

Policy Name:	POST RESULTS SERVICES PROCEDURE (EXAMS)
Policy Type:	Statutory
Issue Date:	January 2025
To be reviewed:	January 2026
Approved by:	Board of Trustees
Policy Owner:	Steph Brown

Glossary of abbreviations

JCQ	Joint Council of Qualifications
JCQ GR	Joint Council of Qualifications : General Regulations
JCQ PRS	Joint Council of Qualifications : Post Results Services
ATS	Access to Scripts Service
RoR	Review of Results Service

1. Aims

- a. The purpose of these procedures is to confirm how the centre deals with candidates request for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in compliance with JCQ regulations (JCQ GR 5.13).
- b. Details of these procedures are made widely available and accessible to all candidates by information given with the issue of results, information posted on school exams notice boards and school website.

2. Legislation and Guidance

- a. Following the issue of results, awarding bodies make post-results services available.
- b. The JCQ post-results services currently available are detailed below:
 - 1) Access to Scripts: Copies of scripts to support reviews of marking
 - 2) Access to Scripts: Copies of scripts to support teaching and learning
 - 3) RoR Service 1 (Clerical re-check): This is the only service that can be requested for multiple choice tests
 - 4) RoR Service 2 (Review of marking): This service is available for externally assessed components of GCE A-level specifications, GCSE specifications and Level 1, 2 Vocational and Technical qualifications
 - 5) RoR Priority Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications and Level 3 Vocational and Technical qualifications.
 - 6) RoR Service 3 (Review of moderation): This service is not available to an individual candidate
 - 7) Appeals: The appeals process is available after receiving the outcome of a review of results

3. The arrangements for post-results services

- a. Candidates must be aware of the arrangements for post-results services prior to issue of results (JCQ GR 5.13)
- b. A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (JCQ PRS 4.3)
- c. The appeals process is available after receiving the outcome of a RoR Service (JCQ PRS 5.1). At the centre:
 - 1) Candidates are made aware of the arrangements for post-results services prior to the issue of results
 - 2) Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking (JCQ GR 5.13, PRS 4.1)
 - 3) Candidates are made aware/informed by information given with the issue of results, information posted on school exams notice boards and school website.
- b. 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 and this information is made available to candidates and centre staff on results day/following the issue of results

4. Dealing with requests

- a. All post-results service requests from internal candidates must be made through the centre (JCQ GR 5.13)
- b. At the centre the process to request a service is by completing a Post-results services: request, consent and payment form available from the exams officer

5. Candidate consent

- a. Candidates must provide their written consent for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies after the publication of examination results (JCQ GR 5.13)
- b. The centre will:
 - 1) 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, and any subsequent appeal, or an access to scripts service request is submitted to the awarding body
 - 2) 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
 - 3) Only collect candidate consent after the publication of results
 - 4) 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 (JCQ PRS 4.2)

- 5) Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (JCQ PRS Appendix B)

6. Submitting requests

- a. The centre 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 document Post-results services (JCQ GR 5.13)
- b. The centre will submit requests for appeals in accordance with the JCQ document A guide to the awarding bodies' appeals processes (JCQ GR 5.13)
- c. The centre will 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 (JCQ PRS 4.5)

7. Dealing with outcomes

- a. The centre will ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible (JCQ GR 5.13)
- b. Candidates will be notified by being emailed a copy of the outcome notification from the awarding body.

8. Managing disputes

- a. At the centre 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 (JCQ GR 5.13)