

Examination Post-Results Procedure

1. Purpose

Awarding bodies will provide centres and their candidates with access to marked scripts for GCE AS and A-level and GCSE examinations. A 'script' refers to the written work of a candidate which has resulted from an externally assessed component.

The following sets out the processes for post-results services. Awarding bodies may offer additional post-results services. As the awarding bodies will publish their own administrative guidelines on post-results services, centres should refer to awarding bodies' websites.

2. Scope

Applicable to all students and staff at Halesowen College.

Arrangements for Access to Scripts do not apply to internally assessed components, orals or audio/video tapes.

Awarding bodies accept queries in relation to:

2.1 Access to Scripts

2.2 Enquiries about Results (EAR)

2.2.1 Access to Scripts (ATS)

Centres may request:

- copies of scripts to support reviews of marking which will be provided to centres by published deadlines.
- copies of scripts to support teaching and learning.

Centres must submit requests on-line via the awarding bodies' extranet sites.

Centre staff must be fully aware of the guidelines controlling these arrangements. Centres must make candidates aware of the arrangements for access to scripts before candidates sit any examination(s) to which these arrangements apply.

2.2.2 Conditions of Access to Scripts (ATS) service

Awarding bodies will only release copies of scripts to centres under the following conditions:

- Prior written permission be obtained from any candidate where the centre intends to request his/her script(s). This permission must be sought only after the candidates have received their results for the respective examination series.
- Candidates who grant their permission have the right to anonymity of their scripts before use.

Scripts must only be seen by teachers who are members of staff at this centre or returned directly to candidates.

Note: A candidate has the right to instruct their centre not to request their script(s).

A specimen form for centre staff when seeking a candidate's written permission to request and use scripts is available from www.jcq.org.uk/exams-office/post-results-services

Written consent from the candidate is also acceptable by e-mail.

2.2.3 Enquiries about Results (EARs)

2.2.4 Centre Responsibilities

All centre staff and candidates shall be fully aware of the Enquiry about Results process including the published deadlines prior to each exam series. These arrangements also extend to private candidates.

Senior staff must be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries.

Candidates will be informed of the availability of centre staff.

Awarding bodies will only accept applications for reviews of marking from centres and not from candidates or their parents.

The Centre will ensure there is a process in place for candidates to appeal the centre's decision not to pursue a review of marking.

2.2.5 Candidate Consent

Written candidate consent must be gained for clerical checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. Failure to do so will be considered centre malpractice. Candidate consent for clerical checks and reviews of marking must be obtained after the publication of results.

Candidates must be informed that their marks and subject grades may be lowered and must provide their written consent before an application is submitted. Written consent from the candidate is also acceptable by e-mail.

Consent forms or e-mails from candidates must be retained by the centre and kept for at least six months following the outcome of the enquiry about results or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

An online application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed application form does likewise.)

Written candidate consent is not required for a review of moderation as candidates' marks may be lowered but their published subject grades will not be lowered in the series concerned.

Note: a lowered mark may be carried forward to future certification. For example, if a coursework mark which contributes to an AS award (unitised GCE AS qualification) is lowered as a result of a moderation review, the AS grade will be protected, but the lower mark will contribute to any subsequent A-level award (unitised GCE A-level qualification).

2.2.6 Awarding Body (EAR) Services

2.2.6.1 Service 1 Clerical re-check:

This is a re-check of all clerical procedures leading to the issue of a result.

Process:

- submit the application on-line.
- candidate consent is required.
- The request must be received by the awarding body, by the published deadline.
- the deadline for completion is within 10 calendar days of the awarding body receiving the request.

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

2.2.6.2. Service 2 Review of marking:

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script.

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script. The service is available for externally assessed components of both unitised and linear specifications.

Process:

- submit the application on-line.
- candidate consent is required and must be held on file by the centre
- The request must be received by the awarding body, by the published deadline.
- the deadline for completion is within 20 calendar days of the awarding body receiving the request.

This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above.

Priority Service 2 Review of marking:

This is a priority post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script.

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script. The service is available for externally assessed components of both unitised and linear GCE specifications.

It is only available if a GCE A-level candidate's place in higher education is dependent on the outcome. Any applications not meeting this criteria will be treated as normal Service 2 requests.

