronically delivered assessments, this means 10 working days from the date of the assessment. For written and paper-based examinations, this means 10 working days from the date of the results letter or the results being published on **myLIBF**. Result enquiry applications cannot be made retrospectively to a previous session.

- 1.7** We reserve the right not to accept a result enquiry application form received outside these timescales.
- 1.8** A result enquiry application form will not be accepted by us if it does not include the appropriate fee.
- 1.9** A result enquiry application form can only be submitted by the student. Applications by anyone else will not be accepted.
- 1.10** We will 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 will 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 that 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 will make sure that the applicant is kept informed of progress.

## **Section B – Types of result enquiry**

### **Type one result enquiry**

- 2.1** A type one result enquiry 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** This type of enquiry is the only type applicable for a Multiple Choice Question (MCQ) style of assessment. As the marking of this exam is an automated process the paper will have already been

subject to a range of accuracy checking protocols. Therefore a result enquiry for a MCQ exam will involve a manual investigation to ensure that these protocols have been effective and that there have been no processing errors.

- 2.3** Where a resubmission of a 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 would not involve any adjustment in the actual marks, rather it would involve 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 will not involve a remark or a clerical / procedural check this type of enquiry is most appropriate to those who would like detailed feedback but do not require their mark to be checked.
- 2.6** Students are not 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 the type one and type two enquiries being undertaken together. This will include a clerical / procedural check, the review of the original marking and remark, a review to substantiate that the correct application of the agreed marking scheme has been undertaken, and a feedback report being provided.

### **Section C – Result enquiry outcomes**

- 3.1** For type one and type three result enquiries there are three possible outcomes of a result enquiry 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 outcome of a result enquiry decreases the mark for an assessment component or unit, the previous higher mark will not 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** If a certificate has already been issued and a grade is subsequently altered as a result of an enquiry, a new certificate will not be issued until the original has been returned to us.
- 3.5** We will 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 were not part of the original enquiry can only have their result confirmed or raised.
- 3.6** The student has a right to appeal against a result enquiry outcome reached by us if they believe that the policy or procedure has not been followed properly or has been implemented to their detriment. It is not, however, possible to appeal against the academic judgement of the assessor. For more detail see our [Appeals Policy](#).
- 3.7** If as an outcome of a result enquiry a student's mark is increased and the overall result changes, we will 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 a period of 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 Regulatory Compliance Group.
- 4.5** The policy and procedures have been developed to comply with all relevant legislation and have been externally benchmarked.
- 4.6** We are 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 being offered by other awarding organisations, we will review our own assessment processes. If, as a result of this review, we find a potential failure, we will 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.