

ENQUIRIES ABOUT RESULTS POLICY & PROCEDURES

This document is produced in accordance with JCQ Post Results Services (section 7):

*“Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over appeals with centres and private candidates.**”*

Ashton on Mersey school is committed to ensuring that all candidates have equal access to the range of post results services offered by the awarding bodies.

Enquiries about Results

- All requests for enquiries about results can only be made through the Examinations Office and must be received by the Examinations Officer in school no later than 21 days after the publication of GCSE results to allow time for processing the request. The exception is Priority Service 2 requests (only available if GCE A level or L3 Principal Learning candidate's place in higher education is dependent on the outcome) for which the deadline is 6 days after the publication of GCE results.
- No request will be actioned without a fully completed Candidate Consent Form signed by the candidate (or with the candidate's email consent attached). Consent forms/emails must be retained by the centre for at least 6 months following the outcome of an enquiry or any subsequent appeal.
- No request will be actioned until appropriate payment has been agreed and received.
- Candidates are advised to discuss their result with the appropriate Head of Subject or Head of Sixth Form before making a decision on whether to proceed with an enquiry.
- Enquiries about results can be instigated by:
 1. The candidate who must sign the consent form and pay the appropriate fee by the given deadline before the school will action the request.
 2. Senior Leadership may recommend that to the candidate that they request an enquiry about results. In this case the school will fund the enquiry but the candidate's written consent is still required.
 3. The Head of Subject may agree that the department will fund an enquiry on the candidate's behalf. In addition to the candidate's consent, the form must also be authorized by the signature of the Head of School, Data & Assessment Manager or Head of Sixth Form before being submitted to the Examinations Officer.

- If the outcome of an enquiry about results is a change of grade, which negates the fee, the Examinations Officer will arrange for the appropriate fee to be refunded.
- The school will inform the candidate as soon as possible about the outcome of an enquiry about results.
- Candidates must be aware that the outcome of an enquiry is final and where there has been a downgrade the request will not be revoked and the original higher grade will not be reinstated.
- In exceptional circumstances, in the event that the school and the candidate or their parent/carer disagree about actioning a post results service and all reasonable measures have failed to resolve the dispute, then an appeal must be made in writing to the Head of School.

APPEALS

1. An appeal to the school by a Candidate/Parents/Carer concerning the decision not to request a post results service.

The candidate or their parent/carer must submit the appeal in writing to the Head of School.

Appeals should normally be made by 7th September for exams in the summer series. Candidates must be aware that the awarding bodies have strict deadlines for the receipt of requests and the centre must have time to resolve any appeal before the submission deadline (20th September for the summer series).

The appeal will normally be led by the Head of School and will consider whether the request is justified. The candidate's estimated/target grade and progress will be taken into account along with any other subject specific information.

The appellant will be informed of the outcome in writing.

If the appellant is not in agreement with the outcome a personal hearing may be requested with the Executive Principal and a second independent person (e.g. a Governor) provided neither has had a part in the original decision.

The appellant will be informed of the outcome in writing,

2. An appeal to the awarding body following the outcome of an enquiry about results.

This formal appeals procedure is for use in cases where the centre and candidate, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. In deciding whether to support an appeal, the centre will take account of all relevant factors and afford the candidate or their parents/carers a reasonable opportunity to express their views.

The appeals process is available to centres or private candidates* who remain dissatisfied after receiving the outcome of an enquiry about results. (The term "private candidate" throughout this document refers only to a private individual who has used the school as a host centre and does not mean an individual candidate who is a member of the school's exam cohort.)

Full details of the awarding bodies' appeals processes are provided in the publication "*A guide to the awarding bodies' appeals processes*" which is available on the JCQ website <http://www.jcq.org.uk/exams-office/appeals> .

The grounds for appeal **must** relate to the awarding body's procedures or the application of these post-result service procedures.

Appeals do not generally involve further reviews of marking candidates' work.

Only the head of centre or a private candidate can submit an appeal to the relevant awarding body. Awarding bodies can only enter into discussions over appeals with centres and private candidates.

Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre or private candidate. Where an original hard copy script has been returned to a centre or a private candidate as part of an enquiry about results, its security is compromised and it **cannot** be subject to an appeal.

Appeals **must** be submitted to **the relevant awarding body** within **14 calendar days** of the notification of the outcome of the enquiry.

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

An appeal against a moderation decision cannot be made on behalf of an individual candidate.

ACCESS TO SCRIPTS

A 'script' refers to the written work of a candidate which has resulted from an externally assessed component. Arrangements for Access to Scripts **do not** apply to internally assessed components, orals or audio/video tapes.

Conditions of Access to Scripts (ATS) service

Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, **prior written (or emailed) permission must be obtained from the candidates concerned. 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. The centre's policy is that teachers using scripts for teaching and learning purposes must ensure that anything that can identify the candidate is removed before use.

A candidate has the right to instruct their centre not to request their scripts.

Scripts **must** only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates. Centres **must** store scripts securely.

Where teachers have used scripts for teaching and learning purposes but no longer wish to retain them, they **must** ensure that the scripts are disposed of in a confidential manner. In such cases, script disposal **must not** take place earlier than **20 November 2015** in case the awarding body requests the return of some scripts, e.g. for research purposes.

Original hard copy scripts (where provided)

The originals of scripts that are or have been the subject of any malpractice investigation can be withheld by an awarding body. In these circumstances, a photocopy of the scripts may be requested.

Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results.

Staff and candidates must be aware that original hard copy scripts must not be written on or otherwise tampered with ahead of the earliest date for disposal – **20th November 2015**.

Candidates who have tampered with scripts, which may need to be retrieved for return to the awarding body earlier than this date, are liable to be penalised in accordance with the established JCQ policies and procedures relating to candidate malpractice.

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APPENDIX

An explanation of the post results services available:

<p>EAR Service 1 - Clerical re-check</p> <p>This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:</p> <ul style="list-style-type: none">• that all parts of the script have been marked;• the totalling of marks;• the recording of marks; [JCQ PRS 6.3.1] <p>If required, a copy of the re-checked script should be requested at the same time as the Service 1 clerical re-check</p>
<p>EAR Service 2 - Post-results review of marking</p> <p>This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. This service will include:</p> <ul style="list-style-type: none">• the clerical re-checks detailed in Service 1;• a review of marking as described above; [JCQ PRS 6.3.2] <p>If required, a copy of the reviewed script should be requested at the same time as the Service 2 review.</p>
<p>EAR Priority Service 2 - Post-results review of marking</p> <p>This service is as Service 2. However, it is only available if a GCE A-level candidate or a Level 3 Principal Learning candidate's place in higher education is dependent on the outcome. [JCQ PRS 6.3.3]</p>
<p>EAR Service 3 - Post-results review of moderation</p> <p>This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. [JCQ PRS 6.3.4] This service is not available to individual candidates. If the centre's controlled assessment or coursework marks have been accepted without change by an awarding body, this service will not be available.</p>
<p>ATS - priority copy of script (June only)</p> <p>This service is to request a copy of a GCE or Level 3 Principal Learning script to help decide if an EAR service 1 or 2 should be applied for; this service is not available if an EAR priority service 2 is applied for. Copies will be returned no later than 10th September 2015.</p>
<p>ATS – original script (to support T&L)</p> <p>This service is to request the original script to be returned. This service is available to individual candidates or centre staff (subject to candidate permission). Original or an electronic image of the script will be returned at the earliest by 21st September 2015 and no later than 13th November 2015.</p>

(JCQ PRS refers to the JCQ Post Results Services booklet)