



Access to Scripts, Reviews of Results and Appeals Procedures

Northstowe Secondary College

Access to Scripts, Reviews of Results and Appeals Procedures

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| Centre Name | Northstowe Secondary College |
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| Current procedures approved by | Carole Moss |
| Current procedures reviewed by | Helen Jarrett |
| Date of next review | 31/12/2024 |

Key staff involved in the procedures

| Role | Name |
|-----------------------------|------------------|
| Head of Centre | Carole Moss |
| Senior leader(s) | Carl Deighton |
| Exams officer | Helen Jarrett |
| Other staff (if applicable) | Victoria Stevens |

These procedures are reviewed and updated annually to ensure that Northstowe Secondary College 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 Northstowe Secondary College 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 hosting an assembly for all students during the spring term to explain the process. It is also emailed to students and their families for reference. In addition, the form and procedure document is included when results are emailed to the student. Hard copies of the form are available for students when they collect their results in person.

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 Northstowe Secondary College:

- 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 hosting an assembly for all students during the spring term to explain the process. It is also emailed to students and their families for reference. In addition, the form and

procedure document is included when results are emailed to the student. Hard copies of the form are available for students when they collect their results in person.

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 Manager on results day. The forms are available when students collect their results in person and they are also emailed to the students with their results..

Dealing with requests

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

At Northstowe Secondary College the process to request a service is by completing a Post-results services request, consent and payment form available from the Exams Manager

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)

Northstowe Secondary College 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:

Not applicable.

Submitting requests

Northstowe Secondary College 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:

Not applicable.

Dealing with outcomes

Northstowe Secondary College 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:

Not applicable.

Managing disputes

At Northstowe Secondary College 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:

Not applicable.

Changes 2023/2024

No changes applicable.

Centre-specific changes