



CANSFIELD
ACHIEVING EXCELLENCE TOGETHER

Access to Scripts, Reviews of Results and Appeals Procedures

<u>Approval Date</u>	23 rd September
<u>Policy Review Date</u>	September 2022
<u>Chair of Governors</u>	
<u>Headteacher</u>	

1. Key Staff Involved

Role	Name(s)
Head of Centre	Dr G Baker
Exams Manager	Miss L Archer
SLT member(s)	Mr C Lomas

2. Overview

Following the issue of results, awarding bodies make post-results services available. The JCQ post-results services currently available are detailed below. Access to:

2.1 Scripts (ATS)

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

2.2 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

2.3 Appeals

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

3. Purpose of the procedures

The purpose of these procedures is to confirm how Cansfield High School 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.

4. 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).

4.1 At Cansfield High School

- 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 Exams Manager and/or Senior Assistant Headteachers.
- 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 Manager and/or Senior Assistant Headteachers.

5. Dealing with requests

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

- Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.
- If a concern is raised about a particular examination result, the exams manager, teaching staff and Head of Centre will investigate the feasibility of requesting a review supported by the centre.
- Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- If the candidate (or his/her/their/their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 calendar days prior to the internal deadline for submitting a request for a review.
- The appellant will be informed of the outcome of his/her/their appeal, before the internal deadline for submitting a RoR.
- Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.
- Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or his/her/their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the Head of Centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.
- The **internal appeals form** should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of receiving the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams manager). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

**See the Appeals Procedure document for the internal appeals form.*

6. 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)

6.1 Cansfield High School 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)

7. Submitting requests

7.1 Cansfield High School 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)

8. Dealing with outcomes

8.1 Cansfield High School will:

- 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 Exams Manager and/or Senior Assistant Headteachers.

9. Managing disputes

At Cansfield High School any dispute/disagreement will be managed Exams Manager and/or Senior Assistant Headteachers.