

Review of Marking and Independent Review Appeals Policy

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Introduction

The Chartered Institute of Linguists (CIOL) is the leading UK-based membership body for language professionals. CIOL Qualifications (CIOLQ) is an awarding organisation regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales, and the Council for Curriculum, Examinations and Assessment (CCEA).

CIOLQ is committed to ensuring any decisions it makes are reliable, fair and provide accurate and comparable results.

We recognise that there may be instances where a candidate wishes to appeal a decision or judgement we have made. This policy sets out information about our processes and procedures when a candidate wants to query a decision made by CIOLQ.

Scope

This policy is aimed at our independent candidates who have completed a CIOLQ exam. The policy will also be used by our staff to ensure they are dealing with all review requests fairly and consistently. For any appeals relating to malpractice or maladministration, Reasonable Adjustments, or Special Consideration, please refer to the respective policies which can be found on our website under CIOLQ Policies: <https://www.ciol.org.uk/ciolq-policies>

Rationale

This policy explains the process independent candidates need to go through if they wish to question an assessment decision relating to any of the below points.

This document also includes details of the application process, and information about the fees payable, for each of the enquiry stages detailed.

Application stages

Please refer to the table below which lists the stages which an independent candidate may apply for.

STAGE	Type of appeal
Stage 1	Review of Marking
Stage 2	Independent Review

Applications for Stage 2 will not be accepted from candidates appealing assessment decisions, who have not completed Stage 1.

Independent candidates

All candidates who present themselves for assessment at the CIOLQ Virtual Centre are considered independent candidates. This status exists irrespective of any prior teaching, study, or preparatory assessment that they may have undertaken with an independent study centre. CIOLQ does not approve any study centres.

Independent candidate responsibilities

Independent candidates may submit an application directly to CIOLQ but must be fully aware of the post-results process, including the published deadlines for reviews of marking. Candidates must be aware that their marks and overall grades may be lowered as a result of an appeal.

Candidate consent

A signed application form received from a candidate is taken as consent to undertake either Stage 1 or Stage 2.

Stage 1 – Review of Marking

A review of marking is available for oral and written exams. This stage will include a clerical re-check.

The clerical re-check revisits the marked paper to ensure that:

- All pages were marked
- All marks were counted
- The result matches the marks on the paper
- The marks reflect the correct grade
- The correct grade was issued

Process

Following the completion of a clerical re-check internally by CIOLQ staff, a subject matter expert who is a native speaker of the language in which the candidate was assessed (but was not involved in the original assessment decision) will review exam evidence against assessment criteria and the original assessment decisions made. A summary report of findings will be provided to the candidate.

On completion of Stage 1, there are two possible outcomes:

- 1) The original results issued are confirmed as being correct. The independent candidate will receive written confirmation of this outcome.
- 2) The original results issued are amended. Please note that results can go down as well as up following a review of marking. The CIOLQ candidate record will be updated, and the independent candidate will receive written confirmation of this outcome.

For any results found in favour of the candidate where marks or grades are changed in favour of the candidate, a refund will be processed.

On completion of Stage 1, the candidate may proceed to Stage 2.

Stage 2 – Independent Review

Applications for Stage 2 will not be accepted from candidates appealing assessment decisions, who have not completed Stage 1.

If an independent candidate is not satisfied with the decision following Stage 1 and wants to proceed to the next appeal stage, we will arrange for an independent review to be carried out.

Independent candidates who submit an appeal are required to provide clear and full details outlining the basis for their application. If the information provided is not clear or does not contain enough detail to initiate the appeal process, the application could be rejected.

Process

An independent reviewer will be appointed by CIOLQ and instructed to impartially evaluate all the available evidence for the case in question. As part of the review process, CIOLQ will release all documentation relating to the previously completed stage, as well as any other relevant information. The independent reviewer will then examine whether CIOLQ followed processes, procedures and policies correctly.

It is not a requirement for the independent reviewer to be a native speaker of the language in which the candidate was assessed, and a remark does not form part of the independent review process.

On completion of Stage 2, there are two possible outcomes:

1) If the independent reviewer finds that the appropriate processes, procedures and policies have been followed and confirms the decision of the appeal, the appeal will be rejected and CIOLQ will notify the appellant.

2) If the independent reviewer finds that any one of the appropriate processes, procedures and policies have not been followed, the appeal will be upheld. The independent reviewer will recommend appropriate actions to CIOLQ for consideration. CIOLQ will notify the candidate and refund the fees received for both Stage 1 and Stage 2 enquiries.

The result of the Independent Review is the final stage of the CIOLQ’s appeals process. If the independent candidate is not satisfied with the outcome of the appeal, they may contact the relevant regulator. Information on how to do this will be provided by CIOLQ.

Where the outcome of the Stage 1 or the Stage 2 review is in favour of the candidate, CIOLQ will refund the fees received.

Fees

Stage	Type of appeal	Fees
Stage 1	Review of marking	£ 150.00 per a unit
Stage 2	Independent review	£ 300.00 per a unit

Summary of key information and timelines

Stage	Who can apply	Form reference	Application deadline	Response time
Stage 1	Independent candidate	RM1	15 working days from release of exam results	30 working days from receipt of both payment and correctly completed application
Stage 2	Independent candidate	IR2	10 working days from release of outcome of Stage 1	Up to 40 working days from both payment and correctly completed application

Completed application forms must all be emailed to appeals@ciol.org.uk

Important note: If you have cause for concern relating to the receipt of the outcome of Stage 1 before the entry or assessment date of the next available external assessment opportunity, please ensure that you notify us when submitting the enquiry.

Depending on the timelines we may advise you to register for the next assessment window so that you don't miss the opportunity.

Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	May 2026
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition 11: Appeals and Certificates
Qualifications Wales
Condition 11: Appeals and Certificates