



Quality Management System  
IQV Enquiry About Results (EAR) Policy and Process

## **IQV Enquiry About Results Policy and Process**

### **Statement of purpose**

IQV operates an Enquiry about Results (EAR) process to allow the relevant party to challenge results issued by IQV and to ensure that they are fair, consistent and based on valid judgements. IQV will aim to resolve arising issues and enquiries efficiently as a matter of normal day to day contact prior to the formal application of its formal Enquiry about Results process where practicable. However, Learning Providers and candidates can submit a formal EAR in line with this policy when they feel they are unable to make progress with the issue with their current point of contact.

### **Related policies and procedures**

- IQVV/24/P/001: IQV Conflict of Interest
- IQVV/24/P/002: IQV Diversity and Equality
- IQVV/24/P/008: IQV Investigation Procedure
- IQVV/24/P/009: IQV Appeals Policy and Process
- IQV.24.P.010a IQV Enquiry About Results (EAR) Form
- IQV/24/F/020: Statement of Outcome – Appeals
- IQV/24/F/021: EAR Statement of Outcome

### **Scope**

The EAR policy applies but is not limited to:-

- Assessment results
- Multiple choice questionnaire Results (MCQ)

### **Conflicts of interest**

In accordance with IQV's Conflict of Interest Policy, where any person responsible for tasks outlined within this policy is considered to be in conflict, an appropriate nominee will be appointed by agreement of at least 2 members from the Senior Management Team to undertake the tasks ordinarily assigned to the role within this policy.

All Learning Providers must have internal EAR arrangements which candidates can access if they wish to appeal against a decision taken by the Learning Provider. IQV will normally only consider enquiries after **candidates** have exhausted the Learning Provider's EAR process.

An **EAR or Review** will cover a clerical check and a review of the marks awarded by IQV. The reviewer will not usually be the same person that made the original decision. However, as part of the process the person arranging the EAR / review may consult with the original decision maker about the reasons for a particular result or decision. If you are not satisfied with the result of an EAR or review, you can progress to submit an appeal. To raise an Appeal, follow the IQV Appeals Policy and Process IQV/24/P/009.

For **results related enquiries**, this includes a review of the marks awarded for assessments marked and results awarded. The reviewer will usually be someone different from the original marker, and will not usually have access to the marks awarded by the original marker where possible. Where this cannot be avoided, someone else will oversee the review. Original marks that represent a reasonable application of the mark scheme to the candidate's work will usually stand and will not result in a change of outcome.

Appropriate expert(s) or manager(s) that were not involved in the original decisions and reviews conducted will be appointed to review the application made by the appellant with a person independent of IQV. All information relating to the decision including documents supporting the decision in the previous stages, and provided by the appellant as part of the appeals process will be reviewed against relevant policies, procedures and decisions made by IQV to confirm the procedure have been followed.

### **Timeline**

Deadline for EARs / Reviews	30 calendar days from receipt of result / decision
Deadline for Appeal	14 calendar days from outcome of EAR



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Deadline for Independent Review	14 calendar days from outcome of appeal
Acknowledgement	5 working days from date of receipt
Confirmation of progression	5 working days from the receipt of all required information and payment
Outcome of EARs	20 working days from confirmation of progression
Outcome of Appeals	30 working days from confirmation of progression
Outcome of Independent Review	30 working days from confirmation of person(s) undertaking independent review

Wherever possible, IQV aim to provide written confirmation of the decision arising from the above processes in the timelines indicated above. In some circumstances, the timeline quoted within this policy may not be practicable, e.g. when IQV is required to make a visit to the Learning Provider but key Learning Provider staff is not available for this visit. IQV will advise of the likely extent of any delay and estimated revised dates where this is the case.

**Appeal Fees**  
**Assessment related enquiries / appeals**

Enquiry about results (per assessment / decision)	£50
Risk / sanction reviews	£350

All fees quoted exclude VAT. **Payment in advance is required prior to the undertaking of any EAR, review or appeals.**

Fees are refunded if the enquiry or appeal is successful and results in a positive change to the outcome or results awarded.

**How to apply for an EAR / Review**

Complete the EARs Form within this document, completing the sections required and enclosing as much supporting information as possible.

Where possible, EARs related to a candidate's result should be requested through the Learning Provider. Learning Providers must:

- Gain the consent of the candidate before making an enquiries / appeals application;
- Make the candidate aware that grades could be lowered as a result of the process.

