

Assessment Result Enquiry Policy and Procedures for Financial Capability Qualifications

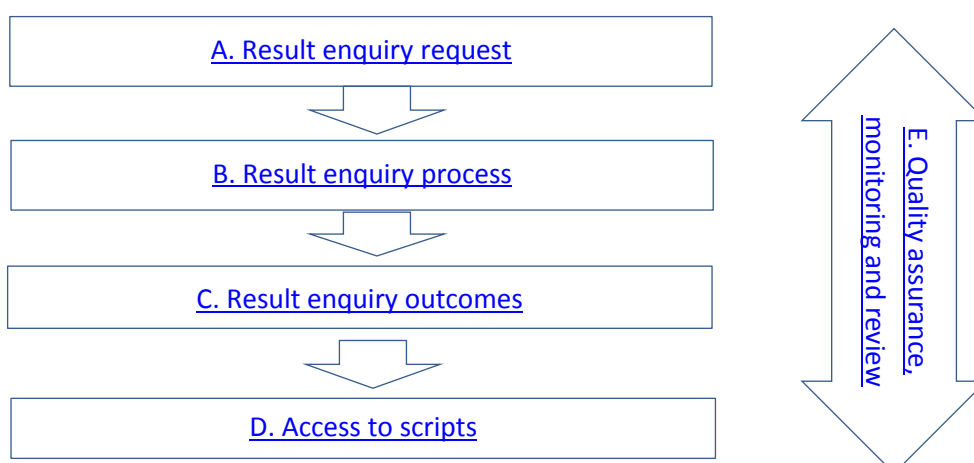
The purpose of the Assessment Result Enquiry Policy and Procedures for Financial Capability Qualifications is to provide students and centres with the details of the result enquiry process, describe the categories of a result enquiry and provide details of enquiry outcomes. It also explains how The London Institute of Banking & Finance monitors result enquiries periodically and reviews this policy.

Through the Assessment Results Enquiry Policy and Procedure The London Institute of Banking & Finance ensures that:

- result enquiries are treated fairly, consistently, transparently, and in a timely manner;
- it takes appropriate actions with regard to the applicant and other learners where result enquiries reveal any failure on the part of The London Institute of Banking & Finance;
- it reviews aspects of its service in the light of any result enquiries; and
- it maintains duties of confidentiality to third parties, or other legal duties, in responding to result enquiries.

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 The London Institute of Banking & Finance [Special Considerations Policy](#). The key stages in the Assessment Result Enquiry Policy are set out in the diagram below.



Section A – Result enquiry request

- 1.1** If a student believes that there has been an error in the marking of their assessment the centre, on behalf of the student, is able to apply for a 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 outcome of an application could result in a student's mark and grade being reduced therefore when a centre makes a result enquiry on behalf of a student it should ensure that they have gained the student's written consent prior to the application being submitted.
 - iii. Centres must retain consent forms for at least six months following the outcome of the enquiry or any subsequent review.
 - iv. 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.
 - v. When making a result enquiry, the appropriate [fee](#) must be paid.
 - vi. The fee will be refunded if, as an outcome of the result enquiry, the assessment mark is increased or decreases from the original or if a question within the assessment is found to be in error. No refund will be made if the mark is not changed.
- 1.3** The centre must complete the result enquiry [Application Form](#) and attach the appropriate fee. Letters of concern cannot be accepted as applications for results enquiries.
- 1.4** The application must be made to The London Institute of Banking & Finance Financial Capability Services team at the following address:
- Financial Capability Services**
Administrative Centre:
4–9 Burgate Lane
Canterbury
Kent CT1 2XJ
United Kingdom
- T:** +44 (0)1227 818609
- E:** fcexams@libf.ac.uk
- 1.5** The result enquiry application form must be submitted to The London Institute of Banking & Finance within 10 working days of the assessment outcome being communicated. 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 being published on **myLIBF**. Result enquiry applications cannot be made retrospectively to a previous session.

- 1.6** The London Institute of Banking & Finance reserves the right not to accept a result enquiry application form received outside these timescales.
- 1.7** A result enquiry application form will not be accepted by The London Institute of Banking & Finance if it does not include the appropriate fee.
- 1.8** A result enquiry application form can only be submitted by the centre. Applications by anyone else will not be accepted.
- 1.9** Whatever the outcomes of a result enquiry, the liability of The London Institute of Banking & Finance arising from any change to the mark, grade or result shall be limited to the refund of the fee paid by the applicant.
- 1.10** The London Institute of Banking & Finance will acknowledge an application for a result enquiry within five working days of receipt of the result enquiry application form.
- 1.11** As a consequence of undertaking a result enquiry the centre will receive an email from The London Institute of Banking & Finance 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 email will also inform the centre of the outcome (see section C).
- 1.12** In the event that an enquiry proves complex, The London Institute of Banking & Finance may need longer than initially anticipated to investigate it. In such cases, The London Institute of Banking & Finance will make sure that the centre is kept informed of progress.
- 1.13** Centres are required to make sure that their staff are fully aware of The London Institute of Banking & Finance's processes in relation to results enquiry and access to scripts. Centres must also make students aware of these arrangements prior to completing any assessment to which this policy applies. For result enquiries and access to scripts centres must refer to the dates published in the key dates and deadlines document.

