

# Enquiries and Appeals for Qualifications

## The process and how to apply

Version 3.3  
October 2019



# Document change history

Changes to specific sections of the document are listed below:

## Stage 2 - Appeals

Page	Section	Change
13	Types of Appeal	Added that centre staff can appeal
17	Additional information – malpractice investigations	Added guidance on centre staff appealing

## Stage 3 - Independent Appeals Board

Page	Section	Change
19	Types of Appeal	Added that centre staff can appeal

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# 1 Introduction

## Purpose

City & Guilds aims to ensure that all of the following are fair, consistent and based on valid judgements:

- Examination results;
- Decisions regarding qualification (approval risk) status;
- Moderation of internally-marked assessments;
- Decisions concerning the withdrawal or suspension of centre/qualification approval;
- Decisions, penalties and sanctions resulting from a malpractice investigation; and
- Outcomes of applications for access arrangements or special consideration.

This document explains the process that centres (and in some cases candidates) need to go through where either wish to question a decision made relating to any of the above. The document also includes the fees associated with each stage of the process, a glossary of terms and points of contact at City & Guilds for Enquiries and Appeals.

By way of summary, there are three stages of enquiry or appeal depending on the nature of the relevant decision. These are:

- Enquiry – Stage 1
- Appeal – Stage 2
- Independent Appeals Board – Stage 3

Stage 1 is only available for

- Examination results;
- Decisions regarding qualification (approval risk) status; and
- Moderation of internally-marked assessments.

For Principal Learning qualifications please refer to [JCO Post Results Services](#). All other City & Guilds qualifications are covered by this document, including those developed for international centres and the suite of leadership and management qualifications developed by ILM but now awarded by City & Guilds.

## Review

This document is subject to regular revision, and maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

# **Part A:**

## **Enquiries about Results**

## 2 Stage 1 - Enquiries

### Overview of the process

#### Purpose

Stage one is called an Enquiry. The Enquiry allows centres (and in some cases candidates) to question the following decisions made by City & Guilds:

- examination results;
- qualification (approval risk) status; and
- moderation of internally-marked assessments.

The Enquiry is not available for the following:

- decisions concerning the withdrawal or suspension of centre/qualification approval;
- decisions, penalties and sanctions resulting from a malpractice investigation; and
- outcomes of applications for access arrangements or special consideration.

For these decisions the Enquiries and Appeals process starts at Stage 2, the Appeal. Please refer to page 13 for more information on how to appeal these decisions.

#### Process

Although there are different processes for the three types of decision, they all:

- involve completing the original process for a second time,
- are completed by a subject matter expert who was not involved in the original decision.

#### Applications

Candidates can only make an Enquiry about an examination result. If candidates wish to appeal the result of an assessment marked by the centre, they should go through the centre's internal appeals process.

For the sections on Stage 1 Enquiries, the term 'applicant' refers to the centre or candidate who sends in the application form.

#### Fees

The fees are based on the costs of carrying out the Enquiry and so are different for the different types of Enquiry and are detailed in Section 5 of this document. If the Enquiry identifies that City & Guilds made the wrong decision, there will be no charge.

## 2 Stage 1 - Enquiries

### Additional information - examination results

#### Purpose

An enquiry about an examination result gives a candidate or centre the opportunity to question the result of an assessment marked by City & Guilds, if they believe the marking was inaccurate. It involves someone not involved in the original decision reviewing the assessment decisions and correcting any errors that are identified.

#### How to apply

In most cases, centres will make applications for enquiries on behalf of candidates. However, in exceptional circumstances a candidate may also apply directly to City & Guilds. Where the centre is making the enquiry, they must:

- get the consent of the candidate before making an application on his/ her behalf; and
- make the candidate aware that his/ her grades could be lowered as a result of the Enquiry.

For this section, the term 'applicant' refers to the centre or candidate who sends in the application form.

