

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 Marks Report is available to all candidates for exams taken from February 2021 onwards. The Clerical Check and Review of Marking are available only to candidates who have failed an examination and who apply within the timeframes specified below.

Applications for both the Clerical Check and the Review of Marking must be made within 10 working days of results day. Therefore, candidates should not wait for the result of a Clerical Check before applying for a Review of Marking.

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.

3 Clerical Check

3.1 Definition

A Clerical Check ensures that:

- all of the marks were transcribed correctly from the paper.
- the marks were totalled 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

Clerical Checks are provided free of charge to candidates from [Corporate Supporter firms](#) who have failed their narrative exam. Other candidates will need to pay the fee detailed in our [price list](#).

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. 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 after results day.

There are three possible outcomes to the Clerical Check:

- The existing marks are upheld.
- The candidate's mark is increased. The CISI's email to the candidate will include details of any remedial action to be taken by the CISI, and the fee for the Clerical Check will be refunded.
- The candidate's mark is decreased.

4 Review of Marking

4.1 Definition

This service will include:

- 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 10 working days after results day**.

Review of Marking requests that are made more than 10 working days after results day will not normally be considered.

Candidates will need to pay the fee detailed in our [price list](#).

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. 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 35 working days after results day.

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 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.