Process:

- submit the application on-line.
- candidate consent is required.
- The request must be received by the awarding body, by the published deadline (seven days after the publication of GCE A-level results).
- the deadline for completion is within 15 calendar days of the awarding body receiving the request.

Note: If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

Service - 3 Review of moderation:

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work. The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

Note: the centre's internally assessed marks (controlled assessment, coursework or non-examination assessment) have been accepted without change by an awarding body, this service will not be available.

Process:

- submit the application on-line.
- candidate consent is not required (see 2.2.5).
- the request must be received by the awarding body, by the published deadline.
- The deadline for completion is within 35 calendar days of the moderator receiving the original sample of work from the centre.
- the review of moderation will be undertaken on the original sample of candidates' work.
- a review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.

Work submitted for a review of moderation must:

- be despatched to the moderator within three working days – failure to meet this undertaking may delay the outcome of the review or result in the review being cancelled;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates. This service cannot be undertaken on ephemeral material unless suitable evidence (such as the video taping of theatrical performances) can be provided.

Note: that there may be a need for the centre to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

Submission of requests

Centres must submit requests on-line via the awarding bodies' extranet sites.

Letters of concern cannot be accepted as applications for EAR services. Centres with such concerns must use the published enquiry about results procedures. Centres must not submit letters of concern with their applications.

All requests must be submitted (and thus supported by the centre) either by the head of centre or an authorised member of centre staff. Awarding bodies will not accept applications submitted by any other individuals, e.g. by candidates entered through a centre or by parents.

Candidates must provide their written consent for clerical checks and reviews of marking after the publication of results.

Applications for unitised subjects must be made within the enquiry period immediately following the publication of results for the unit. Applications cannot be made retrospectively for previous series.

Awarding bodies may not cancel an enquiry after submission.

All applications will be acknowledged within 7 working days.

If an acknowledgement is not received within this period, centres should presume that the application has not been received and must contact the awarding body immediately. Centres should also regularly check the progress of the application.

If contact is not made until after the deadline for submission of enquiries about results, the awarding body is not obliged to proceed with the application on-line.

Outcome of Enquiries

The outcome of each enquiry will be confirmed by the respective awarding body.

The awarding body will provide a reason for the decision of a review of marking. If the mark has changed the reason will either be that an administrative error has occurred or there was a marking error.

A marking error would occur where an examiner has not correctly applied the mark scheme or any other relevant procedure, i.e.

- if the 'right' mark was not given in a task where there is a 'right' or 'wrong' mark;
- if there has been an unreasonable exercise of academic judgement.

If there is a disparity of two qualification grades or more between the original marker and the reviewer, the awarding body will automatically provide the centre with specific details.

The centre will be issued with a report providing feedback on the review of moderation. If centre-marks are reinstated, feedback will not be provided.

Where a grade changes and a certificate has previously been issued, once the centre has returned the original certificate to the awarding body a replacement will be issued showing the revised grade.

UCAS will be advised of any changes to GCE qualification grades.
<https://www.ucas.com/advisers/?tile=tile-471>).

Where there has been a reduction in marks or a downgrade, the request cannot be revoked and the original mark or grade cannot be reinstated.

3. Appeals

The appeals process is available to centres who remain dissatisfied after receiving the outcome of an enquiry about results. Centres should refer to the JCQ publication A guide to the awarding bodies' appeals processes (<http://www.icq.org.uk/exams-office/appeals>).

Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre. An appeal against a moderation decision cannot be made on behalf of an individual candidate.

Only the head of centre can submit an appeal to the relevant awarding body.

Appeals must be made in writing and clearly state the grounds for appeal.

Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

4. Fees

Fees for post-results services (Access to Scripts and Enquiries about Results) are set independently by each individual awarding body.

Awarding bodies will publish their own arrangements relating to fees charged for Access to Scripts and EAR services.

For clerical checks and reviews of marking, the EAR fee will not be charged if subject grades are amended.

For reviews of moderation, the EAR fee will not be charged if centre marks are reinstated.

Where copies of scripts are requested as part of the Access to Scripts service, awarding bodies will normally invoice centres after the copies have been supplied.

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