

IoL Educational Trust

Candidate Regulations

Completion of an IoL Educational Trust (IoLET) examination entry card and payment of the examination fee certifies that an Examination Candidate (Candidate) has read, and agrees to abide by, the regulations outlined in this booklet.
Candidates will only be registered upon receipt and clearance of full examination fees.

These Candidate Regulations are valid for the following examinations:

CBS	2011
DPSI	2011
IDBC	2011
DipTrans	2012

Any changes to our qualifications as a result of unitisation will be communicated via our website:
www.iol.org.uk

Please direct all enquiries to:
Central Registration Department
Saxon House
48 Southwark Street
London SE1 1UN
Tel: +44(0)20 7940 3163
Fax: +44(0)20 7940 3124
E-mail: exams.crd@iol.org.uk
Website: <http://www.iol.org.uk>

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Equal Opportunities Policy for Candidates

IoLET is committed to equality of access to its examinations for all Candidates, regardless of gender, age, ethnic origin, nationality, creed, sexual orientation, marital status, employment status or disability.

IoLET seeks to ensure that:

- Examination content and assessment are non-discriminatory and appropriate to the knowledge and skills specified
- The style and language of IoLET documentation is readily understood and does not reflect stereotypical or biased attitudes
- All persons associated with the examinations, including Assessors, follow fair and just processes and procedures

IoLET takes into account all current legislation in relation to diversity and equality.

In the case of a query relating to this policy, Candidates should contact the Director of Examinations at the IoLET in writing.

Age Guidelines

In line with Ofqual regulations, the following age guidelines apply to IoLET examinations:

- Certificate in Bilingual Skills – 16yrs+
- Diploma in Public Service Interpreting – 19yrs+
- Diploma in Translation – 19yrs +
- International Diploma in Bilingual Communication – 19yrs +

Copyright

IoLET retains the copyright on all its publications.

Registered IoLET Examination Centres are permitted to copy material for internal use, as long as it is attributed and with the following important exception: IoLET cannot give permission to reproduce any material that is acknowledged to a third party.

Disclaimer

The IoLET organises thousands of examinations every year of which the vast majority proceed smoothly. However, there are occasionally Candidates who suffer unforeseen problems such as an Assessor falling ill or scripts being lost in the post. In such circumstances, the IoLET always does its best to rectify the problem where possible but can not accept liability for inclement weather, transport difficulties etc. The IoLET's liability in all circumstances is limited to a full refund of the examination fee paid for the examination concerned. The IoLET reserves the right not to assist a Candidate's claim against third parties in the event of a Candidate suffering loss (financial or otherwise) associated with the examination.

Data Protection

The IoLET aims to comply with the eight principles of the Data Protection Act 1998 and to safeguard a Candidate's personal information.

Telephone calls to the Chartered Institute of Linguists' offices may be recorded for quality assurance purposes.

Awards outside England, Wales and Northern Ireland

The Qualifications Regulator's logo(s) (Ofqual) on the certificate indicate that the qualification is accredited only for England, Wales and Northern Ireland. The IoL Educational Trust will undertake to listen to and consult with Welsh and Irish speaking customers to determine their needs and monitor demand for assessment through both languages. Where demand for Welsh/Irish medium or dual language provision is identified, IoLET will provide information and conduct assessments, if appropriate, in Welsh/Irish and English.

BEFORE THE EXAMINATION

Registering for the Examination

The examination timetable is published on our website approximately twelve months prior to each examination. Candidates are responsible for ensuring that they are aware of the correct date of the examination prior to registration and that they are able to attend relevant examination sessions. IoLET does not accept responsibility for any timetable clashes.

To register, Candidates must complete an examination entry card which can be downloaded from our website, requested via telephone from our Central Registration Department or distributed via Examination Centres. Separate entry cards must be completed for multiple registrations. A Candidate is only fully registered when the exam fee has been received and payment has cleared. Once entries have been processed, Examination Centres will receive a Candidate Register which they must check to ensure all details are correct. In case of discrepancies, Examination Centres must contact IoLET immediately.

Candidates from Examination Centres liaise directly with their Examination Centres for registration or timetabling information.

IoLET only accepts postal registrations. Candidates attempting to register for examinations at IoLET offices will be instructed to submit registration documents and examination fees by post. Candidates may leave entry cards and payment in Reception after consultation with, and approval from, the Central Registration Department.