The applicant **must** request the Enquiry as soon as possible after results are received but no later than 40 working days after the release of results. The sections below describe how to apply. City & Guilds will endeavour to resolve Enquiries quickly and efficiently in accordance with the timelines listed below.

#### Timeline

City & Guilds will send an acknowledgement on receipt of the Form E1/E2 which will include when to expect the outcome of the Enquiry.

<b>Deadline for applications</b>	40 working days after release of results
<b>Acknowledgment</b>	2 working days after receipt of application
<b>Written outcome</b>	32 working days of the date of the acknowledgement

#### Forms

Please see below for details of which form to use:

<b>Applicant</b>	<b>Form required</b>
Centres	E1
Candidates	E2

The forms are available from the 'Appeals' section of the City & Guilds website, [www.cityandguilds.com](http://www.cityandguilds.com)

#### Process

There are two types of Enquiry available depending on the type of examination:

- A **clerical check** is undertaken for multiple choice question examinations (including e-volve tests). City & Guilds will manually check the candidate's completed answers against the responses held in the system. This will ensure that the candidate's answers have been correctly recorded. City & Guilds will then check to ensure the correct grade was awarded.
- A **review of marking** is available for written or practical examinations. City & Guilds will first complete a clerical check, as described above. An examiner will then re-mark the script.

No special consideration can be applied as part of the Enquiry, even if the candidate experienced a disruption during the exam that was beyond their control. More information on **access arrangements and special consideration** is available on the City & Guilds website.

## Outcomes

There are three possible outcomes to an Enquiry:

- The examination result is upgraded (eg. the grade is changed from Fail to Pass). City & Guilds will amend its records and send the resulting certificate (if any) to the centre
- The examination result is confirmed. Where a review of marking has been carried out, City & Guilds will provide a report on the candidate's performance which will include feedback on any questions where the candidate received less than half the marks available.
- The examination result is downgraded (eg. the grade is changed from Pass to Fail).

City & Guilds will send a notification with details of the outcome to the applicant.

If the examination result is confirmed or downgraded, the notification will include information on how to appeal (Stage 2).

## Fees

Full details of the fees are listed in **Section 5 - Fees**, on page 22.

## Examples

1. A centre requests an Enquiry about an examination result because the candidate was not given extra time for their examination. An Enquiry is not applicable as an Enquiry looks at the accuracy of the marking process, not circumstances of the examination. In these circumstances the centre must apply for access arrangements for the candidate and arrange a re-sit instead.
2. A centre is surprised when a candidate fails an exam as the candidate has consistently achieved high marks in practice tests. An enquiry is applicable in these circumstances. The application is not successful, but the feedback report helps the candidate prepare for his/ her re-sit. The centre is charged for the Enquiry.
3. A candidate feels strongly that they should have passed an examination, so the centre requests an Enquiry on their behalf. An enquiry is applicable in these circumstances. City & Guilds finds an error in the marking and the candidate is awarded a Pass as a result. The centre is not charged for the Enquiry as it is successful and a certificate is issued to the centre for that candidate.



## 2 Stage 1- Enquiries

### Additional information - Qualification (Approval Risk) Status

#### Purpose

The Enquiry about qualification (Approval Risk) Status gives a centre the opportunity to request a review of the status assigned to a qualification, if it feels it has been applied incorrectly. The Enquiry involves a different External Quality Assurer (EQA)/ External Verifier (EV) repeating the original quality assurance monitoring activity.

#### Restrictions

A centre can request an Enquiry into the Qualification Approval Risk Status/ Qualification Status (Status) that has been applied by City & Guilds following external quality assurance activities where the centre believes that City & Guilds does not meet the requirements detailed in *Our Quality Assurance Requirements* (for UK centres) or the *International Centre Guide* (for International).

Please note, a centre **cannot** request an Enquiry for the following decisions -

- the outcome of an application for centre or qualification approval
- the withdrawal or suspension of centre or qualification approval relating to –
  - financial or legal reasons
  - candidate numbers.

