



Exams – Post Results Services Policy

2023/24

Written By	Helen Whalley & Rhian Davies
Effective Date	October 2023
Due for Review	October 2024
Approved and Signed by:	
Chair of Committee	
Headteacher (Head of Centre)	

Exams Post-Results Services Policy – Key Staff

Role	Name(s)
Head of Centre	Joe Barker
SLT – Exams	Rhian Davies
Exams Manager	Helen Whalley
Deputy Exams Officer	Jennita Residu

Departments	Head of Department	Subjects
Arts	Helen Aspinall	<ul style="list-style-type: none"> • Art & Design • Drama • Music • Performing Arts • Creative Craft
English	Laurence Graves	<ul style="list-style-type: none"> • English Language • English Literature • Film Studies
Humanities	Carly Ramsay Sarah Fern	<ul style="list-style-type: none"> • Geography • History • Religious Studies • Travel and Tourism
Maths	Katie Hall	<ul style="list-style-type: none"> • Mathematics • Statistics • Additional Maths
MFL	Ana Castillo	<ul style="list-style-type: none"> • French • German • Italian • Spanish
Science	Charlotte Carr	<ul style="list-style-type: none"> • Biology • Chemistry • Physics • Combined Science
Sports	Michael Stretton	<ul style="list-style-type: none"> • Dance • Health and Fitness • P.E. • Sports Studies
Technologies	Alex Purdie	<ul style="list-style-type: none"> • Computer Science • Creative iMedia • Design and Technology • DT Textiles (Fashion) • Enterprise and Marketing • Food and Cookery • Graphic Design • ICT • Photography

Purpose of the policy

Following the issue of results, awarding bodies make post-results services available. If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

This policy outlines the post-results services available to Marple Hall School candidates, and the process required for each one. Full details of these services, internal deadlines for requesting a service and fees charged are available on the school website.

Post-Results Services

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 exams.

The JCQ post-results services available to Marple Hall School candidates are:

a) 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**
- **Service 3 - Review of moderation**
This service is not available to an individual candidate

b) Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Review of Results (ROR) services are not a “re-mark” of the relevant question paper. Reviewers from the Exam Board do not re-mark the script; they will only act to correct any errors identified in the original marking. It is important to note that there is no grade protection with ROR service 1 & 2, this means that grades could go up, stay the same or go down.

- Service 1 – Clerical re-check
 - This checks all clerical procedures involved in issuing a result, e.g. that all parts of the exam paper have been marked, that marks have been added up and recorded correctly.
- Service 2 – Review of marking
 - This checks the original marking to ensure that the mark scheme has been applied correctly and also includes a clerical re-check.
- Service 3 – Review of moderation
 - This service is only available for the results of non-examination assessment and checks the moderators original marking to ensure that the mark scheme has been applied correctly and also includes a clerical re-check. It is not possible for an individual candidate to request a review of moderation. Where this service is requested, the results for all candidates in the relevant cohort will be subject to review.

The Access to Script Service (ATS) allows either candidates, or the centre, to obtain copies of completed exam papers. It is useful for candidates if they want to find out where they lost marks and how to improve if they plan to re-sit the subject.

Centres may request copies of completed scripts to support teaching and learning.

It is important to note that, in the majority of subjects, once a script has been received using the ATS service, the candidate result cannot be altered, even if it was incorrectly marked.

Candidate Consent to Post-Results Services

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a ROR service 1 or 2 or ATS request 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, the Head of Department, Teaching Staff, Exams Officer and Head of Centre will investigate the feasibility of requesting an enquiry supported by the centre.

Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

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.

If the candidate (or their 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 the **Post-Results Services Appeal Form** at least 7 working days prior to the internal deadline for submitting a ROR request.

The appellant will be informed of the outcome of their appeal before the internal deadline for submitting a ROR.

Appeals against the outcome of review of marking

Following the ROR 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 ROR outcome, but the candidate (or their 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 **Post-Results Services Appeal Form** should be completed and submitted to the centre within 3 working days of the notification of the outcome of the ROR. 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 (details of 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.

Appendix One

Post-Results Services Appeal Form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- Appeal against the outcome of a review of marking (appeal to the awarding body)
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Name of Candidate		Date of birth	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant Signature:

Date of Signature: