



Enquiry Procedure For NALP Awarding Body

1. Caller Identification and Nature of Enquiry

- 1.1 Caller identification including name, centre name, learner ID number and membership number are recorded in the enquiry log [NALP EL090512] as appropriate. Main points recorded are: Date; time; Caller, organisation, type of enquiry, telephone contact details, and who the call is for.
- 1.2 The nature and urgency of the enquiry is ascertained and allocated to the correct member of staff. Main callers are usually learners, members, those interested in courses, organisations or individuals from professional bodies or colleges that NALP are liaising with at that time.
- 1.3 All general enquiries will be directed to the Administration Manager at NALP for an initial response. In accordance with the customer service statement, enquiries will be handled within the given timescales.
- 1.4 Enquiries of a specific nature will be passed to the relevant person to deal with once they are logged for monitoring purposes.
- 1.5 Enquiries related to either the Level 3, Level 4 or Level 7 Diploma courses or enquiries about working as a paralegal, the AH Paralegal Practical Skills course, membership, or enrolment and payment options are usually dealt with by Course Administrator.
- 1.6 If the call is for either Amanda Hamilton, calls are first screened to see if they are available to take the call. If AH is unavailable to take the call at that time, the caller's details (name, nature of call, email and telephone number) is taken and either emailed directly or by message pad. Response to queries is usually made within the same day or as soon as possible following the enquiry.

2. Enquiries concerning general information on NALP courses

- 2.1 Ask caller which course they are interested in specifically.
- 2.2 If they don't know or haven't looked at the website, ask if they have previous knowledge of Law or are a Law graduate (LLB).
- 2.3 Having ascertained the caller's level of previous legal background refer them to the best course for them and explain the syllabus and payment structure to them.
- 2.4 If they wish to proceed with booking the course you can direct them to the online booking option.

- 2.5 Email the caller the enrolment form and follow the Course Enrolment and Registration procedure.

3. Enquiries concerning potential Malpractice/Maladministration

- 3.1 Contact details of caller, Centre and nature of concerns noted.
- 3.2 Details to be referred to the Chief Executive for response and action
- 3.3 Record details on Incident log.
- 3.4 Create file (paper and electronic)

4. Enquiries about Exams or Assessments- (Non-urgent)

- 4.1 Caller will be referred to Chief Executive regarding exam enquiries.
- 4.2 Assessment enquires will be dealt with by Course administrator who will liaise with tutor in the first instance.
- 4.3 CEO will be made aware of any situations where a request for re-marking an assignment is made.
- 4.4 Any queries regarding achievement tests are usually straight-forward as these are checked against an answer sheet. Most queries are resolved by Course Administrator, who can re-check the learner's answers, if there is a dispute.

5. Enquiries about Exams or Assessment- (Urgent)

- 5.1 Specific enquiries about results will be directed in the first instance to the Chief Executive who will carry out an initial investigation of the enquiry. At this stage, unless the learner or centre makes it clear that this is an appeal, it will be dealt with as a general enquiry. At the enquiry stage, a learner or centre may request the following to be carried out:

- 5.2 Clerical Re-check:
A full clerical re-check including the provision of a statement of the marks by component and assessment category for an individual learner.

Requests for a Clerical re-check for an individual learner will be responded to within 7 working days of receipt.

- 5.3 Review and re-mark

A review of the mark records and a re-mark of the examination for an individual learner by the Senior Examiner and a full clerical re-check and statement of marks awarded by category.

Requests for a review and re-mark for an individual learner will be responded to within 14 working days of receipt.

- 5.4 Review and moderation:

Review and moderation of all the mark records for a group of learners or a single examination session by the Chief Executive, together with a full clerical re-check and statement of marks awarded by category.

5.5 Requests for a review and moderation for a group of learners will be responded to within a 6 week period from receipt.

5.6 Applications for enquiry about results must be submitted in writing to the Chief Executive no later than two weeks after the receipt of the results.

NALP will not consider any telephone requests for enquiries about results.

6. Outcome

6.1 The Chief Executive will provide a written response to the learner or centre with the outcome of the enquiry. If the outcome of an enquiry is considered to bring into question the accuracy of the results for other learners in that or other sessions, the outcome of the original enquiry will be notified to the centre or learner and will extend to include any other learners who may have been affected. Centres and learners will be notified of the further investigation and the outcome.

As a consequence of a change to marks awarded following an enquiry, NALP will:

(a) notify the centre or learner at once in writing;

(b) issue a revised statement of results and/or issue a revised certificate where necessary, when the original certificate has been returned.

6.2 In cases where a clerical check, review, re-mark or moderation reveals inaccurate marking or a clerical error, marks for examination components may be confirmed, lowered or raised and the award of a Pass, Merit or Distinction may also be confirmed, lowered or raised.

6.3 Appeals against the Outcome of Enquiries About Results

After the outcome of an enquiry about results has been reported, the centre or learner may appeal against the decision. All appeals must be made in writing and in accordance with the requirements set out in the Appeals Procedure.

7. Enquiries regarding Ofqual

7.1 Any enquiries regarding Ofqual should be referred to the CEO. Make a note of name of caller, telephone number and nature of enquiry.

7.2 If the enquiry is complex, the CEO will refer these to the Education Consultant.

8. Enquiries made by Ofqual

- 8.1 Make a note of name, telephone number and nature of enquiry in the first instance. All enquiries should be referred to the CEO.