#### How to apply

Where a centre queries the Status applied, it should contact its allocated City & Guilds Quality team in the first instance. City & Guilds will provide the centre with additional information to support the decision.

If a centre is still not satisfied with this explanation, it can request an Enquiry into the Status applied.

A centre must submit a completed Form E3 which must include the reasons the centre disagrees with the decision that has been made. Additional supporting documents can be included with the application and must be clearly referenced. The application must detail the ways that the centre believes City & Guilds has not made its decisions in line with *Our Quality Assurance Requirements* (for centres in the UK and Ireland) or the *International Centre Guide* (for International centres).

The information in the application will be checked against the records held by City & Guilds. More information may be requested where necessary.

#### Timeline

Deadline for applications	20 working days after the date of the Centre Activity Report/EV Report
Acknowledgment	2 working days after receipt of application
Written outcome	32 working days from the date of the acknowledgement

## Process

City & Guilds will review the decision and, where there is a clear error, the Enquiry will stop at that point and the decision will be changed.

In each other case, City & Guilds will appoint a different External Quality Assurer (EQA)/External Verifier (EV) to repeat the original quality assurance monitoring activity on a date to be agreed with the centre. Thereafter, this EQA/ EV will make a recommendation to City & Guilds as to the appropriate Status.

## Outcome

There are three possible outcomes of the Enquiry:

- The original Status is confirmed
- The Status is lowered (eg, from Medium/Registration only to Low/Full approval)
- The Status is raised (eg, from Medium/Registration only to High/Qualification suspended).

City & Guilds will notify the centre. The notification will include the outcome of the Enquiry and information on how to appeal (Stage 2) (where this is relevant).

## Fees

Where the original Status is changed as the result of an Enquiry, the centre will not be charged.

Where the original Status is upheld, the centre will be charged. Full details of the fees are listed in **Section 5 - Fees**, on page 22.

### Examples

1. A UK centre has a visit from their EQA and their Status is raised to Medium for one qualification. The centre feels this decision is wrong and so requests an Enquiry. As there is no obvious error when the matter is reviewed, it proceeds to an Enquiry. A different EQA visits the centre and completes the required quality assurance activity for the Enquiry. This EQA concludes that the qualification Status should actually be Low. City & Guilds makes the change to its systems and the centre can then claim certificates. The centre is not charged for the Enquiry.
2. Qualification approval is removed for one of an International centre's qualifications. The centre submits an Enquiry because it feels the decision is related to EV activity. City & Guilds confirms that the decision was made because the centre had not made registrations on this qualification for two years. No Enquiry is possible as the original decision was made due to candidate numbers. The centre must therefore reapply for approval for this qualification.

## 2 Stage 1- Enquiries

### Additional information – moderation of internally marked assessments

#### Purpose

The purpose of the Enquiry about the moderation of internally marked assessments is to review any adjustments applied by City & Guilds to the centre's marking. It involves the moderation process being completed by a different moderator.

#### Restrictions

For certain qualifications (eg Technical qualifications), centres can request a review of the moderation of their internally marked assignments, if they feel that the process has not been undertaken accurately. Please refer to the relevant qualification handbook for more information on how the qualification is assessed and whether it is subject to moderation.

A centre **cannot** request an Enquiry:

- if the original marks have been accepted by City & Guilds without making any change,
- for an individual candidate.

#### How to apply

Where a centre queries the outcome of moderation, it should contact City & Guilds. City & Guilds will provide the centre with additional information to support the decision. If a centre is still not satisfied with this explanation, it can request a review of moderation by submitting a completed Form E4.

#### Timeline

<b>Deadline for applications</b>	40 working days after the notification of the outcome of moderation
<b>Acknowledgment</b>	2 working days after receipt of application
<b>Written outcome</b>	32 working days from the date of the acknowledgement

#### Process

The original sample is remarked by a different moderator. If City & Guilds still holds the original candidate work, the centre will not need to resubmit it. If City & Guilds does not hold the original work, instructions will be provided on how to submit it. The work should not be submitted with the application form.

