



AIM Awards Post-Examinations Enquiry Guidance

for centre staff





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Welcome

AIM Awards is a national and international Awarding Organisation, offering a large number of regulated qualifications at different levels and in a wide range of subject areas. Our qualifications are flexible enough to be delivered in a range of settings, from small providers to large colleges and in the workplace.

We are also licensed by the Quality Assurance Agency (QAA) to approve and certificate Access to Higher Education Diplomas.

We pride ourselves on offering the best possible customer service, and are always on hand to help if you have any questions. Our organisational structure and business processes enable us to be able to respond quickly to the needs of customers to develop new products that meet their specific needs.

We endeavour to provide you with the best possible service to enable you to cater for the needs of all your learners.

Introduction

This document is intended for centre staff at approved AIM Awards centres and provides details on enquiring about examination results and how to appeal a decision.

Enquiries about Examination Results

AIM Awards offer the following post-examination services for qualifications which are assessed or partially assessed with an external examination. The services which are available for each qualification are listed in the individual Qualification Handbook.

Please note: not all post-examination services are available for each qualification with an external examination.

Examination Results Enquiry

We will provide a breakdown of the marks awarded for your learner(s).

Return of Examination Paper

This service allows you to request copies of your learner(s) marked examination paper. As some papers are marked online, they may not include Examiner annotations. The marked paper allows Tutors to assess how the learner performed on certain questions in relation to what they have been taught.

Re-Mark

This service allows you to request a re-mark of your learner(s) examination paper.

Appealing a Decision

A centre may appeal a re-mark using the AIM Awards Appeals Procedure. This is available on our website www.aimawards.org.uk. AIM Awards will acknowledge the receipt of the appeal before sending to the Lead/Principal Examiner for the qualification. The Lead/Principal Examiner will review all evidence and decide whether to reject or uphold the appeal.

Fees and Charges

Details of the fees for each of these services can be found in our Fees and Charges Catalogue which is available on our website. If the outcome of a re-mark results in a grade increase, the fee will be refunded.

Conditions of AIM Awards Post-Examination Enquiries Services

AIM Awards will only release examination papers to centres under the following conditions:

- **The examination paper is not a live assessment.**
- They must only be seen by Tutors who are members of staff at that centre.
- Where teaching staff intend to use examination papers for teaching and learning purposes or as examples for other learners, prior written permission must be obtained from the learner(s) concerned. This permission must be sought only after the learners have received their results for the respective examination series. Learners who grant their permission have the right to anonymity of their examination papers before use.
- A learner has the right to instruct their centre not to request their examination papers.
- The originals of examination papers that are or have been the subject of any malpractice investigation can be withheld by us. In these circumstances, a photocopy of the examination papers may be requested.
- Once AIM Awards has returned an original hard copy examination paper to a centre, its security is compromised and it can no longer be subject to post-examination enquiry.

Storing Examination Papers

Please ensure you store examination papers securely. The examination papers must be seen only by Tutors or the staff at the centre, or returned directly to the learner(s) concerned.

Disposal of Examination Papers

Where Tutors have used returned examination papers for teaching and learning purposes but no longer wish to retain them, they must ensure that the returned examination papers are disposed of in a confidential manner.

Post-Examination Enquiry Form

For use by centre staff

Centre Name:	
Centre Number:	

All requests must be made within 28 working days of results being issued to centres. A Word version of this form is available on the AIM Awards website (www.aimawards.org.uk).

Examination Results Enquiry: we will provide a breakdown of the marks awarded for your learner(s).

Return of Examination Paper: this service allows you to request copies of your learner(s) marked examination paper. As some papers are marked online, they may not include Examiner annotations. The marked paper allows Tutors to assess how the learner performed on certain questions in relation to what they have been taught.

Re-Mark: this service allows you to request a re-mark of your learner(s) examination paper.

Qualification Title	Service Required (Please tick)	Learner Name(s)
	Examination Results Enquiry	
	Return of Examination Paper	
	Re-Mark	

Details of the fees for each of these services can be found in our Fees and Charges Catalogue which is available on our website. If the outcome of a re-mark results in a grade increase, the fee will be refunded.

Declaration (to be completed by the Head of Centre):

I confirm that the information provided above is accurate and that the centre will make payment for this service.

Head of Centre Name:			
Signature:			
Date:		Phone Number:	

For use by AIM Awards:	
Application Received:	Results Sent:
Further Action:	



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