Review of Marking and
 Independent Review Appeals
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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 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).

CIOL Qualifications 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 CIOL Qualifications.

Scope
This policy is aimed at our independent candidates who have completed a CIOL Qualifications exam.
The

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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

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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

All completed application forms must 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

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