

Post-results services:

Additional information for Technical Qualifications

Version 2.2

Last modified 30-August-2024

For external use

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Document revision history

Version	Summary of change	Date
2.2	Corrected issue with numbering	August 2024
2.1	Amended error in the change history	August 2024
2.0	Technical qualifications are now covered by the JCQ Post-results services documents, so have removed any content already covered by that document.	July 2024
1.4	Deadlines updated Information on fees updated	May 2024
1.3	Deadlines updated	April 2023
1.2	Added section on review of quality assurance Deadlines updated	December 2022
1.1	Amended the deadline for applications – section 7.	May 2022
1.0	Document created	January 2022

1. Introduction

For City & Guilds Level 2 and Level 3 Technical qualifications, centres should refer to the [JCQ Post Results Services](#) document. This document provides additional information for services not covered in that document.

For the Extended Project, please refer to [JCQ Post Results Services](#).

1.1. Feedback available to candidates

There is a range of information available to centres on interpreting results. This information can be used to help candidates decide if they want to apply for a review of marking or a clerical check. Some examples are given below:

- examiner reports,
- [grade prediction calculator](#),
- [grade boundary analysis tool](#).

For exams, the candidate can request their marks for the assessment. There is no “access to scripts” service for these qualifications.

2. Review of quality assurance

This service is for other centre assessed components, including optional units

The review of quality assurance is for other centre assessed components, which are not moderated. For the synoptic assignments, a review of moderation should be requested. The review of quality assurance involves a review of the quality assurance process by a senior moderator. A centre can request this service, if they feel that the process has not been undertaken accurately.

However, a centre **cannot** request a review of quality assurance:

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

Where a centre queries the outcome of the quality assurance process, it should first contact the Technicals Quality team at Technicals.Quality@cityandguilds.com. They will aim to provide additional information to explain the decision, without the need to apply for a review.

Where City & Guilds still holds the original candidate work, the centre will not need to resubmit it.

2.1. Outcomes

The outcome of the Review of results will be sent to the person who made the application. This will include the decision and the reason for that decision.

2.2. Deadlines

Applications should be made soon as possible after results are received. The deadline for applications is shown below:

Summer 2024

26 September 2024

This means that centres can request a review of marking for spring exam results after the qualification results are issued in August.

City & Guilds will endeavour to resolve the Review stage quickly and efficiently in accordance with the timelines listed below.

Acknowledgment

2 working days after receipt of application

Written outcome

32 working days of the date of the acknowledgement

3. Fees

A fee to cover administration costs will be charged at each stage of the process. The fees are based on the costs of carrying out the Review and so are different for the different decisions.

If the Review identifies that City & Guilds made the wrong decision, there will be no charge.

City & Guilds will invoice the centre for the correct fee. Where the outcome of the enquiry or appeal is in favour of the centre, the centre will not be charged.

The full range of City & Guilds fees are listed in the [Centre charges list](#), which can be found in the centre document library, under applications for centres.

4. Appeals

The outcome of the reviews of results will include information on how [to appeal](#) (where this is relevant). For more information, please refer to the [JCQ Appeals](#) document.

5. Glossary

Applicant	An applicant is the person or organisation who sends in the application form for an Enquiry. The applicant could be - <ul style="list-style-type: none">• a candidate,• a centre acting on behalf of a candidate,• a centre.
Candidate	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
Working day	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.

Centre Document Library

The City & Guilds / ILM Centre document library can be found at www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

Contact us

T: 01924 930 800

E: centresupport@cityandguilds.com

Lines open: Monday to Friday 08.00 to 18.00 GMT

About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

City and Guilds Group

Giltspur House

5–6 Giltspur Street

London EC1A 9DE

www.cityandguilds.com