Please refer to our website for specific closing dates for each qualification. IoLET are not obliged to accept late entries but may do so at their discretion. Candidates are advised that individual Examination Centres may impose earlier deadlines.

Examination Centres

It is the responsibility of individual Candidates to locate Examination Centres and courses for the examinations, as the IoLET can only supply limited information. Candidates will find Centre and Course listings on our website.

Candidates who are not attending a recognised Examination Centre may register to sit the examination at the IoLET Open Centre. Contact the Central Registration Department for further information.

Where a suitable Assessor cannot be located for certain elements of an examination, Candidates will be transferred to the IoLET Open Centre or the most suitable Examination Centre available. This may mean travelling to another region.

At the time of registration, Candidates must indicate where they intend to sit the examination by giving the Centre number on their Examination Entry Card, together with a letter of confirmation from the Examination Centre (all details are obtainable from the Centre). Examination Entry Cards received without a Centre number and confirmation letter will not be processed. Once registered, Candidates can not change their choice of venue.

Candidates sitting at the IoLET Open Centre do not require a letter of confirmation.

Candidates sitting examinations overseas are responsible for payment of local Examination Centre charges.

Examination Fees, Concessions and Refunds

Examination fees are published on our website one year in advance of each examination. In addition to the Examination Fees, the majority of Candidates will be obliged to pay an additional Administration/Centre fee, details of which are available from Examination Centres or, in the case of London Open Centre Candidates, from IoLET.

Members of the Chartered Institute of Linguists, including registered student members, are entitled to apply for a 10% discount on the examination registration fees. This discount may not be used in conjunction with any other offer and does **not** apply to any additional Examination Centre fee.

Fees

All requests relating to examination fees must be made **in writing** and addressed to the Central Registration Department of the IoLET.

If a fee is transferred and the Candidate later decides to withdraw from the examination the Candidate will not be eligible for a refund. The maximum deferment period is one year or until the next available examination session for the respective examination.

Information on examination fees can be found on each examination homepage of our website.

Payment

IoLET accepts payment via Debit/Credit Card, Sterling cheques or Postal Orders made payable to "IoL Educational Trust". Post dated cheques will not be accepted.

Should a payment be declined, the registration process will not be completed and the Examination Entry Card returned to the Candidate.

IoLET reserves the right not to release examination results to Candidates whose examination fees have not been paid in full.

Credit Notes

Only Candidates unable to sit the examination due to personal ill health may apply to be considered for a maximum transfer of 50% of their examination fee, in the form of a Credit Note, valid for the next available examination session only. The Credit Note has no alternative cash value. To apply for a Credit Note, Candidates must submit a current certificate from a qualified medical practitioner to the Central Registration Department, no later than two weeks after the Examination date. In the absence of any such proof, Candidates are liable to forfeit the full examination fee. Any difference arising due to increased fees at the next Examination Session is payable by the Candidate.

Cancellation of the examination by Candidates

Examination fees are non-transferable and non-refundable in the event of cancellation by the Candidate.

The IoLET Open Centre fee is non-refundable in all cases. Any difference arising out of increased fees at the next Examination Session is payable by the Candidate.

Examination Completion Timeframe

Candidates have a five year timeframe to complete all parts of an examination.

The five year full examination completion period applies from the first year that a Candidate receives a Letter of Credit or Unit Certificate. Therefore, once a Candidate has received a 'Pass' in any part of an examination, they have *four* more years to successfully complete all outstanding parts of the examination.

IoLET does not guarantee that a specific examination will be set each year and Candidates are urged to check exam availability with the Central Registration Department before embarking on a course of study extending over several years.

If IoLET is unable to provide a required re-sit examination during the five year completion period, the timeframe will be extended until the first available session.

Candidate Details

Candidates are responsible for ensuring that all information on the Examination Entry Card is correct. Examination results and certificates will only be issued in the name stated on the Entry Card. The Central Registration Department must be notified, in writing, of any change of address or other contact details at the first available opportunity prior to results or certificates being released.

Small entry language combinations

There must be a minimum number of Candidates registered for an examination to run. Should this minimum number not be reached by the end of the registration period the IoLET will inform Candidates who are registered and have paid fees of the options available to them, which may include the option of paying a supplementary fee for the exam to be set.