A candidate may also apply directly to IQV. We will require proof of identity and the reason for a direct application if candidates intend to contact IQV directly.

Requests must include:

- Clear reasons for the EAR
- All relevant supporting evidence, where applicable.

IQV will acknowledge receipt of the EAR and carry out an initial assessment of information / evidence required to complete the enquiry, and request further information where necessary. If the application form does not include the required information, it will be returned, with details of what information is missing. An extended deadline of 15 working days will normally be given for this information to be provided to IQV.

Once in receipt of all required information, IQV will confirm progression of the EAR.

Failure to address IQV's information requests or provide payment may result in IQV declining to take forward the review at all, or until such time those issues are addressed.



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### **Outcome of EARs**

There are three possible outcomes to results related EARs or appeals

- The result is upgraded (e.g. the grade is changed from a Fail to a Pass).
- The result is confirmed or stays the same
- The result is downgraded (e.g. the grade is changed from a Pass to a Fail).

A written notification of the outcome will be sent to the applicant, or the applicant's representative at the Learning Provider.

Where the result is confirmed or downgraded, IQV will issue a statement of outcome and a summary feedback report on the performance of the candidate. Where you have made an independent request, IQV will also inform your Learning Provider of the change in your results unless it is not practicable to do so.

Where the result is upgraded, IQV will also refund the fee paid.

### **Monitoring and Evaluation of EAR's**

As part of annual reports to the IQV Board, the MD will produce a statistical analysis of timescales taken, the number of decisions upheld, or overturned in the appellant's favour, and summary of the results of all appeals, enquiries and complaints. IQV will publish these statistics annually.

Where appropriate, the report will summarise recommendations and revisions to any policies and procedures required as a result of this analysis.



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**Enquiry Form**

All fields marked with an \* is mandatory when the section is marked as mandatory

**Nature of Enquiry (please tick and complete all applicable sections noted)**

<b>I am applying as a Learning Provider on behalf of an affected candidate</b> Complete sections A, B, C, E	
<b>I am applying on my own as an affected candidate</b> Complete sections A, C, D, E	

**This is a(n)...**

<b>Assessment related enquiries</b>	
<input type="checkbox"/> Enquiry about results (per assessment / decision)	£50
<input type="checkbox"/> Risk / sanction reviews	£350
<input type="checkbox"/> I have included the necessary fee for my application under the relevant category. If you are unsure about the fee applicable please contact IQV.	

**Section A**

<b>Learning Provider Name*</b>	
<b>Learning Provider Number</b>	

**Section B**

<b>Name of Learning Provider representative</b>	
<b>Contact Address*</b>	
<b>Contact phone number*</b>	

**Section C**

<b>Candidate name* name given during enrolment</b>	
<b>Candidate registration number*</b>	
<b>If you don't know your registration number, please provide your date of birth</b>	
<b>Contact Address*</b>	
<b>Telephone Number*</b>	
<b>Certification scheme, Unit or Assessment number</b>	
<b>Date of assessment</b>	
<b>Result date</b>	

**Candidate Declaration**

I consent for my results to be reviewed by IQV. I am aware that my grades could be lowered as a result of the process.

Name:		Date:	
Signature:			

**Section D**



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<b>I have enclosed within my application proof of my identity in the form of a recognised form of...</b>	
Photo ID e.g. Driving Licence or Passport,	
Other identity document which contains my full name, date of birth, and where possible, Photo ID	
<b>My reason for making a direct application is...</b>	
My Learning Provider is no longer trading or is in liquidation	
My Learning Provider does not support my application for an EAR	
<b>Other:</b> <i>Please provide further details of the reasons you are making a direct application</i>	

**Section E**

Please explain the nature and reason for the EAR and provide relevant supporting evidence. Complete separate continuation sheets if required:

**Section F**

**Learning Provider declaration**

On behalf of the Learning Provider, I agree for IQV to undertake an EAR in line with IQV's Enquiry About Results Policy.

Name:		
Position:	Head of Learning Provider	
Signature:		Date:

**Please return to: IQV Enquiries About Results Team, IQ Verify Ltd, PO Box 7616, Kidderminster, DY11 9HR.**

**For official use only**

Ref no:	Receipt date:	Co-ordinator:	Responsible:	Date progression:	of	Expected date:	response
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