

Access to Scripts, Reviews of Results and Appeals Procedures

Tibshelf Community School

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Centre name	Tibshelf Community School
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Date procedures first created	18/12/2024
Current procedures approved by	Lucie Wainwright - HoC
Current procedures reviewed by	Lucie Wainwright - Hoc
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Date of next review	01/01/2026

Key staff involved in the procedures

Role	Name
Head of centre	Lucie Wainwright - Hoc
Senior leader(s)	Mat sykes
Exams officer	Deborah Frost
Other staff (if applicable)	Network Manager - TBC

These procedures are reviewed and updated annually to ensure that Tibshelf 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 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 Tibshelf 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:

- the EO sends emails to students linking to the forms and relevant policies on the school website
- Students are informed verbally at exams' assemblies. The head of centre writes to parents/carers and students.
- Students are made aware on results day of the forms and policies that are available

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 Tibshelf 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:

- emailing copies of the forms required with the relevant information signposting to the relevant policies on the school website. Students are informed verbally at exams' assemblies. The head of centre writes to parents/carers and students.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by:

- the examinations officer
- this information is made available to students prior to results day in August

Dealing with requests

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

At Tibshelf Community School the process to request a service is:

- by completing a post-results services request and consent/payment form, available on results day from staff present, from the school website or 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)

Tibshelf 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:

- Candidates' school email addresses will be used to gain consent if it is not obtained on the results day. The network manager is advised to keep the email accounts live until all outcomes have been communicated.

Submitting requests

Tibshelf 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

Tibshelf 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:

- providing a copy of the outcome from the awarding body to the candidate

Additional centre-specific actions:

- Candidates' school email addresses will be used. The network manager is advised to keep the email accounts live until all outcomes have been communicated.

Managing disputes

At Tibshelf Community School 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 a clerical re-check, a review of marking, a review of moderation or an appeal (GR 5.13)

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

- Network manager appointment to be confirmed at time of writing
- Minor changes to wording

Upon review in the new academic year 2024-2025, no further centre-specific updates or changes were applicable to this document.