Candidates registering for the examination in a small entry language may need to travel to a different Examination Centre to take the examination; such Candidates will receive a transfer notification well in advance of the date of the examination.

Should an Assessor be unable to attend an Examination Centre, due to extraordinary circumstances, Candidates may be required to travel to alternative Examination Centres at short notice. In such situations, IoLET will ensure that Candidates are inconvenienced as little as possible. The Candidate will be liable for all additional costs i.e travel.

Preparation and Support

Candidates are strongly advised to obtain copies of the relevant examination handbook and sample papers from our website.

To obtain past papers and other materials, order forms can be obtained from our website, the Central Registration Department and PWP FS Print and Design (Tel: +44 (0) 1992 469 927 Email: pastpapers@pwps.com). The IoLET does not stock past papers.

Reasonable Adjustments

Candidates, or Centres entering Candidates, who require Reasonable Adjustments must inform IoLET at the time of registration, specifying in detail what provision is requested.

All such applications must be accompanied by:

- Supporting evidence, such as a copy of a medical or professional statement, or a psychologist's report, which includes recommendations.
- A statement from the Candidate's Examination Centre (apart from the IoLET Open Centre) agreeing to the provision of Reasonable Adjustments.

The IoLET's policy on examinations is to give all Candidates equal opportunity to demonstrate attainment. IoLET will provide Candidates with disabilities, or other needs, the same access to examinations as other Candidates where this does not invalidate the assessment objective of the examination. The IoLET is committed to implementing current legislation in this area and its policies are reviewed regularly.

Candidates should note that any additional costs will have to be met either by the Candidate or by the Examination Centre. A Reasonable Adjustments Panel, which includes an external representative, looks at each case individually before authorising the adjustments.

The principles of the policy are:

- Reasonable Adjustments are made in order to take into account the effect of a disability on (or other impediment to) a Candidate's performance
- Adjustments are determined according to the particular needs of the Candidate
- Reasonable Adjustments for a Candidate do not give unfair advantage over other Candidates

According to the specific needs of the Candidate, adjustments may include:

- Extra time allowance (maximum 25%) or rest periods
- Use of a reader
- Use of a writer
- Use of a separate invigilated room
- Use of specialist equipment e.g. a computer
- Large print, Braille or Moon version of examination papers
- Use of the home as an Examination Centre

Use of a Reader/Writer

A reader or writer will normally be appointed and remunerated by the Examination Centre and is responsible to the Examinations Officer.

The use of a reader should not give a Candidate an unfair advantage nor should it further hinder the Candidate. Additional time will be allowed for the use of a reader or writer (maximum 25% extra).

A reader will read to the Candidate the entire or any part of the examination paper and/or any part of the Candidate's answers.

A reader may also act as a writer and vice-versa. Where appropriate, both roles may be taken by the invigilator. 'Invigilator' refers to the person responsible for conducting the examination.

The reader or writer should be a responsible adult who has a working knowledge of the language being tested. S/he should not normally be the Candidate's own teacher. On no account should a relative of the Candidate be used.

Candidates using the services of a reader/writer should be accommodated separately to avoid disturbing other Candidates and to avoid other Candidates hearing what is being read/dictated. Any irregularities in the use of a reader or writer could result in the Candidate being disqualified.

During the assessment

The Reader should:

- Read accurately and read only the instructions and questions
- Only repeat the instructions and questions when asked to do so
- Not give factual help to the Candidate nor offer suggestions
- Not advise the Candidate regarding which questions to attempt, when to move on to the next questions, nor the order in which the questions should be completed
- Give information, if asked, on time elapsed and remaining
- Refer any problems immediately to the invigilator

The Writer should:

- Not give factual help to the Candidate nor offer suggestions
- Not advise the Candidate regarding which questions to attempt, when to move on to the next questions, nor the order in which the questions should be completed
- Write down answers exactly as they are dictated
- Write in corrections on the script if requested to do so by the Candidate
- Refer any problems immediately to the invigilator

Aegrotat (deeming a Unit to have been passed when not taken as a result of illness)

IoLET does not offer an aegrotat as Candidates have to meet the full assessment requirements.

In case of a query relating to this policy, Candidates should contact the Director of Examinations at the IoLET in writing.

