



Access to Scripts, Reviews of Results and Appeals Procedures

St Benedict's Catholic College

Access to Scripts, Reviews of Results and Appeals Procedures

Centre name	St Benedict's Catholic College
Centre number	16439
Date procedures first created	18/04/2024
Current procedures approved by	Mrs J Santinelli
Current procedures reviewed by	Mrs Luaces-Fernandez
Date of next review	31/03/2025

Key staff involved in the procedures

Role	Name
Head of centre	Mrs J Santinelli
Senior leader(s)	Mr R Radley
Exams officer	Mrs Luaces-Fernandez
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that St Benedict's Catholic College 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)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (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

Purpose of the procedures

The purpose of these procedures is to confirm how St Benedict's Catholic College 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 reading the Students Exam Handbook, that was emailed to students and is on the school website. Details are also shared in Exam assemblies.

RoRs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The consent of the candidate is required before any RoRs is requested to the examination board.

Centres may request copies of scripts to support reviews of marking or to support teaching and learning. The candidate's permission must be gained before submitting a request.

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 St Benedict's Catholic College:

- 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/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 Student Exam Handbook that was emailed to students. Details are also shared in Exam assemblies.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Exam Officer are displayed in the Sports Hall on results day and are also covered in letters to students when requests are made to the College..

Dealing with requests

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

At St Benedict's Catholic College the process to request a service is made by the student, either in writing or verbally. The Exam officer will then send out the paperwork to complete and return by a specific date along with payment (if applicable).

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)

St Benedict's Catholic College 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:

all requests need to be made by the student not a parent or carer.

Submitting requests

St Benedict's Catholic College 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 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:

Reviews of results (RoRs) may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. The consent of the candidate is required before any RoRs is requested to the examination board.

All requests and payment must be received at least 5 working days before the JCQ publish deadline for post result services.

Dealing with outcomes

St Benedict's Catholic College 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 of the outcome to email address they have specified in their request letter/email.

Additional centre-specific actions:

If a result is queried, the Exams Officer, teaching staff and Head of Centre will investigate the feasibility of asking for a review of the marks at the centre's expense on a case by case basis.

When the centre does not support a candidate's or parent's request for an RoRs, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

Managing disputes

At St Benedict's Catholic College any dispute/disagreement will be managed in accordance with the College's internal appeals procedure.

Additional centre-specific actions:

Not Applicable

Changes 2023/2024

No changes applicable.

Centre-specific changes

No centre specific changes.