

POLICIES & PROCEDURES

Assessment Enquiry Policy



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Assessment Enquiry Policy

1. Introduction

This policy sets out the framework for dealing with enquiries about the results or content of ABBE assessments.

2. Purpose

The purpose of this policy is to outline how, and the instances in which, an enquiry can be made to ABBE to request checks or re-marks, or to challenge the content of ABBE assessments.

It also explains how ABBE will handle the enquiry to ensure that all enquiries are dealt with professionally, and in a timely manner.

The policy details the process of how assessment enquiries are handled and the steps we will take to resolve them.

This policy outlines what type of assessment enquiries can be made, details of how assessment enquiries can be made and sets out ABBE's process for dealing with them.

3. Definition

An assessment enquiry is a formal request for a review of the outcome, centre decision, or content of an ABBE assessment when a learner or centre believes that the outcome, centre decision, or content of an ABBE assessment is incorrect, unfair, disproportionate, or otherwise unfit for purpose.

4. Types of Assessment Enquiry

ABBE will accept the following assessment enquiries from Learners or ABBE Centres:

- ❖ Assessment Enquiry against Outcome and/or Content of ABBE Administered Examination
- ❖ Assessment Enquiry against Outcome and/or Content of Centre Administered Assessment

Please note, that there is a charge for all ABBE Assessment Enquiries. However, this will be refunded if the enquiry concerns are validated.

Please refer to the ABBE Fees List for current prices.

Assessment Enquiry against Outcome and/or Content of ABBE Administered Examination

ABBE will accept an Assessment Enquiry from a Learner or centre against the content and/or outcome of an ABBE administered eProctored examination where the learner or centre has reasonable grounds to challenge either the content or outcome of the examination.

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This enquiry involves a manual re-mark of the examination and/or a full review of the content within scope of the enquiry, against the Assessment Criteria of the qualification and current practice and conditions. It may be that a subject matter expert is required to review the content of the examination in line with current practice and conditions.

It should be noted that, as all questions in ABBE examinations come from a live question bank, it is not possible for ABBE to provide details of specific questions or answers as part of this process.

Assessment Enquiry against Outcome and/or Content of Centre Administered Assessment

ABBE will accept an Assessment Enquiry from a Learner against an Outcome and/or Content of a Centre Administered Assessment made by an ABBE Centre, where the Centre's own procedure has been exhausted, but the Learner is not satisfied with the outcome.

This enquiry involves a review of the processes undertaken at the centre, and the justification for the outcome given against the assessment evidence provided and the assessment criteria of the qualification.

In cases where content is queried, all relevant content will be considered during the review.

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5. Assessment Enquiry Process

Step One

Assessment Enquiries must be made to ABBE in writing using the **ABBE Assessment Enquiry form**, the full grounds of the Assessment Enquiry must be set out in the form. When submitting the form, it must be accompanied by any relevant supporting documentation.

An Assessment Enquiry must be made within 20 working days of the assessment result being issued.

Step Two

ABBE will acknowledge the Assessment Enquiry within five working days of receipt and will confirm whether the Assessment Enquiry can be accepted in line with the Assessment Enquiries Policy. Where the Assessment Enquiry can be accepted, ABBE will request payment of the fee.

The Assessment Enquiry process will not begin until the funds for the Assessment Enquiry have cleared.

Step Three

Once the funds for the Assessment Enquiry have cleared, ABBE will undertake an investigation to establish the facts. During the course of this we may liaise with the relevant parties to request further information, evidence or documents relevant to the Assessment Enquiry.

Where this concerns an ABBE administered examination, ABBE will undertake a manual re-mark of the examination and/or a full review of the content within scope of the enquiry, against the Assessment Criteria of the qualification and current practice and conditions.

Where this concerns a Centre administered assessment, ABBE will review all evidence provided against the assessment criteria of the qualification as well as all assessment decisions and quality assurance findings. Where there is a discrepancy between the Centre assessment decision and the learner evidence provided, ABBE will require the centre to undertake a full remark of the assessment which will be validated by ABBE.

Step Four

The outcome of the Assessment Enquiry and any actions to be taken will be communicated to the individual raising the enquiry.

The outcome will be either that the Assessment Enquiry is validated, or that it is rejected.

Where an Assessment Enquiry is validated, ABBE will issue an updated result in light of the findings.

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Where an Assessment Enquiry is validated, the fee will be refunded to the individual raising the enquiry.

Where an Assessment enquiry is rejected, ABBE will provide reasoning as to why the enquiry has been rejected.

Step Five

If during the investigation ABBE discovers a failure in its processes, or in the processes of one of its centres, ABBE will take all reasonable steps to:

- ❖ Identify any other Learner who may have been affected by the failure
- ❖ Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- ❖ Ensure that the failure does not recur in the future

Step Six

If after receiving the outcome of the Assessment Enquiry, the individual is dissatisfied with the outcome, they may raise a formal appeal to ABBE appealing the outcome of an Assessment Enquiry.

Individuals should refer to the ABBE Appeals Policy.

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6. Vexatious Correspondence or Behaviour

ABBE staff have the right to work without fear of abuse, intimidation, or harassment. Threatening or abusive correspondence or behaviour will not be tolerated under any circumstances, and ABBE staff will not engage with persistent or harassing contact from individuals. If this kind of behaviour occurs, ABBE will treat it as vexatious.

Vexatious behaviour includes, but is not limited to:

- ❖ Abusive, intimidating or threatening written or telephone correspondence or physical behaviour in a face to face meeting.
- ❖ Abusive, intimidating, threatening or false posts on social media, forums, or other online platforms.
- ❖ Persistent repeated contact without providing any new information or evidence, or harassment of any kind.
- ❖ Making unreasonable demands on ABBE staff, e.g. outside the remit of the Assessment Enquiry.
- ❖ Making accusatory or malicious remarks about or against ABBE, ABBE staff or representatives, or ABBE centres.
- ❖ Making statements known to be false/inaccurate/misleading.

Vexatious behaviour will be dealt with appropriately, which may include reporting to the police where it is believed that an offence has been committed.

Vexatious behaviour may be reported to the ABBE Senior Leadership Team and Board, either of which may request specific action be taken against the perpetrator as a result.

7. Continuous Improvement

To ensure that this policy remains fit for purpose and that the procedures and its outcomes are achievable, it is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of ABBE. This policy is also reviewed as part of ABBE continuous improvement monitoring through its annual self-assessment arrangements.

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