IoLET Assessors

Examination teams are allocated to Examination Centres by the Examination Consultant responsible for the area in which they are located. Neither an Examination Centre nor Candidate can be involved in the appointment of an examination team.

IoLET Assessors are recruited against set criteria and trained for the specific purposes of the examination. IoLET expects Candidates to be able to cope with regional accents or variations in a language demonstrated by Assessors.

If, during the course of an oral examination, the Assessor and the Candidate discover that they are known to each other, the Assessor will have been trained to follow certain procedures to ensure that the Candidate is not disadvantaged.

Under no circumstances are Candidates permitted to contact IoLET Assessors before or after the examination in an attempt to discuss and/or obtain feedback on their performance. If this occurs, all Assessors are instructed to submit a written report to the Director of Examinations detailing any such contact. All reports of this nature will be investigated fully and appropriate action will be taken. Candidates are advised that any such investigation may result in disqualification.

DURING THE EXAMINATION

Proof of Identity

In order to register for an examination at an Examination Centre, all Candidates must produce valid photo ID (passport, driving licence etc) in addition to their Admission Notification. Candidates for all written examinations must place their identification on their desk for the duration of the examination in order that it may be inspected by the Examinations Officer or Invigilator.

Late Arrivals

Candidates must allow adequate travelling time to travel to the Examination Centre to allow for any unexpected delays to their journeys caused by transport problems or adverse weather conditions. Examination Candidates should be aware that, given the nature of oral examining, it is possible that delays may occur in the timetable. The IoLET strongly recommends that this is taken into account when making travel arrangements to and from the Examination Centre.

There is a maximum fifteen minute allowance for Candidates to be admitted into the examination after the start time; Candidates arriving more than fifteen minutes late will not be allowed to sit the examination nor will any refund of examination fees be given.

Candidates who arrive whilst an Examination is in progress will not be granted extra time.

Option/Task

Candidates must check at the start of the examination that they have been given the correct examination paper. Any mistakes must be brought to the attention of the Examination Officer/Chief Invigilator immediately.

Candidates **must not** attempt a Unit that is in the incorrect Language or Option. Re-sit Candidates must check that they have been given the correct task and should only attempt the task they have entered for.

Writing Equipment

Candidates are instructed to bring their own writing equipment and the Examination Centre will provide writing paper. All answers must be written in blue or black ink: pencils are only allowed for rough work.

I.T Facilities

Candidates are not allowed to bring any IT equipment (including laptops, desktops, keyboards etc) to IoLET examinations. The use of electronic dictionaries is not allowed under any circumstances. Where computer facilities are offered by an Examination Centre, Candidates are able to use them on the following grounds only:

- i) that this is acceptable under the conditions of the syllabus.
- ii) that the computer does not contain any software, for example a translation programme, which is not allowed under the conditions of the syllabus. In addition, all access to internet facilities is forbidden.
- iii) that the facilities are available at the Examination Centre where they wish to sit the examination.
- iv) that the use of such facilities will in no way disturb other Candidates.
- v) that the Candidate accepts full responsibility for ensuring that the facilities are in working order.
- vi) that the Candidate accepts full responsibility for loss of examination work due to malfunction of the facilities and that no extra time will be given as a result of a malfunction at any time during the examination period.
- vii) that the Candidate can only present a paper copy of his/her script for marking. Scripts presented in electronic format will not be accepted.
- viii) that the time allowed for the printing of the examination script is included in the time allowed by the IoLET for the examination. No extra time will be given for printing of answers.
- ix) where Examination Centres are not able to provide language - specific software for Candidates, the Candidate is responsible for manually adding any accents/diacritics as required on the printed scripts. No extra time will be given for this.
- x) that the word processed script should contain double-line spaced text with appropriate left and right hand margins and conform to any other requirements of the examination. Each page should additionally indicate the Candidate number.
- xi) Candidates cannot remove copies of the examination script (either electronic or paper copies) from the examination room. Completed scripts must be deleted at the conclusion of the exam.
- xii) that the Candidate accepts full responsibility for checking that the script handed to the invigilator is his/her own complete work.

IT facilities are **not** available at the IoLET Open Centre.

Dictionaries

Candidates must check in the individual examination handbooks to verify in which units of each examination they are allowed to use reference materials.

