

# Narrative Examination Post Results Policy

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## 1 Introduction

The post results service for narrative examinations includes three options:

- Marks Report
- Clerical Check
- Review of Marking

The clerical check and review of marking are available only to candidates who have failed a narrative examination. The clerical check and marks report are available for exams taken from February 2021 onwards and the review of marking is available for exams taken from June 2021 onwards.

## 2 Marks Report

### 2.1 Definition

A marks report shows a candidate's total mark awarded for a narrative examination, the marks achieved for each question attempted, and any marks awarded as a result of special consideration.

### 2.2 How to apply for a marks report

Examination candidates seeking a marks report must complete the Post Results Application Form and submit it by email to [MarksReview@cisi.org](mailto:MarksReview@cisi.org).

## 3 Clerical Check

### 3.1 Definition

A clerical check ensures that:

- all of the marks were transcribed correctly from the paper.
- the marks were totaled correctly.
- the marks were recorded correctly.
- the correct grade was awarded.

A marks report showing a breakdown of marks achieved per question will also be provided.

### 3.2 How to apply for a clerical check

Examination candidates must request a clerical check **no later than ten working days after results day**. Clerical checks requested more than ten working days after results day will not normally be provided.

To submit the request to the CISI the candidate must complete the Post Results Application Form and submit it by email to [MarksReview@cisi.org](mailto:MarksReview@cisi.org).

A fee of £10.00 is payable. Contact details must be provided in the Post Results Application Form so that payment can be made.

### **3.3 Outcome of a clerical check**

The CISI will provide the marks report and inform the candidate of the outcome of the clerical check within 20 working days of receipt of the application.

There are three possible outcomes to the clerical check:

- The existing marks are upheld.
- The candidate's mark is increased.
- The candidate's mark is decreased.

If any change is made to the candidate's mark following a clerical check, the CISI's email to the candidate will include information on any remedial action that will be taken. The fee for the clerical check will be refunded.

## **4 Review of Marking**

### **4.1 Definition**

This service includes:

- A marks report
- A clerical check
- A review of the original marking to ensure that the mark scheme has been correctly applied to the script.

The review of marking will be undertaken by a Reviewer who is an external specialist in the subject.

### **4.2 How to apply for a review of marking**

Examination candidates seeking a review of marking must make a request as soon as possible, and **no later than 15 working days after results day**.

Review of marking requests that are made more than 15 working days after results day will not normally be considered.

To submit the request to the CISI the candidate must complete the Post Results Application Form and submit it by email to [MarksReview@cisi.org](mailto:MarksReview@cisi.org).

A fee of £50.00 is payable. Contact details must be provided in the Post Results Application Form so that payment can be made.

### **4.3 Outcome of a review of marking**

The CISI will inform the candidate of the outcome of the review of marking within 25 working days after the candidate submits the request.

There are three possible outcomes to the review of marking:

- The existing marks and application of the mark scheme are upheld.
- The candidate's mark is increased. The CISI's letter to the candidate will include details of any remedial action to be taken by the CISI, and the candidate's fee will be returned to them.
- The candidate's mark is decreased.

If any change is made to the candidate's mark following a review of marking, the CISI's email to the candidate will include information on any remedial action that will be taken. The fee for the review of marking will be refunded.