

St George's School

	Access to Scripts, Reviews of Results and Appeals Procedures	
	Co-ordinator : Exams Officer	
	Reviewed : Spring 2025	Next review: Spring 2026

These procedures are reviewed and updated annually to ensure that St George's 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

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Purpose of the procedures

The purpose of these procedures is to confirm how St George's 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).

Candidates are made aware/informed by signposting on the school website.

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 George's 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).

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the exams officer in advance of results being released.

Dealing with requests

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

At St George's School, requests for post-results services are prioritised on the basis of urgency around delayed acceptance to university programmes/sixth form or college entry, where applicable. This ensures students' futures are not put at risk by unnecessary delays. The senior leadership team decide which students will fall into this category and their requests put ahead of others as needed/desired by the candidates requesting post-results services.

Once a candidate has made the informed decision to request post-results services, they must make the request **in writing**, completing all relevant signposted forms from the school website and giving explicit written consent, via email and submit this to the exams officer in good time to meet internal and external deadlines. They must also submit payment forthwith to the school via the approved channels (ParentPay). The exams officer will not proceed with submitting any requests to the awarding bodies before payment has been received and confirmed by the school finance office.

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).

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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.

St George's 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)

Submitting requests

St George's 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)

Dealing with outcomes

St George's 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)
- Notify candidates via email, sending a digital copy of the outcome notification from the awarding body

Managing disputes

St George's School is committed to ensuring all examination results are accurate and fair. If a candidate has concerns following the publication of results, we encourage them to speak to the relevant Head of Department or Director of Learning in the first instance to understand the result. Heads of House are also available to provide support to the family.

In accordance with JCQ regulations, the school will consider all post-results service requests, such as appeals, on a case-by-case basis. Where the school believes there is sufficient evidence that a marking error has occurred, it may support and submit an appeal on the pupil's behalf. If a pupil or parent wishes to request an appeal which the school does not support, they will be able to use the

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school's complaints process to make representations. The decision to submit an appeal to the awarding body rests solely with the school.

Please note that appeals processes can be lengthy and costly, and outcomes are not guaranteed to result in a grade change. Grades can go down, remain the same, as well as go up on appeal. In certain cases affecting multiple candidates, the school may submit an appeal at its own expense.