



Aldercar High School

Access to scripts, Enquiries about Results & Appeals to awarding bodies

2019/20

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	September 20

Aldercar High School (2019/20)

Role	Name(s)
Head of centre	Clare Hatto
Exams officer line manager (Senior Leader)	Leigh Parry
Exams Officer	Carly Kyle

ENQUIRIES ABOUT RESULTS PROCEDURE

This document is produced in accordance with JCQ Post Results Services (section 7):

“Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres and private candidates.”

Aldercar High School is committed to ensuring that all candidates have equal access to the range of post results services offered by the awarding bodies.

Enquiries about Results

- ▶ All requests for enquiries about results can only be made through the Examinations Office and must be received by the Examinations Officer in school no later than 21 days after the publication of GCSE results to allow time for processing the request. The exception is Priority Service 2 requests for which the deadline is 6 days after the publication of GCE results.
- ▶ No request will be actioned without a fully completed Candidate Consent Form signed by the candidate (or with the candidate’s email consent attached). Consent forms/emails must be retained by the centre for at least 6 months following the outcome of an enquiry or any subsequent appeal.
- ▶ If the application is not supported by the school, no request will be actioned until appropriate payment has been agreed and received.
- ▶ Candidates are advised to discuss their result with the appropriate Head of Subject or Head of Sixth Form before making a decision on whether to proceed with an enquiry.
- ▶ Enquiries about results can be instigated by:

1. The candidate who must sign the consent form and pay the appropriate fee by the given deadline before the school will action the request.

2. Senior Leadership or Head of faculty may recommend that to the candidate that they request an enquiry about results. In this case the school will fund the enquiry but the candidate’s written consent is still required.

- ▶ If a student has paid for a post results service due to the school not supporting the request and the outcome of an enquiry about results is a change of grade, which negates the fee, the Examinations Officer will arrange for the appropriate fee to be refunded.
- ▶ The school will inform the candidate as soon as possible about the outcome of an enquiry about results.
- ▶ Candidates must be aware that the outcome of an enquiry is final and where there has been a downgrade the request will not be revoked and the original higher grade will not be reinstated.
- ▶ In exceptional circumstances, in the event that the school and the candidate or their

parent/carer disagree about actioning a post results service and all reasonable measures have failed to resolve the dispute, then an appeal must be made in writing to the Head of School.

APPEALS

If an appeal to the school by a Candidate/Parents/Carer concerning the decision not to request a post results service or an appeal to the awarding body following the outcome of an enquiry about results then the schools internal appeals procedure should be followed.

Full details of the awarding bodies' appeals processes are provided in the publication "A guide to the awarding bodies' appeals processes" which is available on the JCQ website <http://www.jcq.org.uk/exams-office/appeals> .

The grounds for appeal must relate to the awarding body's procedures or the application of these post-result service procedures. Appeals do not generally involve further reviews of marking candidates' work. Only the head of centre or a private candidate can submit an appeal to the relevant awarding body. Awarding bodies can only enter into discussions over appeals with centres and private candidates. Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre or private candidate. Where an original hard copy script has been returned to a centre or a private candidate as part of an enquiry about results, its security is compromised and it cannot be subject to an appeal. Appeals must be submitted to the relevant awarding body within 14 calendar days of the notification of the outcome of the enquiry. Appeals must be made in writing and clearly state the grounds for appeal. Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld. An appeal against a moderation decision cannot be made on behalf of an individual candidate.

ACCESS TO SCRIPTS

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

Conditions of Access to Scripts (ATS) service

Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, prior written (or emailed) permission must be obtained from the candidates concerned. This permission must be sought only after the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use. 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 instruct their centre not to request their scripts. Scripts must only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates. Centres must store scripts securely. Where teachers have used 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. In such cases, script disposal must not take place earlier than 20 November 2020 in case the awarding body requests the return of some scripts, e.g. for research purposes.

Original hard copy scripts (where provided)

The originals of scripts that are or have been the subject of any malpractice investigation can be withheld by an awarding body. In these circumstances, a photocopy of the scripts may be requested.

Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results. Staff and candidates must be aware that original hard copy scripts must not be written on or otherwise tampered with ahead of the earliest date for disposal – 20th November 2020.

Candidates who have tampered with scripts, which may need to be retrieved for return to the awarding body earlier than this date, are liable to be penalised in accordance with the established JCQ policies and procedures relating to candidate malpractice.

APPENDIX

An explanation of the post results services available:

EAR Service 1 - Clerical re-check

This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks; [JCQ PRS 6.3.1]

If required, a copy of the re-checked script should be requested at the same time as the Service 1 clerical re-check

EAR Service 2 - Post-results review of marking

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above; [JCQ PRS 6.3.2]

If required, a copy of the reviewed script should be requested at the same time as the Service 2 review.

EAR Priority Service 2 - Post-results review of marking

This service is as Service 2. However, it is only available if a GCE A-level candidate or a Level 3 Principal Learning candidate's place in higher education is dependent on the outcome. [JCQ PRS 6.3.3]

EAR Service 3 - Post-results review of moderation

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. [JCQ PRS 6.3.4] This service is not available to individual candidates. If the centre's controlled assessment or coursework marks have been accepted without change by an awarding body, this service will not be available.

ATS - priority copy of script (June only)

This service is to request a copy of a GCE or Level 3 Principal Learning script to help decide if an EAR service 1 or 2 should be applied for; this service is not available if an EAR priority service 2 is applied for. Copies will be returned no later than 10th September 2019.

ATS – original script (to support T&L)

This service is to request the original script to be returned. This service is available to individual candidates or centre staff (subject to candidate permission). Original or an electronic image of the script will be returned at the earliest by 21st September 2019 and no later than 13th November 2019.



Post-results services: request, consent and payment form

Summer 2019

To request a Review of Results (RoR) service and/or an Access to Scripts (ATS) service, complete the required information in the white boxes and sign and date the form to confirm consent. A summary of the services available are referenced below.

Deadlines for return: R2P R2Pa A1 (GCE) by 22 August 2019 (GCSE) by 29 August 2019
R1 R1a R2 R2a R3 by 19 September 2019 A2 by 26 September 2019

Candidate number		Candidate name		Candidate email	
Awarding Body	Qualification level	Subject title		Paper No.	Service Ref. Fee
					£
					£

RoR Candidate consent

I give my consent to the head of my school or college to submit a clerical re-check or a review of marking for the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me 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 for this subject.

By signing here, I confirm my consent above:

..... Date:

ATS Candidate consent for access to and use of examination scripts

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.

By signing here, I confirm my consent above:

..... Date:

Consent statements above taken from the JCQ [Post-Results Services](#) publication, Appendix A and B

Ref.	JCQ Post-results service	Details of the service
R1	RoR Service 1: Clerical re-check	This is a re-check of all clerical procedures leading to the issue of a result... This service will include the following checks: <ul style="list-style-type: none"> • that all parts of the script have been marked; • the totalling of marks; • the recording of marks. [PRS 4.3.1]
R1a	RoR Service 1 with an ATS copy of re-checked script	
R2	RoR Service 2: Review of marking	This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly... Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking... This service will include: <ul style="list-style-type: none"> • the clerical re-checks detailed in Service 1; • a review of marking as described above. [PRS 4.3.2]
R2a	RoR Service 2 with an ATS copy of reviewed script	
R2P	RoR Priority Service 2: Review of marking	This is a priority post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly... Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking... [PRS 4.3.3]
R2Pa	RoR Priority Service 2 with an ATS copy of reviewed script	
R3	RoR Service 3: Review of moderation (This service is not available to individual candidates)	This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work... [PRS 4.3.4]
A1	ATS: Copy of script to support review of marking	This is a priority service that ensures copy scripts are returned to the centre in sufficient time to allow decisions to be made whether a non-priority review of marking should be applied for

A2	ATS: Copy of script to support teaching and learning	This is a non-priority service enabling centres to request copies of scripts to support teaching and learning
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FOR EXAMS OFFICE USE ONLY									
Total fee(s) received	£	Service(s) applied for	Date	Outcome(s) received	Date	Candidate notified	Date	Outcome(s) complete	Date