#### Outcome

There are three possible outcomes of the Enquiry:

- the original centre marks are reinstated,
- the marks from the original moderation process are upheld,
- the moderator recommends new marks.

City & Guilds will notify the centre. The notification will include the outcome of the Enquiry. If the original centre marks are not reinstated, it will include feedback and information on how to appeal (Stage 2).

### **Fees**

Where the original centre marks are reinstated as the result of an Enquiry, the centre will not be charged. Where the original moderation decision is upheld, the centre will be charged. Full details of the fees are listed in **Section 5 - Fees**, on page 22.

# Part B:

# Appeals

## 3 Stage 2 - Appeals

### Overview – all appeals

#### Purpose

The purpose of an appeal is to identify if City & Guilds followed the correct processes, procedures and policies for any of the types of activities below. The appeal is usually a desk-based process and completed by City & Guilds, by people who were not involved in the original decision. They are not usually subject matter experts, but will be experts on all the relevant processes, procedures and policies. The same process is followed for every type of appeal.

#### Restrictions

Centres can appeal the outcome of an Enquiry, or one of the decisions listed below. Candidates can only appeal the outcome of an Enquiry about an examination result.

#### Types of Appeal

The table below describes the type of appeal, who can appeal and the form required for each type of appeal.

Type of Appeal	Who can appeal	Form	
Outcome of an Enquiry	examination results	centre, candidate	A1
	qualification (approval risk) status	centre	A2
	moderation of internally marked assessments	centre	A2
Withdrawal or suspension of centre/qualification approval	centre	A2	
Malpractice - decision, penalty or sanction resulting from an investigation	centre, centre staff	A2	
Outcome of an application for access arrangements or special consideration	centre	A2	

#### How to apply

For this section 'appellant' refers to the centre or individual who requests the appeal.

The application form **must** include the reasons for the appeal and details of specific instances where the appellant believes that City & Guilds did not follow the correct procedures in reaching the original decision. Additional supporting documents can be included with the application and must be clearly referenced.

For appeals following a Stage 1 Enquiry, the application form must include details of how the appellant believes that City & Guilds did not follow the correct processes, procedures and policy documents during the Enquiry stage.

If the application form does not include the required information it will be returned to the appellant, with details of what information is missing. A deadline will be given for this information to be included. The appellant **must** respond fully within this deadline or the appeal will not be heard.

## Timeline

<b>Deadline for applications</b>	20 working days after of the date of notification of the decision
<b>Acknowledgment</b>	2 working days after receipt of completed application
<b>Written outcome</b>	25 working days from the date of the acknowledgement

## Process

A manager (or a committee of managers) not involved in the original decision will review the application, supporting documents and any records relating to the original decision made by City & Guilds. All the information (including that provided by the appellant and records kept by City & Guilds) will be checked against the relevant procedures and policy documents to confirm the correct procedures have been followed.

## Outcome

After a review of the appeal there are two possible outcomes:

- The appeal is upheld because any one of the correct processes, procedures or policy documents were not followed. City & Guilds will send a letter of notification to the appellant which will include proposed remedial action (such as possible clarification of City & Guilds' procedures).
- The appeal is rejected because all of the correct processes, procedures and policy documents were followed. City & Guilds will send a letter of notification to the appellant which will include information about appealing to the Independent Appeals Board.

## Fees

Full details of the fees are listed in **Section 5 - Fees**, on page 22

### 3 Stage 2 - Appeals

#### Additional information - outcome of an Enquiry

This section provides additional information on the following type of appeal –

Type of appeal		Who can appeal	Form
Outcome of an Enquiry	examination results	centre, candidate	A1
	qualification (approval risk) status	centre	A2
	moderation of internally marked assessments	centre	A2

An appeal does **not** involve:

- re-marking a candidate's work,
- a quality assurance monitoring activity by an EQA/EV.

