



# **Access to Scripts, Reviews of Results & Appeals Procedure**

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This procedure is reviewed annually to ensure compliance with current regulations

## Purpose of the procedure

This procedure confirms York College's compliance with JCQ's *General Regulations for Approved Centres 2018-2019, section 5.13*, that the centre has "in place written procedures for how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies"

**This procedure should be viewed in conjunction with the current edition of the JCQ Post Results Information & Guidance Document.**

## Post Results Services

Post results services are offered by the awarding organisations upon release of provisional results. They include;

- ▶ Access to scripts
- ▶ Clerical checks
- ▶ Review of marking
- ▶ Review of moderation (not available to individual candidates)

It is also possible for a centre to submit an appeal to an awarding organisation if you strongly disagree with the outcome of a review.

## Access to Scripts

### Photocopy:

This service provides either a photocopy or scanned PDF copy of the original script. It is a useful tool for students or staff to see how the mark scheme was applied before deciding if a Review of Marking is appropriate.

### Original:

This service provides the original script back. It is useful as a revision aid if the student is going to re-sit the exam but a Review of Marking **cannot** be ordered once an original script has been received – even if an error in marking is found.

**Candidates must provide written consent allowing us to submit a request for a script to the exam board/s.**

## Clerical Re-check

This is a check of all clerical procedures leading to the issue of a result including the totalling of marks, but does not review the marking. Marks can change as a result of a clerical re-check.

**Candidate consent is required prior to requesting this service.**

## Review of Marking

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly, it also includes a clerical re-check. **It does not involve the script being re-marked.** Marks can change as a result of this service.

**Candidate consent is required prior to requesting it.**

## Priority Review of Marking:

This service is only available to those students with a university place dependant on the outcome.

**Candidate consent is required prior to requesting it.**

## Review of Moderation

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work. The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently. This service will not be available if the internally assessed marks have been accepted without change by the awarding body.

This service is not available to individual students. It can only be applied for entire cohorts.

**Candidate consent is not required.**

## How to Request a Post Results Service

### Staff:

Any staff who wish to order a post results service must first discuss with the student concerned. If the teaching department is to pay for the service, the correct form can be obtained from the Exams Office. It is the teachers responsibility to complete the relevant details on the form and return it to the Exams Office to be actioned before the deadline date.

### Student:

Any student that wishes to order a post results service must obtain the relevant form from the Exams Office, and also seek advice from the EO and/or subject teacher as to which service is the most appropriate. Completed forms must be returned to the Exams Office before any service can be ordered. Forms must be returned before the deadline date.

## **Fees**

York College will charge the fee that is levied by the awarding organisation/s. These fees differ between organisations.

### **Staff:**

Post results services ordered by staff will be re-charged to their departmental budget upon receipt of the relevant invoice by the Examinations Manager.

### **Students:**

Post results services ordered by students have to be paid for at the time of ordering. No service will be requested until payment has been made and cleared. If a clerical re-check or review of marking results in a change to the grade, the fee is waived by the exam board and York College will contact the student and arrange a refund of the service fee paid.

## **Deadlines**

The deadline dates are set annually by the awarding bodies. Notification of these dates will be provided by the Exams Office to students and staff on results day. They will also be publicised across college and on the college website.

## **Candidate Consent**

The Exams Office will ensure that the relevant consent is signed before submitting any requests for post results services. Email consent from a student is acceptable.

### **Staff:**

Teaching staff must ensure that when submitting departmental requests for post results services, they collect the required signed consents from students. This also applies to scripts that may be used as teaching aids in the future. It is the Tutors responsibility to get permission from the student if they wish to use a script for teaching purposes.

### **Students:**

Students must be aware that the Exams Office are not permitted to request any post results services on their behalf without the relevant signed consent. When accepting any post results request forms from students, the Exams Office will check that all the required information is completed.

## Notification of Result

At the point of ordering, the Exams Office will confirm with the student the method by which they want to be notified of the outcome.

## Details Noted on Post Results Request Form

- ▶ Name
- ▶ Candidate Number
- ▶ Subject details (paper ref, exam board etc)
- ▶ Service required (ATS, Clerical re-check, Review of marking etc)
- ▶ Fee due, method of payment, date paid etc (who paid, if not student)
- ▶ How to notify of outcome (e-mail, phone, in person, post script etc)
- ▶ Date service ordered, order ref from exam board etc
- ▶ Contact details of student in case of issue

## How to Appeal the Result of a Review

Following a Review of Results (RoR), an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications ***Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)*** will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made to the Head of Centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the Examinations Manager within **10 calendar days** of the notification of the outcome of the RoR. 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 (details of fees are available from the Exams Office). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.