



ENERGY &  
ENVIRONMENT  
AWARDS

Skills for a greener world

# Enquiry About Results Policy

Version 2  
June 2025

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## Purpose

This policy sets out our process and procedure to enable Centres; Training Providers, Colleges or Employers, to submit an Enquiry About Results (EAR) regarding assessment outcome(s).

There are two levels of Enquiry About Results:

An EAR (Level 1) is a request to check the administrative (clerical) processes carried out by Energy & Environment Awards between the completion of an assessment and the confirmation of the outcome.

An EAR (Level 2) is a request for the assessment to be re-marked by another assessor or marker.

## Scope

This policy covers the delivery of qualifications, including End-Point Assessments (EPA).

## Enquiries About Results

Where a Centre; Training Provider, College or Employer believe that there may have been an administrative error in the recording of results, a request for an EAR (Level 1) can be submitted. Enquiries may be about the results of individual end-point assessment components or about final grades or about results or grades within a qualification.

Upon receiving a Level 1 enquiry, Energy & Environment Awards will conduct the relevant EAR activities to ensure that learner response have been recorded and reported accurately.

EAR (Level 1) activities may include:

- Checking the addition of marks on a knowledge assessment
- Checking the allocation of a knowledge assessment grade based on the mark achieved

- Checking that marks gained on practical observations (trade tests) and technical interviews have been added up correctly
- Checking that grades (and points if relevant) have been allocated correctly to arrive at an EPA component grade
- Checking that the rules of combination to arrive at the final grade have been applied correctly

Where a Centre; Training Provider, College or Employer believe that there may have been an error in carrying out the assessment, such as not considering all the evidence, a request for an EAR (Level 2) can be submitted. Enquiries may be about the results of individual end-point assessment components or about final grades or about results or grades within a qualification.

Upon receiving a Level 2 enquiry where the assessment was carried out by an independent assessor or an employer assessor, or an assessment marker, Energy & Environment Awards will arrange for another competent and independent assessor or marker to review the assessment evidence. In the case of an end-point assessment technical interview supported by portfolio, Energy & Environment Awards will require access to the portfolio, and the assessor will review the portfolio and the recording of the interview, where available.

In the case of an end-point assessment trade test or practical observation, the review assessor will base their review on the assessor documentation submitted by the original assessor.

In the case of a knowledge test Energy & Environment Awards will appoint a suitably qualified person to conduct a manual re-mark of the test.

An EAR must be requested within 10 working days from receipt of assessment results.

On receipt of the request, Energy & Environment Awards will acknowledge within 2 working days and respond within 5 working days for a Level 1 and 10 working days for a Level 2 enquiry.

## Enquiry Outcomes

There are two possible outcomes following an EAR:

- The assessment decision is confirmed
- The assessment decision is changed, which could result in a positive or negative outcome, i.e. fail to pass or pass to fail, or a change of grade.

Energy & Environment Awards will notify the Centre; Training Provider, College or Employer of the outcome and amend Centre and Learner records accordingly and, if necessary, dependent on the outcome, make changes to its processes and systems. Where relevant, Energy & Environment Awards will notify third parties, including the Regulators, of the outcome of an EAR.

Centres; Training Providers, Colleges and Employers can submit an EAR on behalf of an individual learner or a group of learners.

To apply for an Enquiry about Results, contact the relevant Service Delivery Coordinator in writing with the details of the assessment and learner for which an EAR is required.

Subsequent to an EAR, a Centre; Training Provider, College or Employer may choose to submit an appeal against the assessment decision, following the Energy & Environment Awards Appeals Policy.

## Who Conducts Enquiries?

EARs are conducted by our Quality and Compliance team and other appropriate staff, who were not involved in the original decision(s) and who do not have a personal interest in the outcome. They will be experienced in all applicable processes, procedures and policies.

## Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of Energy & Environment Awards, to ensure it remains fit for purpose and the process and its outcomes are deliverable.