#### Outcome

If the appeal is successful, City & Guilds will notify the appellant of any remedial action it deems appropriate which may include:

- reviewing a candidate's work or results,
- a quality assurance monitoring activity by an EQA/ EV.

#### Examples

1. A centre appeals the result of an Enquiry about an examination result. Records of how the Enquiry was completed cannot be found for the appeal. The appeal is upheld because evidence cannot be found to show that the correct processes were followed for the Enquiry.
2. A candidate is not satisfied with the outcome of an Enquiry about their exam result and asks the centre to appeal the decision. The application form does not mention the process followed for the Enquiry. City & Guilds reviews the application and asks for more information from the centre. The centre re-submits its application with specific points on how processes were not followed.



### 3 Stage 2 - Appeals

#### Additional information – centre and qualification approval

This section provides additional information on the following type of appeal -

Type of appeal	Who can appeal	Form
Withdrawal or suspension of centre/qualification approval	centre	A2

A centre **can** appeal the withdrawal or suspension of centre or qualification approval due to assessment and quality reasons.

A centre **cannot** appeal the following decisions -

- the outcome of an application for centre or qualification approval
- the withdrawal or suspension of centre or qualification approval related to –
  - financial or legal reasons,
  - candidate numbers.

#### Examples

1. An organisation applies to become a City & Guilds centre, their application is not successful and they wish to appeal the decision. The organisation cannot appeal this decision. This is clearly stated in the centre approval procedures.
2. A centre makes no candidate registrations or certifications on any of its qualifications for two years and centre approval is removed. The centre asks City & Guilds about appealing this decision. The centre cannot appeal this decision. City & Guilds advises the centre to reapply for centre approval.
3. City & Guilds removes centre approval from a centre, following a series of serious issues related to assessment and quality assurance, highlighted by several separate EQAs/EVs. The centre can appeal this decision.

Please see the following section for more information on appealing decisions made following malpractice investigations.

### 3 Stage 2 - Appeals

#### Additional information – malpractice investigations

This section provides additional information on the following type of appeal -

Type of appeal	Who can appeal	Form
Malpractice - decision, penalty or sanction resulting from an investigation	centre, centre staff	A2

It is not possible to appeal the actual findings of a malpractice investigation, however an appeal can be made against the decision taken following the investigation. Only a centre can appeal a decision made due to a malpractice investigation where the malpractice arises from candidate actions. Former members of centre staff are also able to appeal a decision.

#### Decisions, penalties and sanctions

When the malpractice investigation has been completed, City & Guilds will confirm whether malpractice has taken place and if it has, what penalties or sanctions shall be applied. Some examples are described below.

Decision against	Example of penalties and sanctions
centre	Withdrawal of approval for specific qualifications for a set period of time
centre staff	Suspension from involvement in City & Guilds' examinations and/or assessments for a set period of time
candidate	Disqualification from a unit

For more information on possible decisions, penalties or sanctions please see the City & Guilds document *Managing cases of suspected malpractice in examinations and assessments*, which is available from the City & Guilds website, [www.cityandguilds.com](http://www.cityandguilds.com)

#### Examples

1. A City & Guilds investigation finds that a member of staff has committed malpractice and a number of certificates are invalidated as a result. One of the candidates asks to appeal this decision. A candidate cannot appeal in this case and an appeal cannot be made against the invalidation of this individual candidate's certificate. The centre, however, could choose to appeal the decision to invalidate certificates.
2. City & Guilds asks a centre to complete a malpractice investigation and report its findings. City & Guilds accepts the findings and decides to suspend the centre's ability to certificate candidates for a qualification for a period of time. The centre feels City & Guilds has not followed the correct process and appeals this decision. The centre includes clear reasons on the application form and therefore City & Guilds hears the appeal.
3. City & Guilds carries out a malpractice investigation and the outcome includes suspending a member of staff from involvement in City & Guilds assessments for the next year. The member of staff appeals this decision, even though they are no longer employed by the centre.

