

Examinations Access to Scripts, Review of Results and Appeals Procedure Policy

This policy was reviewed in: **September 2024**
This policy is due to be reviewed in: **September 2025**

Key staff involved in the policy

Role	Name(s)
Head of Centre	Helen Ness-Gifford, Headmistress
Examinations Officer	Shula Hodge
Senior Leader(s)	Caroline Derbyshire, Deputy Head Academic

These procedures are reviewed and updated annually to ensure that Pipers Corner School deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, review 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**.

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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)
- Priority Service 2 (Review of marking) – This service is only available for assessed components of GCE A Level specifications (an individual awarding body may also offer this priority service for other qualifications)

Appeals

- The appeal process is available after receiving the outcome of a review of results

The purpose of the policy

The purpose of these procedures is to confirm how Pipers Corner School 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 (GR5.13).

Details of these procedures are made widely available and accessible to all candidates via the Learning Platform or by request from the Examination Office.

The arrangements for post-results services

- Candidates must be made aware of the arrangements for post-results services before they sit any examination (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 (PRS4.3)

At Pipers Corner School:

- Candidates are informed of the arrangement for post-results services and the availability of senior members of Centre staff before the end of the Summer Term, before they sit any examinations (GR 5.13)
- Candidates are informed via the Learning Platform / Operoo

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the Examination office, upon request and via the Learning Platform / Operoo.

Dealing with requests:

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

Candidates at Pipers Corner: the process to request a service is by completing a Post Result Service request, consent and payment online via Operoo.

Academic staff can apply for scripts for teaching and learning; however, candidate consent is still required. Scripts for teaching and learning should be applied for by the Head of Subject via email (exams@piperscorner.co.uk) as this service is not covered by Operoo.

Academic staff should send the examination office only one email to cover the requests and candidates should not email the examination office directly with permissions. Email permissions should be held by the Head of Department and only available upon request.

Candidate consent

- Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Pipers Corner 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 or an access to scripts service 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 6.2)

Additional Centre-specific actions:

Submitting requests

Pipers Corner 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 publication **Post-results services (GR 5.13)**
- Submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals process (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

Pipers Corner 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 email a copy of the outcome from the awarding body.

Managing disputes

At Pipers Corner School any disputes/disagreement will be managed in accordance with the internal appeals procedure (See Examinations 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.