

Enquiry on Results Policy and Procedure.

Introduction

This policy is for anyone who may wish to make an enquiry on results. All Crossfields Institute qualifications are assessed and quality assured within centres, and externally quality assured by Crossfields Institute. Learners must therefore go through the centre's appeals process before applying to Crossfields Institute for an Enquiry on Results. It can be used by:

- learners who are enrolled on or have taken a Crossfields Institute approved qualification
- named representatives from an approved centre who are delivering qualifications

It sets out the process you should follow when submitting an enquiry on results to us and the process we will follow when responding to this.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

Scope

An Enquiry on Results is a formal request by a learner or a named representative from an approved centre to undertake an investigation into an assessment result and to arrive at a decision.

Areas covered by the policy

This policy covers:

- enquiries from learners and/or centres in relation to assessment decisions and award of qualification.

If you raise an enquiry you will receive an acknowledgement from us within 3 working days. We will aim to conclude an enquiry on results within 25 working days.

Centre Responsibility

Centres should ensure that all staff involved in the management, assessment and quality assurance of Crossfields Institute qualifications are aware of the contents of this policy.

As a learner, you should be advised of the centre's Appeals Policy during your induction. The centre's Appeals Policy should be included in the Learner Handbook or on the centre's website. The centre will have a procedure in place to deal with appeals regarding decisions taken by your centre. If you wish to appeal against a decision taken by your centre you must first go through that centre's appeals process before bringing the matter to Crossfields Institute.

Fees

We will **not** charge any fees to cover the administrative and staff costs involved in dealing with enquiries on results.

Process for raising an enquiry on results.

If you are a learner at a Crossfields Institute approved centre and wish to appeal about your assessment results or about a related decision you should have exhausted your centre's own appeals process before making an enquiry on results to Crossfields Institute. You must provide us with evidence that you have first appealed to the centre. Please use the Enquiry on Results form found on www.crossfieldsinstitute.com/resources. This can be emailed to qualityassurance@crossfieldsinstitute.com.

Please give us your full name, contact details including a daytime telephone number along with:

- the specific reason for your enquiry on results
- the name of the centre
- the qualification you have taken
- the response made by the centre to your appeal

Our Data Protection Policy and Privacy Notice, which can be seen on our website, explains how we use and protect your information.

What will happen to the enquiry?

The Head of Quality or their deputy will ask the External Quality Assurer (EQA) appointed to your centre and qualification to review the assessment and quality assurance for your submitted work. They will confirm or adjust the results given by the centre. If the EQA has already reviewed your submitted work the Head of Quality will review their report and discuss your enquiry with them. If the EQA raises any concern an additional EQA review of assessment and quality assurance may be required for the centre, and submitted work may be reassessed. You will be advised of the outcome of this within 25 working days.

What if I am not happy with the reply?

If you are still unhappy with the decision taken by Crossfields Institute in reviewing the enquiry on results you can take the matter through our Appeal arrangements which are outlined in our Appeals Policy. If, after you have exhausted our Appeals procedure, you are still unsatisfied with the outcome you can complain/appeal directly to the relevant regulatory authority for the qualification (e.g. Ofqual in England).

Review arrangements

We will review this document annually as part of our self-evaluation arrangements. We will also revise this policy as and when necessary in response to learner or regulatory feedback (such as to align with any enquiry or appeals process established by the regulators) and any trends that may emerge in relation to enquiries on results received.

Policy Last Reviewed September 2018

Next revision date September 2019

Reviewed by: Head of Quality, Alison Richards

Contact us

If you have any queries about the contents of the policy, please contact the Head of Quality on 01453 808118 or email qualityassurance@crossfieldsinstitute.com.