### 3 Stage 2 - Appeals

#### Additional information – access arrangements and special consideration

This section provides additional information on the following type of appeal –

Type of appeal	Who can appeal	Form
Outcome of an application for access arrangements or special consideration	centre	A2

#### Definitions

**Access arrangements** are agreed before an assessment. They allow a candidate with special educational needs, disabilities or temporary injuries to:

- access the assessment; and
- demonstrate their skills and knowledge without changing the demands of the assessment.

**Special consideration** is a post-examination adjustment to a candidate's mark to reflect temporary illness, temporary injury or other indisposition at the time of the assessment, which has had an effect on a candidate's ability to take that assessment.

#### Examples

1. A centre does not give a candidate extra time for an examination as he does not meet the evidence criteria laid out in the JCQ access arrangements document. The centre has not made an application to City & Guilds. The candidate wants to appeal to City & Guilds. As this was a centre decision, the candidate cannot appeal to City & Guilds, but can appeal to the centre.
2. A centre applies for a reader on the Walled Garden and the request is not approved. The centre appeals and provides evidence that meets the criteria for a reader in the JCQ access document. The appeal is successful and the candidate has a reader in her exams.
3. A centre applies for special consideration for an on demand examination for a candidate that was unwell. City & Guilds rejects the request and asks the centre to arrange a resit for the candidate. The centre appeals this decision. The appeal is rejected, as the decision can be clearly linked to City & Guilds' special consideration policy.

## 4 Stage 3 - Independent Appeals Board

### Purpose

The purpose of the Independent Appeal Board is to identify if City & Guilds followed the correct processes, procedures and policies for any of the types of activities below. The Board evaluates the evidence by holding a hearing.

The Independent Appeals Board exists to ensure that there is an independent avenue of appeal for when the appellant is not satisfied with the outcome following the Stage 2 Appeal. It is comprised of two members from the City & Guilds Quality and Standards Committee, and an additional independent representative from another awarding organisation.

The Independent Appeals Board is the final avenue of appeals for a candidate and/or a centre and its decisions are final.

### Types of Appeal

The table below describes the type of appeal, who can appeal and the form required –

Type of Appeal		Who can appeal	Form
Outcome of an Enquiry	examination results	centre, candidate	IAB
	qualification (approval risk) status	centre	IAB
	moderation of internally marked assessments	centre	IAB
Withdrawal or suspension of centre/qualification approval		centre	IAB
Malpractice - decision, penalty or sanction resulting from an investigation		centre, centre staff	IAB
Outcome of an application for access arrangements or special consideration		centre	IAB

### How to apply

For this section 'appellant' refers to the centre, individual who requests the appeal.

The application form for the Independent Appeals Board must contain clear reasoning as to:

- the reasons for which the appellant considers that City & Guilds did not follow the required procedures, and
- their rationale for escalating to this stage of appeal.

If the application form does not include the required information it will be returned to the appellant, with details of what information is missing. A deadline will be given for this information to be included. The appellant **must** respond fully within this deadline or the appeal will not be heard.

## Timeline

<b>Deadline for applications</b>	15 working days after the outcome of the appeal
<b>Acknowledgment</b>	2 working days after receipt of completed application
<b>Hearing</b>	45 working days from acknowledgement
<b>Written outcome</b>	5 working days after the hearing

### Before the hearing

The clerk of the Quality and Standards Committee will review the application and ascertain whether there is enough information for the appeal to go to the Independent Appeals Board. The appellant will be notified in writing if further information is required.

If the appeal goes to the Independent Appeals Board, the clerk will send an acknowledgement letter upon receipt of the appeal and make arrangements for payment of the appropriate fee. The clerk will request full documentation of any actions taken in the case and any additional evidence from both parties. Once the confirmation of the appeal is received, there must be no further communication or correspondence between the appellant and City & Guilds regarding the appeal.