Candidates are not allowed to share dictionaries or other reference material during examinations. Electronic dictionaries are not allowed.

Recording of Oral Examinations

Oral Examinations are recorded for moderation purposes. Candidates may not make their own recording of the oral examination.

Examination Material

In the interests of security Candidates **must not** remove any examination material, including rough work, scripts and question papers, from the Examination Centre and are required to hand in all such material at the end of the examination. Examination material includes hard copies and/or electronic copies of scripts when IT facilities are used.

Failure to hand in examination materials may be viewed as an attempt to cheat and will result in an automatic fail.

Scripts

Originals or copies of examination scripts, video and tape recordings remain at all times the property of the IoLET and are not returned to Candidates in any circumstances, nor are they made available to any third party. Scripts may, however, be made available to the regulatory authorities on request.

It is the Candidates' responsibility to ensure that they have correctly provided all the required information on the script paper/script cover.

Candidates are advised that scripts, video and audio recordings may be used for Assessor training purposes.

Malpractice

Any case of alleged Candidate malpractice will be fully investigated. The Examinations Officer at the Examination Centre will be asked to submit a written report, with appropriate supporting documentation, to the Director of Examinations at the IoLET.

Each case will be investigated by the IoLET's local Examinations Consultant and considered and judged on an individual basis. The outcome could range from a caution, to a cancellation of an element of an examination, to disqualification from the entire examination or from any other IoLET examination for a period of time to be defined. The action taken will depend on the gravity of the malpractice.

Cases of malpractice will be reported to the qualification regulator whenever evidence is presented which shows that results or certificates may be invalid.

Abusive or unprofessional behaviour towards IoLET staff or representatives will not be tolerated and will result in immediate disqualification from the examination with no refund of fees.

Mobile Phones

Any Candidate found using a mobile phone during the examination will be immediately disqualified. The use of mobile phones in the examination is strictly prohibited and all phones must be switched off before entering the Examination Centre.

Examination Conditions

The IoLET makes every effort to ensure that Candidates are able to work in good conditions. Any disruption to examination conditions **must** be brought to the attention of the Examinations Officer/Chief Invigilator at the time of the examination and be reported in writing to the IoLET (see Complaints Procedure).

Candidates are not allowed to leave the examination room during the first and final fifteen minutes of a written examination.

Children and Companions

Under no circumstances are babies or children admitted to Examination Centres. Examination Centres do not provide waiting areas for companions of Candidates.

AFTER THE EXAMINATION

Special Consideration Policy & Procedures Information

Special consideration is action taken after an examination to allow Examination Candidates who may have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the examination to have their performance reviewed in the light of the circumstances in question.

Eligibility Criteria

Special Consideration may apply if:

- Performance in an external assessment is affected by circumstances beyond the control of the Candidate e.g. personal illness, undue noise levels or other adverse circumstance in or near the examination room
- Alternative assessment arrangements agreed in advance proved inappropriate or inadequate

Applying for Special Consideration

An Examination Centre should provide the IoLET with the following information. (An Examination Candidate may also apply individually to the IoLET but must provide the relevant information and evidence; corroboration from the Examination Centre may be needed)

- Examination Centre Name and Number
- Candidate Name and Number
- Title of Qualification
- Details of unit and language combination for which Special Consideration is sought
- Date/time examination took place
- Summary of the adverse circumstances affecting Candidate's performance
- Details of other parts of examination taken or to be taken

The Candidate needs to submit relevant evidence in support of Special Consideration. This may include medical evidence or a statement from the invigilator or any other appropriate information. Applications from Examination Centres should be signed and dated by a member of staff formally delegated by the Examinations Officer. The signatory must declare the information given is accurate. Applications should be submitted as soon as possible and no later than 21 days after the examination in question.

In the case of a successful application the Candidate's performance will be reviewed. Subsequent action could result in a free re-sit or a refund of fees.

Requests for Special Consideration will not be considered after the issue of results. The Appeals and Re-marks procedures will then apply.

Complaints

Who to contact first

All complaints regarding examinations must be made in writing to the Examinations Administration Controller, Central Registration Department, Saxon House, 48 Southwark Street, London SE1 1UN as soon as possible after the examination and **no later than three weeks after the date of the final examination paper**. Complaints should be made in writing by letter or fax only (no email).