Section B – Result enquiry process

- 2.1** A 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 independently marking 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 boundaries.
- 2.2** If a student believes that a question within the assessment is misleading, ambiguous, or contains an error, the centre should apply for a result enquiry and provide details of the question with the application.
- 2.3** The result enquiry is comprised of a clerical recheck and review of the original marking (by someone other than the original examiner) to substantiate that the correct application of the appropriate marking scheme has been undertaken.
- 2.4** As a result of the enquiry, the centre will receive an email from The London Institute of Banking & Finance confirming that the clerical and procedural check and the remark have been completed. This will normally be sent to the applicant within 30 working days of receipt of the application. The email will also inform the applicant of the outcome (see section 6).
- 2.5** If requested, a copy of the rechecked script (s) for the unit (s) or component (s) will be provided (see section D below).

Section C – Result enquiry outcomes

- 3.1** 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** 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 email 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.
- 3.3** 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 The London Institute of Banking & Finance.

- 3.4** The London Institute of Banking & Finance will notify UCAS of any changes to student grades following a result enquiry.
- 3.5** The London Institute of Banking & Finance 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 centre has a right to appeal against a result enquiry outcome reached by The London Institute of Banking & Finance if they believe that the policy or procedure has not been followed properly or has been implemented to their detriment. Following receipt of the outcome of an enquiry, applicants have up to 14 working days to lodge an appeal. For more detail see The London Institute of Banking & Finance [Appeals Policy](#).
- 3.7** If as a result of a result enquiry a student's mark increases The London Institute of Banking & Finance will refund the result enquiry application fee to the centre.

Section D – Access to scripts

- 4.1** The London Institute of Banking & Finance will allow centres and their students access to scripts (ATS). A script is defined as the written work of a student produced within an external assessment.
- 4.2** Scripts will only be released under the following conditions:
- i. Scripts must be returned either directly to the student or to Exam Officers who are members of staff at the student's centre (or consortium).
 - ii. Students have the right to instruct centres not to request their script.
 - iii. Prior written permission must be obtained from students if teaching staff intend to use scripts as examples for teaching and learning purposes. This permission can only be given after the student has received their results. Students also have the right to anonymise their script before use.
 - iv. Requests for scripts should be received by The London Institute of Banking & Finance no later than two weeks after the closing date for results enquiries and should be provided to the centre or student no later than eight weeks after the closing date.
 - v. Scripts kept by teachers at the centre must be kept secure, and when no longer needed disposed of in a manner appropriate to the disposal of confidential material. Disposal of scripts must not take place within three months of the issue of results or the result of an appeal.

- vi. Original scripts that have been subject to malpractice will be retained by The London Institute of Banking & Finance. In these circumstances, a photocopy can be requested. Original scripts that are the subject of any type of results enquiry cannot be returned until the enquiry is complete.
- vii. Once a script has been despatched to a centre by The London Institute of Banking & Finance, a refund cannot be requested.

4.3 The London Institute of Banking & Finance will make available copies of students' marked scripts and the outcome of a results enquiry, upon request.

Section E – Quality assurance, monitoring and review

- 5.1** Records of all enquiries and their outcomes are maintained by The London Institute of Banking & Finance for a period of at least five years.
- 5.2** Any failings discovered or lessons learned during the course of a result enquiry, will be acted upon as part of continuous review of The London Institute of Banking & Finance qualifications and processes.
- 5.3** The policy and the procedures are subject to regular monitoring and review by The London Institute of Banking & Finance. The London Institute of Banking & Finance continually reviews its practices to maintain the highest possible standards of consistency and quality.
- 5.4** The policy and procedures are formally approved by The London Institute of Banking & Finance's Vice Principal, Financial Capability and Community Outreach.
- 5.5** The policy and procedures have been developed to comply with all relevant legislation and have been externally benchmarked.
- 5.6** The London Institute of Banking & Finance is subject to regulation by the qualifications regulatory authorities, Ofqual, Qualifications Wales and CCEA, as a recognised awarding organisation.
- 5.7** In the event that Ofqual, Qualifications Wales or CCEA advises The London Institute of Banking & Finance of failures that have been discovered in similar assessment processes being offered by other awarding organisations, The London Institute of Banking & Finance will review its own assessment processes. If, as a result of this review, The London Institute of Banking & Finance finds a potential failure, it 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.