Grace Academy Solihull

Access to Scripts, Reviews of Results and Appeals Procedure

Policy Title	Access to Scripts, Review of Results and Appeals Procedure
Centre Name	Grace Academy Solihull
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Key Staff Involved in Policy

Head of Centre	Matthew Godwin
Senior Leader(s)	Andrew Cox
Exams Officer	Shadow Wan

These procedures are reviewed and updated annually to ensure that Grace Academy Solihull 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) - 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 only available for externally assessed components of GCE A-level and any specified Level 3 VTQs (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. All appeals must be submitted by the centre in accordance with the JCQ publication A guide to the awarding bodies' appeals processes. Candidates cannot submit an appeal directly to an awarding body; the centre will review the request, determine whether an appeal is appropriate, and submit it on the candidate's behalf where justified.

Purpose of the procedures

The purpose of these procedures is to confirm how Grace Academy Solihull 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 a student handbook given to all students. Information regarding these processes are also given to candidates during assemblies.

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 Grace Academy Solihull:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- Candidates are 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 the head of centre/Exams Officer about these services and where/who they can go for guidance.

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. The Exams Officer is available on results day and up to the post results services deadlines to support candidates with questions or queries about their results or the services available.

Dealing with requests

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

At Grace Academy Solihull, requests for post-results services are managed by the Exams Officer. Candidates who wish to request a service may contact the Exams Officer directly using the contact details provided on the school website.

In some cases, the school may contact a candidate if staff believe that a post-results service may be beneficial. Where this occurs, the candidate will be asked to provide consent for Access to Scripts (ATS) so that the relevant script can be reviewed by the Head of Department. The Head of Department will consider whether the script indicates issues such as potential marking errors or missed marks.

Senior Leadership and the Head of Centre will review all recommendations and confirm whether the centre will support and fund the request. If the centre does not approve the request, the candidate may still choose to proceed independently and pay for the service themselves.

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)

- Where applicable, private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body.

Grace Academy Solihull will:

- Acquire written candidate consent (including informed consent via candidate email) in all cases before any request for a clerical re-check, a review of marking or an access to scripts service is submitted to the awarding body
- Ensure candidates understand 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)

Submitting requests

Grace Academy Solihull 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 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)

Dealing with outcomes

Grace Academy Solihull 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)
- Notify candidates of the outcome via the Exams Officer, using email or a phone call.

Managing disputes

At Grace Academy Solihull, any dispute/disagreement will be managed in accordance with the internal appeals procedure. This includes situations where a candidate disagrees with the centre's decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal (GR5.13)

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