

Examination policies and procedures



**Post-results: Access to Scripts,  
Reviews of Results and Appeals  
Procedures  
2024/25**

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

Centre name	Bankside College
Centre number	
Date procedures first created	04/09/2024
Current procedures approved by	Kate Jasper
Current procedures reviewed by	Kate Jasper & Chloe Boothman
Date of next review	30/09/2025

### Key staff involved in the procedures

Role	Name
Head of centre	Kate Jasper
Senior leader(s)	Kate Jasper: Headteacher
Exams Officer	Chloe Boothman
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that Bankside 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.

Please refer to the Internal Appeals Procedures for internally assessed marks.

### **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 Bankside 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 issue of a Candidate Exam Handbook in the lead up to the exam period for which the candidate is entered.

## **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 Bankside 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 issue of a Candidate Exam Handbook in the lead up to the exam period for which the candidate is entered.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the examinations officer on results day 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 Bankside School the process to request a service is by completing a Post-results service: request, consent and payment form which is provided to all candidates with the issue of results.

### **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)

Bankside 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)

### **Submitting requests**

Bankside 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)

## **Dealing with outcomes**

Bankside 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. Where appropriate, parent/carers will be emailed as well/ instead.

## **Managing disputes**

At Bankside 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).

## **Changes 2024/2025**

No changes applicable.

## **Centre-specific changes**

Not applicable.