



# **Access to Scripts, Reviews of Results and Appeals Procedures**

WEST BRIDGFORD SCHOOL

## Access to Scripts, Reviews of Results and Appeals Procedures

Centre name	WEST BRIDGFORD SCHOOL
Centre number	28384
Date procedures first created	14/05/2024
Current procedures approved by	Tim Peacock
Current procedures reviewed by	Mark Judge
Date of next review	31/10/2024

### Key staff involved in the procedures

Role	Name
Head of centre	Tim Peacock
Senior leader(s)	Mark Judge
Exams officer	Sarah Hamer
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that WEST BRIDGFORD 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 WEST BRIDGFORD 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 the signposting of relevant dates on the school website through the summer season and then confirming these in person on results days.

## **The arrangements for post-results services**

- Candidates must be made aware of the arrangements for post-results services prior to the issue of results (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 WEST BRIDGFORD SCHOOL:**

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking (GR 5.13, PRS 4.1)

Candidates are made aware/informed by the signposting of relevant dates on the school website through the summer season and then confirming these in person on results days.

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 WEST BRIDGFORD SCHOOL the process to request a service is by completing a Post-results services: request, consent and payment form available from the exams officer.

## 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)

WEST BRIDGFORD 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:

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. If a teacher wishes to request a copy of a script to support teaching and learning candidate consent is also required. Candidate consent can only be collected after the publication of results.

1. If a concern is raised about a particular examination result, teaching staff will decide whether the school will request a review of results.
2. 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 as long as the payment and request is received by the Exams Office before the internal deadline (which is published to the candidates on results day).
3. 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 by completing and submitting to the Exams Office the internal appeals policy will apply
4. If a candidate wishes to request a copy of a script to support their learning a request will be made on their behalf as long as the payment and request is received by the Exams Office before the internal deadline (which is published to the candidates on results day). The priority access to scripts service should always be requested if a candidate's university or college place is at risk and this is explained in the information given to candidates on results day.
5. If a candidate requests a review of results a copy of the script can be requested at the same time. It may not be possible to request the script after this point.

## Submitting requests

WEST BRIDGFORD 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:

N/A

## **Dealing with outcomes**

WEST BRIDGFORD 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 being emailed a copy of the outcome notification from the awarding body

Additional centre-specific actions:

## **Managing disputes**

At WEST BRIDGFORD 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 an application for a clerical re-check, a review of marking, a review of moderation or an appeal (GR 5.13).

Additional centre-specific actions:

N/A

## **Changes 2023/2024**

No changes applicable.

## **Centre-specific changes**

Upon review in September 2023, no centre-specific updates or changes were applicable to this document