

## ADULT AND COMMUNITY LEARNING SERVICE

### Access to Scripts, Review of Results and Appeals Procedures

#### 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 organisation 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 the Adult and Community Learning service 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

#### The arrangements for post-results services

- Candidates must be made aware of the arrangements for post-results services before they sit any examinations
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample
- The appeals process is available after receiving the outcome of a review of results

At the Adult and Community Learning service:

- Candidates are informed of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results, before they sit any examinations

Candidates are informed by

Their tutors

Access to results etc v2	10/10/23	To be reviewed: 30/9/2024
Reviewed by	Chris Osborne	1

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

Exams Officer

### Dealing with requests

- All post-results service requests from internal candidates must be made through the centre
- At the Adult and Community Learning service the process to request a service is to contact the Exams Officer

### 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

The Adult and Community Learning service will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical recheck, a review of marking or an access to scripts service is submitted to the awarding organisation
- 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
- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months

Submitting requests the Adult and Community Learning service 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
- Submit requests for appeals in accordance with the JCQ publication A guide to the awarding bodies' appeals processes
- Confirm the awarding organisation's acknowledgement of receipt of a review of results request prior to the deadline for submission of postresults services and regularly check the progress of the request online

Dealing with outcomes the Adult and Community Learning service will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible

Candidates will be notified by

Exams Officer

Access to results etc v2	10/10/23	To be reviewed: 30/9/2024
Reviewed by	Chris Osborne	2

Costs: the candidate will need to pay the appropriate Awarding Body charge and an admin charge of £10 per paper, with a limit of £20 per qualification.

### **Managing disputes**

- At the Adult and Community Learning service any dispute/disagreement will be managed by the Head of Centre

Access to results etc v2	10/10/23	To be reviewed: 30/9/2024
Reviewed by	Chris Osborne	3