

Post Results Services Procedure (2023-24)

Date written/last reviewed	October 2023
Committee Responsible	Full Governors' Body
Key staff involved in this policy / procedure	
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Date of next review:	October 2024 This procedure is reviewed annually to ensure compliance with current regulations

Procedure for clerical check, a review of marking, a review of moderation or an appeal and Access to Scripts

This procedure confirms Grey Court Schools' compliance with JCQ's *General Regulations for Approved Centres 2023-2024* that the centre has in place *"a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."*

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

Students are informed of the post results fees, deadlines and how to proceed with this request on results day. The Examinations Officer supplies students with a copy of the post results application form with their electronic copy of their results. The information is also placed on the Examination notice board.

Candidates are also informed of the arrangements for post-results services before they sit any exams in their candidate exam guidelines which is provided to them with their exam timetable.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) and payment is required in all cases before a request for an EAR 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, candidates are first advised to speak to their subject teacher/ head of department with regards to possibly requesting a review of marking. The subject teacher/ head of department will investigate the feasibility of requesting an enquiry supported by the centre. However the final decision is to be made by the candidate/ parent and a consent form or written request must be received before this can be requested.

Where the centre does not uphold a request from a candidate, the school will proceed with the candidate's EAR request once the consent form and full payment has been received.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre **in writing to the Headteacher** by completing the **internal appeals form** at least **14 calendar days prior to the internal deadline for submitting an EAR**.

The appellant will be informed of the outcome of his/her appeal within **7 calendar days prior to the internal deadline for submitting an EAR**.

Following the EAR 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 EAR outcome, but the candidate (or his/her 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 EAR. 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 enquiry about 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 officer). 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.

Access to Scripts

Students can request access to their complete scripts by completing and signing a ROM form and selecting the correct service related to accessing scripts. The application will only be processed after receipt of payment.

Forms must be completed and given to the exams office before the stated deadline.

The Post Results Form is provided to each student with their results on results days and is also available on request.