

MAIDEN ERLEGH SCHOOL

Examinations

Post-Results Services and Appeals, Summer 2019

INITIAL APPROVAL	March 2018
REVIEW FREQUENCY	Headteacher free to determine
REVIEWED	Feb 2019



This document explains how GCE and GCSE candidates may request access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals in accordance with JCQ's General Regulations and Post-Results Services:

<https://www.jcq.org.uk/exams-office/general-regulations>
<https://www.jcq.org.uk/exams-office/post-results-services>

Use of the word 'centre' in this document refers to the school.

1. Enquiries about Results

The awarding bodies cannot engage in correspondence with candidates or their parents/carers relating to marked examination scripts. The awarding bodies operate an enquiry about results service for the review of marking and checking of scripts after results have been issued. Any queries **must** be part of this formal enquiry about results process and **must** be submitted by the centre.

Candidates are advised to discuss their result with the appropriate head of department or the head of sixth form before making a decision on whether to submit a request that the school makes an enquiry about results to an awarding body. Senior staff will be available at school on results days in the mornings for at least two hours immediately following the publication of results for such discussions.

The services available and their fees are listed in Appendix A.

All requests for post-results services must be made through the centre using the form in Appendix A and received by the examinations officer by the relevant deadline shown on the form.

Note that Priority Service 2 requests (P2 on our form) is available only if a GCE A-level candidate's place in higher education is dependent on the outcome; the service has an earlier submission deadline.

Requests will not be processed until the examinations officer has received a fully completed and signed Post-Results Service Request form and the appropriate payment.

Request forms will be retained by the centre for at least six months following the outcome of an enquiry or any subsequent appeal.

Enquiries about a candidate's results may be initiated by:

-The candidate

-The head of department - who may recommend that a candidate considers an enquiry about results but **the candidate** must still submit the request form and pay the appropriate fee by the given deadline before the school will action the request.

-The head of centre – who may request a review of the moderation of the original sample of candidates' work. This service is not offered to individual candidates since it is not a review of the work of an individual candidate.

However, note that changes to candidates' results arising from a review of moderation cannot lead to subsequent late requests for reviews of marking of a written examination component.

Consent for post-results services requests must be provided **after the publication of examination results.**

If the outcome of an enquiry about results is an amended grade for which the fee is refunded by the awarding body, the examinations officer will arrange for the appropriate fee to be refunded to the candidate.

The examinations officer will inform the candidate as soon as possible about the outcome of an enquiry about results.

Candidates must be aware that where there has been a reduction in marks or a downgrade the request cannot be revoked and the original higher grade cannot be reinstated.



2. Awarding Body Appeal

An appeal may be made to an awarding body by the school on behalf of a candidate who remains dissatisfied following the outcome of an enquiry about results.

A guide to the awarding bodies' appeals processes and timescales is available on the JCQ website: <https://www.jcq.org.uk/exams-office/appeals>

Awarding bodies will enter into discussions over appeals only with private candidates and with centres. Only the head of centre may submit an appeal.

An appeal against a moderation decision cannot be made on behalf of an individual candidate.

Awarding bodies will charge a fee for an appeal. The school will notify the candidate of the relevant fee which must be paid to the school by the candidate/parent/carer prior to submission of the appeal to the awarding body.

Appeals must be submitted by the centre to the relevant awarding body within 14 days of the notification of the outcome of the enquiry. **Therefore should a candidate remain dissatisfied following the outcome of an enquiry about results and feel that there are grounds to make an appeal they should contact the examinations officer within three days of being issued with the outcome of the enquiry about results.**

Candidates must be aware that where there has been a reduction in marks or a downgrade the request or subsequent appeal cannot be revoked and the original higher grade cannot be reinstated.

3. Access to Scripts

A 'script' refers to the written work of a candidate which has resulted from an externally assessed component. Arrangements to access to scripts **do not** apply to internally assessed components, orals or audio/video tapes.

Access to scripts – request from candidate

A candidate may request a copy of their marked script in order to support a decision to request a review of marking. The request should be made on the form in Appendix A by the deadline shown on the form. Centres will receive the copy no later than two weeks before the deadline for normal reviews of marking.

Note that any special consideration adjustment will not be shown on the script and, as a consequence, the mark on the script may not be the same as the mark for the paper reported with the results. It is the mark held in an awarding body's database which goes towards the candidate's overall result.

If a candidate requires access to a script which has been subject to either a clerical re-check or a review of marking, the school will refer to the relevant awarding body's website for further information.

If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

Access to scripts for teaching and learning – request from teaching staff

Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, prior written (or emailed) permission will be obtained from the candidate concerned using the form in Appendix B after the candidate has received their results.



A candidate who grants their permission has the right to anonymity of their scripts before use. If this is the case, the centre's policy is that teachers using scripts for teaching and learning purposes must ensure that anything that can identify the candidate is removed before use.

A candidate has the right to withhold their permission for their centre to request their scripts.

Scripts **must** only be seen by teachers who are members of staff at the centre or returned directly to candidates. Centres **must** store scripts securely.

Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they **must** ensure that the scripts are disposed of in a confidential manner.

4. Internal Appeals

An internal appeal to the school may be made by a candidate/parent/carer concerning the school's decision not to action a request for a post-results service.

In the rare event that a centre decides not to process a request (received according to paragraph 1. Enquiries About Results) for a clerical check, a review of marking, a review of moderation or a request to make an appeal to an awarding body, the candidate will be notified. Should the candidate disagree with the decision, they or their parent/carer may appeal to the headteacher.

The candidate or their parent/carer must submit their appeal in writing to the headteacher within fourteen days of date that the original result was issued. Following an investigation led by a nominated senior leader, the internal appeal outcome will be communicated to the candidate or their parents/carers within seven days of receipt of the appeal.

If the student/parent/carer remains dissatisfied after the outcome of an internal appeal they should make a complaint to the school in accordance with the school's complaints policy available on the school website.





Enquiries about Results and Access to Scripts – Service Definitions

Information for Candidates

The following information explains what may happen following an enquiry about a result and any subsequent appeal.

If the school makes an enquiry about a result, (a review of the original marking) and a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.
- Your original mark is lowered, so your final grade may be lower than the original grade you received.

In order to instruct the school to proceed with the enquiry you must sign the request form. This tells the head of centre that you have understood what the outcome might be and that you give your consent to the enquiry about result being made. You also agree to pay the relevant fees. This form will be retained on the centre's files for at least six months following the outcome of the enquiry about results or any subsequent appeal.

Definition of Post-Results Services Available to Candidates

Clerical Re-check – This is a re-check of all clerical procedures leading to an issue of a result including that all parts of the script have been marked, the totalling of marks, the recording of marks, the application of any adjustments and grade thresholds.

Review of Marking – This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly and will include the clerical re-checks. It is not a re-marking of the candidate's script.

Priority Review of Marking – This is a priority post-results review of the original marking service reserved for GCE A-level candidates whose higher education place depends on the outcome. Any applications not meeting this criteria will be treated as normal review of marking requests. It consists of the same service elements as a normal review but with an earlier submission deadline and response. It is not a re-marking of the candidate's script.

Access to Script – This service enables you to obtain a copy of your marked exam script. If you wish to see it before deciding if to request a review service you should submit the request form by the early deadline on the form; centres will receive the copy no later than two weeks before the deadline for normal reviews of marking. If you request a re-check or a review you may also request your script at the same time. If you wish to see your script after a requesting review of marking, the school will refer to the relevant awarding body's website for information on requesting a copy of the reviewed script.

If a GCE A-level candidate is thinking of having a *Priority Service 2* review of marking after requesting access to their script, this may not be possible (due to deadlines) and the school will refer to the relevant awarding body's website to understand the implications of requesting a copy of the script first.



This two-page form must be printed or a copy obtained from the exams office and used by candidates to request all post-results services.

Complete all sections. Incomplete forms may not be processed.

Candidates should read the Information for Candidates in Appendix A and should discuss their choices with their subject head of department prior to submitting this form to the exams officer.

Fees must be paid with the form. Fees are per paper/unit. A refund will be made if the fee is refunded to the school by the awarding body.

Deadlines for submission of completed form with payment to the exams officer:

Priority Review of Marking of GCE A-level (P2): TBA

Review of Marking (R) or Clerical Re-check (C): TBA

Access to Script (S)* prior to review of marking: TBA

* Access to Script may also be requested at the same time as a normal review of marking or clerical re-check in which case that deadline applies.

Name		Candidate Number	
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P2 (Y13 – August only) Priority Review of Marking (fee - see table below)

R Review of Marking (fee - see table below)

C Clerical Re-check (fee - £ TBC)

S Access to Script (fee - £ TBC)
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Fees P2 and R services	AQA	Edexcel	OCR
P2 Priority Review – A Level	TBC	TBC	TBC
Normal Review – A Level	TBC	TBC	TBC
Normal Review - GCSE	TBC	TBC	TBC



Maiden Erleigh School

Appendix A - Post-Results Service Request Form for GCE/GCSE 2019



Awarding Body (as shown on your results)	Subject	Paper Code (as shown on your results)	Service Required P2 / C / R / S	Service Fee(s)	Outcome – office only
			TOTAL PAYABLE:		

I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving my consent I understand that the final subject grade awarded to me may be lower than, higher than or the same as the grade which was originally awarded. I have enclosed payment of the relevant service fee(s).

Cheque to be made payable to Maiden Erleigh School. Cash, paid in person, is also accepted.

Candidate's signature _____ Date _____

Parent/Carer's signature _____ Date _____

Candidate's email address: _____

<p>Paid:</p> <p>Date:</p>

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Appendix B



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

ACCESS TO SCRIPTS

Candidate consent form for access to and use of examination scripts

Centre Number	Centre Name
Candidate Number	Candidate Name
Subjects	Components

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.

Signed: Date:

This form should be retained on the centre's files for at least six months.