

Access to Scripts, Reviews of Results and Appeals Procedures

Policy/Procedure creator: Julie Dellacuna

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Centre Name	Burnley High School
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Current procedures reviewed by	Julie Dellacuna / Claire Cragg
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Key staff involved in the procedures

Role	Name
Exams officer	Julie Dellacuna
Senior leader(s)	Claire Cragg (Assistant Head)
Head of centre	Emma Starkey
Other staff (if applicable)	Not Applicable

These procedures are reviewed and updated annually to ensure that Burnley 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 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 Burnley 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 by

- Signpost on the school website

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 Burnley 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 • Signpost on the school website

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by • Exam Officer
• on results days / following the issue of results

Dealing with requests

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

At Burnley High School the process to request a service is • By completing a Post result services: request, consent and payment form available from the exams office.

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)

Burnley 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)

Additional centre-specific actions:

- Consent / permission forms or emails from candidates are held in the exam officer for 6 months.

Submitting requests

Burnley 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)

Additional centre-specific actions:

- Exam Officer will be a tracker to record review of results submissions to facilitate the checking and follow up process.

Dealing with outcomes

Burnley High School 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 • A letter or email will be sent to the candidate to confirm the result.

Additional centre-specific actions:

Not applicable

Managing disputes

At Burnley High School any dispute/disagreement will be managed • In accordance with the internal appeals procedure to manage disputes when 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