



Access to Scripts, Reviews of Results and Appeals Procedures

Clyst Vale Community School

Access to Scripts, Reviews of Results and Appeals Procedures

Centre name	Clyst Vale Communtiy School
Centre number	54203
Date procedures first created	14/12/2023
Current procedures approved by	Sara Jacobs
Current procedures reviewed by	Sara Jacobs
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Date of next review	30/09/2025

Key staff involved in the procedures

Role	Name
Head of centre	Sara Jacobs
Senior leader(s)	Paul Sutton - Deputy Principal (Pastoral) Lisa Martin - Deputy Principal (Curriculum) Allen Bailey - Assistant Principal (Data) Louise Telford - Assistant Principal, SENDCo
Exams officer	Amanda Kilby
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that Clyst Vale Communtiy 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 documents **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 multiple choice tests
- Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications, GCSE specifications and Level 1, 2 Vocational and Technical qualifications
- 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.
- 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 Clyst Vale Community 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: Clyst Vale Community College is committed to ensure that details of these procedures are made widely available and accessible to all candidates before they sit any examinations by the issue of a Candidate Exam handbook in the autumn term and by including them in the students results envelope. They are also made aware of the accessibility of senior members of Centre staff immediately after the publication of results.

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 Clyst Vale Community 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 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 autumn term and they are posted on the college website.

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
- 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 Clyst Vale Community School the process to request a service is:

- by completing a Post-results services: request, consent and payment form available in the students results envelope or by contacting the exams officer.

Candidate consent

- 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 (GR 5.13)

(As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)

Clyst Vale Community 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, and any subsequent appeal, or an access to scripts service request 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 Appendix B)

Additional centre-specific actions:

Not applicable.

Submitting requests

Clyst Vale Community 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 document **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ document **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

Clyst Vale Community 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.

Additional centre-specific actions:

Not applicable.

Managing disputes

At Clyst Vale Community School any dispute/disagreement will be managed

by the Exams Officer / Head of Centre in accordance with JCQ's General Regulations for Approved Centres, section 5.13.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/career) 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 internal appeals form (see attached) at least 20 calendar days prior to the internal deadline for submitting an appeal. The appellant will be informed of the outcome of his/her appeal 5 calendar days before the internal deadline for submitting an appeal.

Following the appeal outcome, an external appeals process is available if the appellant believes there are grounds for appeal (see the JCQ Post-Results Services & JCQ Appeals Booklet to determine acceptable grounds for a preliminary appeal). Where the head of centre is satisfied after receiving the appeal outcome, but the candidate (or his/her parent/career) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. The head of centre will base his decision upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates cannot make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the appeal. 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 (fees are available from the Exams Officer). If the appeal is upheld by the awarding body, this fee will be refunded to the appellant by the centre.

Additional centre-specific actions:

Not applicable.

Changes 2024/2025

(Updated) Under the heading **Reviews of Results** (RoRs), Service 2 and Priority Service 2 qualification details updated.

(Updated) Under the heading **Candidate consent**: Bullet points updated:

- 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 (GR 5.13) (As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)
- 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

Centre-specific changes

Upon review in September 2024, no centre-specific updates or changes were applicable to this document.