The Independent Appeals Board is not a court of law and appellants do not require legal representation. If either party wishes to be accompanied by a lawyer, the other party and the Independent Appeals Board should be informed at least one week prior so that they too may have the opportunity to seek legal advice or representation. A hearing will then be arranged at the earliest convenient date.

### Purpose of the hearing

When the Independent Appeals Board meets, it will consider the information provided by both parties and establish whether all processes, procedures and policy documents have been correctly followed. The Independent Appeals Board will draw upon the evidence from the Stage 2 Appeal and will request any further information from the centre, candidate or City & Guilds staff as required.

The Independent Appeals Board will consider whether City & Guilds has followed the relevant processes, procedures and policy documents correctly and whether it has applied them properly and fairly in arriving at judgements. It will not:

- re-mark a candidate's work,
- grant /remove centre or qualification approval,
- change the registration/certification status for a qualification,
- change a decision/penalty/sanction imposed on a centre, member of centre staff or candidate.

### Attending the hearing

The Independent Appeals Board requires personal representation from both parties in order to hear the appeal. It will require the name, status and/or the interest of the representatives and witnesses, who will attend the hearing. This is normally not more than three in all, per party.

The opportunity to question representatives from both parties is an important part of the Independent Appeals Board hearing and it is for this reason that they insist they be actually present at the hearing

## Outcome of the hearing

There are two possible outcomes of the hearing:

- If the Independent Appeals Board finds that the appropriate processes, procedures and policy documents have been followed and confirms the decision of the appeal, the appeal will be **rejected** and City & Guilds will notify the appellant.
- If the Independent Appeals Board finds that any one of the appropriate processes, procedures or policy documents has **not** been followed, the appeal will be **upheld**. The Independent Appeals Board will **recommend** appropriate actions to City & Guilds for its consideration. City & Guilds will notify the appellant.

The decision of the Independent Appeals Board is the final stage of the City & Guilds appeals process. If the appellant is not satisfied with the outcome of the appeal, he/ she should contact the relevant regulator, information on how to do this will be included in the outcome letter.

## Fees

Full details of the fees are listed in **Section 5 - Fees**, on page 22.

## 5 Fees

A fee to cover administration costs will be charged at each stage of the process.

For enquiries and appeals made by a candidate, the candidate must send a cheque (made payable to City & Guilds) for the correct fee with their completed application form. Where the outcome of the enquiry or appeal is in favour of the candidate, City & Guilds will return the cheque to the candidate.

For enquiries and appeals made by a centre, City & Guilds will invoice the centre for the correct fee. Where the outcome of the enquiry or appeal is in favour of the centre, City & Guilds will refund the fee or issue a credit note.

The full range of fees are listed below:

### Stage 1 Enquiries

- £15 Examination results - clerical check
- £50 Examination results - review of marking
- £300 Qualification (approval risk) status
- £200 Moderation of internally marked assessments

### Stage 2 Appeals

- £25 Appeal against a City & Guilds decision regarding an application for access arrangements or special consideration
- £100 All other appeals

### Stage 3 Independent Appeals Board

- £25 Appeal against a City & Guilds decision regarding an application for access arrangements or special consideration
- £150 All other appeals

## 6 Contact details

### Applications

#### Candidates

Applications from candidates must be sent in the post:

City & Guilds  
1 Giltspur Street  
London EC1A 9DD

For more information, please see the application form

#### Centres

Applications from centres should be sent by email:

#### Enquiries about results

Examinations	<a href="mailto:appeals@cityandguilds.com">appeals@cityandguilds.com</a>
Qualification (approval risk) status	<a href="mailto:policy@cityandguilds.com">policy@cityandguilds.com</a>
Moderation	<a href="mailto:moderation.ear@cityandguilds.com">moderation.ear@cityandguilds.com</a>

#### Appeals (Stage 2 and 3)

All appeals	<a href="mailto:policy@cityandguilds.com">policy@cityandguilds.com</a>
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For more detailed information on where to send applications, please refer to the relevant application form.

