



# Access to Scripts, Reviews of Results and Appeals Procedures

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Centre Name	Royds Hall, A Share Academy
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Date procedures first created	01/10/2021
Current procedures reviewed by	Ann Booth - Exams Officer
Current procedures approved by	Jenny Carr - Head of Centre
Date of next review	01/10/2022

## Key staff involved in the procedures

Role	Name
Exams officer	Ann Booth
Senior leader(s)	Julie Donnelly
Head of centre	Jenny Carr
Other staff (if applicable)	Andy Jinks - Trust Data Manager

These procedures are reviewed and updated annually to ensure that Royds Hall, A Share Academy deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in accordance with current requirements and regulations.

Reference in these procedures to GR and PRS refer to the JCQ publications **General Regulations for Approved Centres** and **Post-Results Services**.

## Introduction

Following the issue of results, awarding bodies make post-results services available.

The JCQ post-results services currently available are detailed below.

### **Access to Scripts (ATS):**

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

### **Reviews of Results (RoRs):**

- Service 1 (Clerical re-check) - This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) - This service is not available to an individual candidate

### **Appeals:**

- The appeals process is available after receiving the outcome of a review of results

## Purpose of the procedures

The purpose of these procedures is to confirm how Royds Hall, A Share Academy deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in compliance with JCQ regulations (GR 5.13).

Details of these procedures are made widely available and accessible to all candidates by the issue of the Examinations Guidance and Regulations handbook to all candidates in the Spring Term prior to exams taking place.

## The arrangements for post-results services

- Candidates must be made aware of the arrangements for post-results services before they sit any examinations (GR 5.13)
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (PRS 4.3)
- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At Royds Hall, A Share Academy:

- Candidates are informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, before they sit any examinations (GR 5.13)

Candidates are informed by the issue of the Examinations Guidance and Regulations handbook to all candidates in the Spring Term prior to exams taking place.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the exams officer on results day

## Dealing with requests

- All post-results service requests from internal candidates must be made through the centre (GR 5.13)

At Royds Hall, A Share Academy the process to request a service is by completing a Post-Results Request Form, available on Results Day from the school, and thereafter from Main Reception and on the school website.

## Candidate consent

- Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Royds Hall, A Share Academy will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking or an access to scripts service is submitted to the awarding body
- Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded
- Only collect candidate consent after the publication of results
- Retain consent forms or e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal (PRS 4.2)
- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS 6.2)

Additional centre-specific actions:

- Enquiries about results may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking.
- If a result is queried, the Exams office, teaching staff and/or head of centre will investigate the feasibility of asking for a re-mark at the centre's expense. Candidates involved must have completed the Post-Results Request Form prior to the mark review request being processed.
- When the centre does not uphold an EAR, the candidate may still apply to have an enquiry carried out. If the candidate requires this against the advice of subject staff, they will be charged the exam board fees. Payment must be made with the application.

## Submitting requests

Royds Hall, A Share Academy will:

- Submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals processes** (GR 5.13)
- Confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post-results services and regularly check the progress of the request online (PRS 4.5)

Additional centre-specific actions:

Not applicable

## Dealing with outcomes

Royds Hall, A Share Academy will:

- (updated 2021/22) Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible (GR 5.13)

Candidates will be notified by email of the outcome of the enquiry about result

Additional centre-specific actions:

Not applicable

## Managing disputes

At Royds Hall, A Share Academy any dispute/disagreement will be managed in accordance with the Internal Appeals Procedure (Review of Results and Appeals) where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation, or an appeal (GR 5.13).

Additional centre-specific actions:

Not applicable