Complaints must include:

- Candidate name and number
- Language, level, title and, if appropriate, the unit /option/task of the examination
- Name and number of the Examination Centre.

Complaints will normally be acknowledged within one working week. The majority of complaints are investigated within the time scale for the issue of results; however some more complex cases may take longer.

What to do next

If the Candidate remains unhappy with our initial response, the matter will be referred for final consideration to the IoLET Quality Assurance Manager.

Once our final response is made, that is the end of our internal complaints procedure. In the vast majority of cases we are able to resolve issues directly with Candidates however, if a Candidate feels a complaint has not been dealt with satisfactorily, they may contact the Office of the Qualifications and Examinations Regulator (Ofqual).

Group Complaints

IoLET is unable to accept group complaints. All complaints are dealt with on a case by case basis, as the process of tracking and checking each Candidate's entry, which may include tape-sampling, is a very important part of dealing with the complaint. Group complaints are not appropriate as they do not allow IoLET to give each Candidate the individual attention that is necessary. IoLET will pass on any complaint about an individual to the person in question in the interests of natural justice, so that the latter can respond. IoLET will not act on anonymous complaints.

Results

Result registers are sent in the first instance to Examination Centres. Individual Candidate results for examinations are **normally** issued twelve weeks after the last examination in the session, fourteen weeks in the case of the Diploma in Translation.

Whilst we do all that we can to ensure that results are issued within published timescales, occasionally dispatch may be delayed for reasons beyond our control. Any delay will be announced in the 'Latest News' section of our website.

Whilst individual Unit results within an examination may be graded as Fail, Pass, Merit or Distinction, the overall result of an examination will only be shown as Fail, Letter of Credit /Unit Certificate or Pass.

Results are only issued by letter. In no circumstances will Candidate results be given by telephone, fax, e-mail or to personal callers, and results cannot be issued to a third party.

The IoLET cannot discuss results with either Candidates themselves or a third party.

Certificates and Letters of Credit

Certificates for completion of the full qualification and Letters of Credit/Unit Certificates are dispatched to Examination Centres within two months of results being issued. IoLET Open Centre and all DipTrans Examination Candidates receive the Certificates and Letters of Credit/Unit Certificates directly to their home address as shown on the submitted Examination Entry Card no later than five working days after the published date of issue.

IoLET cannot accept responsibility for non-delivery by the postal authorities of result letters or certificates, Candidates must allow for postal delays in receiving their certificates.

The Candidate's name will appear on the certificate as it was written on the Examination Entry Card when the Candidate first registered for the qualification. If a name change is subsequently made following a Deed Poll application, marriage or divorce, Candidates are advised to submit official documents in support of Examination results and certificates issued by the IoLET. The IoLET does not reissue Examination results and certificates under a different name.

Mistakes must be brought to the IoLET's attention within six months of issue of certificates.

Duplicate Certificates

Duplicate Unit/Full Qualification certificates can be issued at a charge of £30 per certificate. All such certificates will be marked "Duplicate".

Candidates who do not receive their original certificate because they have not informed the IoLET in writing of a change of address, will be charged a duplicate certificate fee for the issuing of a replacement certificate.

Transcripts

Candidates may obtain a transcript of their results, upon application to the Director of Examinations, and payment of a fee of £25 per transcript. A transcript consists of a confirmation of Candidate results together with information on the structure and composition of the examination. It does not give an evaluation of the Candidate's performance.

In order to commission a transcript the following information must be supplied:

- Name of examination
- Year/session sat
- Language/s
- Examination Centre name
- Candidate number (if known)
- Candidate name (if different to current name)

Membership

Where applicable, Candidates will be issued with information on how to apply for membership of the Chartered Institute of Linguists when they receive their examination results.

Candidates who register for examinations specifically to gain access to membership of the Chartered Institute of Linguists must ensure that they are aware of the terms and conditions of membership before sitting the examination(s). Further information is available from the Administrative Manager for new applications on +44 (0)20 7940 3133.

Prizes

The IoLET holds an annual Prize-giving ceremony and awards a number of cups and trophies to individual Candidates and to group entries for the best performance in an examination.

ENQUIRIES & APPEALS

IoLET makes every effort to ensure that the assessment procedures are carried out properly and fairly. The Enquiries and Appeals process exist to deal with exceptional cases where a Candidate considers that something may have gone wrong.