### General Enquiries



**E:** [policy@cityandguilds.com](mailto:policy@cityandguilds.com)



**T:** +44(0)20 7294 2772



## 7 Summary of forms and timelines

### Forms for each stage

Type	Who can apply	Forms		
		Stage 1	Stage 2	Stage 3
Examination results	centre, candidate	E1 / E2	A1	IAB
Qualification (approval risk) status	centre	E3	A2	IAB
Moderation	centre	E4	A2	IAB
Centre/ Qualification approval	centre	N/A	A2	IAB
Malpractice	centre, centre staff	N/A	A2	IAB
Access arrangements or special consideration	centre	N/A	A2	IAB

### Overview of timelines for Enquiries and Appeals

Deadlines for applications for each type of Enquiry and Appeal are shown below, in working days<sup>1</sup>:

Type	Stage 1	Stage 2	Stage 3
Examination results	40	20	15
Qualification (approval risk) status	20	20	15
Moderation	40	20	15
Centre/ Qualification approval	N/A	20	15
Malpractice	N/A	20	15
Access arrangements or special consideration	N/A	20	15

The number of working days it takes to complete each part of the process is shown below:

Part of the process	Stage 1	Stage 2	Stage 3	The number of working days is counted from
Acknowledgment	2	2	2	receipt of completed application
Hearing	N/A	N/A	45	when acknowledgement is sent
Written outcome	32	25	5	when acknowledgement is sent or after the hearing <sup>2</sup>

<sup>1</sup> From date of the notification by City & Guilds

<sup>2</sup> Stage 3 only

## 8 Glossary

Appellant	<p>An <i>appellant</i> is the person or organisation appealing against a City &amp; Guilds decision. The appellant could be -</p> <ul style="list-style-type: none"> <li>▪ a <i>candidate</i>,</li> <li>▪ a <i>centre</i> acting on behalf of a <i>candidate</i> seeking to appeal,</li> <li>▪ a centre or</li> <li>▪ a <i>former centre</i>.</li> </ul>
Applicant	<p>An <i>applicant</i> is the person or organisation who sends in the application form for an Enquiry. The applicant could be -</p> <ul style="list-style-type: none"> <li>▪ a <i>candidate</i>,</li> <li>▪ a <i>centre</i> acting on behalf of a <i>candidate</i>,</li> <li>▪ a centre.</li> </ul>
Candidate	<p>A <i>candidate</i> is an individual who is registered with City &amp; Guilds and working towards a full or part qualification at a <i>centre</i>.</p>
Centre	<p>A <i>centre</i> is an organisation approved by City &amp; Guilds to offer assessments leading to City &amp; Guilds qualifications.</p>
Examination	<p>An <i>examination</i> is any externally marked component of a qualification.</p>
Moderation	<p><i>Moderation</i> is a process for monitoring assessments marked by centres. It involves City &amp; Guilds re-marking a sample of candidates' work to establish whether the centre has applied the assessment criteria correctly.</p>
Qualification approval risk status	<p>A <i>qualification approval risk status</i> is a risk status (for each City &amp; Guilds qualification delivered by a UK centre) as determined by City &amp; Guilds as part of the post approval external quality assurance activities. This is based upon the centre's ability to meet the criteria outlined in <i>Our Quality Assurance Requirements</i>.</p>
Qualification status	<p>A <i>qualification status</i> (for each City &amp; Guilds qualification delivered by an International centre) is determined by City &amp; Guilds as part of the external verification process. This is based upon the centre's ability to meet the criteria outlined in the <i>International Centre Guide 4<sup>th</sup> Edition</i>.</p>
Quality and Standards Committee	<p>The <i>Quality and Standards Committee</i> is the independent committee appointed to oversee the standards and quality of City &amp; Guilds qualifications and assist in maintaining public confidence in the currency and credibility of City &amp; Guilds' assessments and qualifications.</p>
Script	<p>A candidate's written response to the examination.</p>
Working day	<p>A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom or the country of that centre.</p>

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