IoLET does not allow Candidates access to marked scripts, video or cassette tapes. Candidates are able to purchase Chief Examiner Reports for the particular examination in which they are interested via our website.

Candidates who achieve a Fail result in an IoLET examination and who wish to commission a review of their result may do so. All Candidates will receive together with examination results details of the Enquiries & Appeals process, the different stages available and details of the fees applicable. Full details of the process can also be found below and on our website.

Appeals Procedure

The IoL Educational Trust (IoLET) has now completed a full review of the Appeal & Remark procedures. In line with guidelines issued by the Office of the Qualifications and Examinations Regulator (Ofqual) and other Awarding Organisations, procedures have now been combined to enable the Examination Candidate to select a level of investigation appropriate to individual requirements.

The IoLET makes every effort to ensure that all assessment procedures are carried out properly and fairly. Examination Candidates who achieve a Fail result only in an IoLET examination and believe that the result released is incorrect may commission a review of results.

All applications should be sent to the Central Registration Department at the contact details provided in the Customer Service Standards Table on Page 13.

Payment can be made by cheque payable to: IoL Educational Trust or credit / debit card.

Please read the information provided carefully before deciding which one of the following two routes (Route One or Route Two) to select. Candidates are advised that they must complete each Enquiry Stage in order as listed.

ROUTE ONE - Appeal against results

Enquiry Stage	Process applied for	Submission deadline	Response time	Fee
1	Clerical Check	2 weeks after receipt of result	Approximately 2 weeks	£20.00
2	Re-mark	1 week after receipt of outcome for Stage 1	Approximately 6 weeks	DPSI Unit 01 £65.00 All other £50.00 per Unit
3	Appeal against Results	1 week after receipt of outcome for Stage 2	Approximately 3 weeks	£50.00 per Unit
4	Independent Review	1 week after receipt of outcome for Stage 3	N/A	£175.00
5	Ofqual	N/A	N/A	N/A

ROUTE TWO - Appeal on grounds of procedural irregularity

Enquiry Stage	Process applied for	Submission deadline	Response time	Fee
1	Clerical Check	2 weeks after receipt of result	Approximately 2 weeks	£20.00
2	Appeal on grounds of Procedural Irregularity	1 week after receipt of outcome for Stage 1	Approximately 3 weeks	£50.00 per Unit
3	Independent Review	1 week after receipt of outcome for Stage 2	N/A	£175.00
4	Ofqual	N/A	N/A	N/A

If at any of the Enquiry Stages the original result is changed the IoLET will reimburse the full Enquiry Stage Fee received. The following is an explanation of what is involved at each of the Enquiry Stages available.

Enquiry Stage 1 - Clerical Check This is a detailed clerical check carried out by IoLET Examination Supervisors of examination result released and involves checking the accuracy of the results issued at each stage of the marking process. The Central Registration Department will confirm by letter only both when Enquiry Stage 1 has been completed and the outcome. On completion of Enquiry Stage 1 and receipt of written confirmation the Candidate may take the matter further and apply for Enquiry Stage 2.

Enquiry Stage 2 - Re-mark When a re-mark is commissioned the original script is sent to a second marker who had no involvement in the original marking. Assessment criteria applied during the re-mark process are exactly the same as used by the first marker. The second marker will produce a limited feedback report which will highlight some but not all of the errors which led to a Fail result being awarded. The Central Registration Department will confirm by letter only when Enquiry Stage 2 has been completed. The Candidate will at this stage receive a copy of the relevant question paper and the limited feedback report. On completion of Enquiry Stage 2 and receipt of written confirmation the Candidate may take the matter further and apply for Enquiry Stage 3.

Enquiry Stage 3 - Appeal The Appeal process is split into two phases and focuses on procedures used by the IoL Educational Trust in the course of reaching a decision:

- **Phase 1**

Written evidence submitted by the Candidate will be considered by the Examination Administration Controller and the Quality Assurance Manager.

The Central Registration Department will confirm by letter only when Enquiry Stage 3 – Phase 1 has been completed. The Candidate will be notified if the application has been declined or passed on to Phase 2 of the Appeal process.

- **Phase 2**

The Appeals Panel of the Institute's external Examinations Review Board will hear the appeals. The IoLET will involve in the decision-making process at least one independent member drawn from the IoLET Board, Examination Review Board or an External Assessor.

The Central Registration Department will confirm by letter only when Enquiry Stage 3 – Phase 2 has been completed.

Enquiry Stage 4 - Independent Review If an appellant is dissatisfied after receiving the IoLET's final response to either Enquiry Stage 3 – Phase 1 or Enquiry Stage 3 Phase 2 the Candidate may then apply for the final IoLET enquiry stage. The IoLET will submit documentation relating to the three previously completed enquiry stages as well as any other relevant information. The independent review process will then examine whether or not the IoLET has followed all Enquiry Stage procedures correctly and in accordance with the Office of the Qualifications & Examinations Regulator (Ofqual) guidelines. The Central Registration Department will confirm by letter only when Enquiry Stage 4 has been completed.

Enquiry Stage 5 – Office of the Qualifications & Examinations Regulator (Ofqual) When the Candidate has completed all Enquiry Stages made available by the IoLET, the final course of action available is a complaint made directly to the regulatory authorities.

On request the IoLET will submit a full detailed report to Ofqual relating to the four previously completed enquiry stages as well as any other relevant information. The Candidate will be notified directly by Ofqual with the outcome of Enquiry Stage 5.

CUSTOMER SERVICE STANDARDS

IoL Educational Trust is committed to providing a high quality support service for all our users. Our Customer Service Standards will help us monitor our service to you and continually improve it. If you wish to comment on these standards or any service offered by IoL Educational Trust, please contact us direct using the contact information in the Customer Service Standards table on the next page. Our offices are open between 9.00 and 17.00 from Monday to Friday, excluding bank holidays, to answer any queries. Outside of these hours an answering service is available where all calls will be picked up the next working day.

Service	Service Statement	Service Standard
General Enquiries: <ul style="list-style-type: none"> • exams • Centres, courses • fees, registration, closing dates • customer support 	We will respond to queries received by: <ul style="list-style-type: none"> • Telephone • Fax • E-mail • Letter 	Within: <ul style="list-style-type: none"> • 1 working week • 1 working week • 1 working week • 1 working week
Enquiries from Centres: <ul style="list-style-type: none"> • fees • registers • invoices 	We will respond to queries received by: <ul style="list-style-type: none"> • Telephone • Fax • E-mail • Letter 	Within: <ul style="list-style-type: none"> • 1 working week • 1 working week • 1 working week • 1 working week
Centre Approval/Registration	We will process requests	Within: <ul style="list-style-type: none"> • 1 working week
Issue of Results	We will issue results for the following*: <ul style="list-style-type: none"> • CBS • DPSI • DipTrans 	After end of exam: <ul style="list-style-type: none"> • no later than 12 weeks • no later than 12 weeks • no later than 14 weeks
Issue of Certificates	We will issue Certificates for: <ul style="list-style-type: none"> • CBS • DPSI • DipTrans 	At the following times: <ul style="list-style-type: none"> • By end of Oct • By end of Oct • By end of July
Enquiries & Appeals	We will acknowledge requests within 1 working week	We will conclude process: <ul style="list-style-type: none"> • Within set timescale
Special Consideration	We will acknowledge requests within 1 working week	We will conclude process: <ul style="list-style-type: none"> • Within timescale given for issue of results
Complaints not covered by Special Consideration	We will acknowledge exam related complaints within 1 working week Other complaints	We will conclude process: <ul style="list-style-type: none"> • Within timescale given for issue of results • Within 1 month
Assessor Registration	We will acknowledge requests within 1 working week	We will conclude process: <ul style="list-style-type: none"> • Within 2 weeks of receipt of references
Contact Information		
Central Registration Dept IoLET Saxon House 48 Southwark Street London SE1 1UN	General Enquiries: +44 (0) 20 7940 3163 Enquiries from Candidates: +44 (02) 7940 3127 Enquiries from Centres: +44 (0) 20 7940 3152 Enquiries from Assessors +44 (0) 20 7940 3156	Switchboard +44 (0) 20 7940 3100 Fax +44 (0) 20 7940 3101 Email : exams.crd@iol.org.uk Website http://www.iol.org.uk General email: info@iol.org.uk

*Further information available on Page 9