

# Post Results Services and Procedure (Exams) 2023/2024

*This policy is reviewed annually to ensure compliance with current regulations*

Approved by:  Miss E Szymura	Reviewed by:  Miss J Fenner
Date of Review:	October 2023

## **Purpose of the procedure**

Ruskin Community High School confirms that it is committed to ensuring candidates have equal access to the range of post-results services offered by the the Awarding Bodies and in line with JCQ Post-Results services for Enquiries about Results (EARs), Access to Scripts and Appeals.

- Ruskin Community High School ensures the relevant information is available to candidates on results day should it be required.
- Candidates know who to go to if they have a query about a result, in the first instance this would be a senior member of staff/curriculum leader or the Exams Officer.
- Senior staff and the Exams Officer will be available on Results Day to discuss any issues/queries candidates may have with results.

## **Services Available**

- Clerical re-checks
- reviews of marking
- review of moderation
- Access to scripts – provides access to marked exam scripts

Each Awarding Body issues further guidance on post results services along with fees charged and deadlines set before results day.

## **EAR's (Enquires about Results)**

- Any requests should be made to the Exams Officer before any deadlines set, any received after the deadline will not normally be accepted
- The Exams Officer consults with curriculum leaders and senior staff before making any applications
- Curriculum leaders or senior staff may recommend to candidates that they should apply for enquiry about a result
- The exams officer deals with and processes all requests for post results services, ensuring any consent form requiring completion is done so.
- The Exams Office makes it very clear to candidates that marks can go up, stay the same or go down and that the outcome is final, before the candidates signs the consent form. These forms will be kept for 12 months in the exams office.
- Access to script request – Exams Officer completes the application where required.
- Awarding bodies will not except requests for reviews of marking from candidates or parents/carers, only direct from the centre.
- The outcome of the enquiry will be confirmed by the Awarding Body. The Exams Officer will then relay the outcome in writing to the candidates as soon as possible.
- If during the review or moderation review, candidate malpractice is discovered, candidates may lose some or all of their marks. This would be processed in accordance with JCQ regulations for Suspected Malpractice in Examinations and Assessments.

## **Appeals – Please read in conjunction with the Appeals Policy**

If a candidate/parent/carer disagrees with the request for actioning a post-results service, and communications have failed to resolve the dispute between the centre and the candidate/parent/carer, an appeal must be made in writing to the Head of Centre, Mr D Postlethwaite by completing the form see appendix 1.

The appeals process is available to centres who are not satisfied with the overall outcome of the enquiry about results submitted. Ruskin will refer to the JCQ publication on their website

<http://www.jcq.org.uk/exams-office/appeals> 'A guide to the awarding bodies appeals processes along with any deadlines set.

### **Grounds for Appeal**

- Does not generally involve further reviews of candidates work
- Relates to awarding bodies procedures
- Appeals must be submitted within 14 days of the outcome of the enquiry
- Appeals are to be made in writing stating the grounds for appeal
- If hard copy scripts have been returned to centres and its security has been compromised it can not be subject to an appeal
- Only the Head of Centre can submit an appeal
- Fees maybe charged, however these would be refunded if the appeal is upheld
- Appeals against moderation decisions cannot be made on behalf of individuals

### **Access to Scripts**

- Centres can request copies of scrips to support reviews of marking and to support teaching and learning
- Candidates wishing to request access to scripts to support a review of marking application should see the Exams Officer on Results day in order to meet Awarding Body deadlines
- Requests will be made online by the Exams Officer no later than 7 days after the publication of results, after consent is sourced
- Copies will be received two weeks before the deadline for reviews of marking
- Requests for scripts to support teaching and learning, consent will be sort from candidates by the Exams Officer. Any names on the scripts will be removed before use
- Centre staff/candidates will be made aware that scripts can not be tampered with before the earliest date of disposal. Where teachers have scrips for teaching and learning but no longer wish to keep them, they must ensure confidential disposal. Disposal should not take place until after November in case the awarding body requests return of some scripts for research purposes
- Scripts that have been tampered with which may need to be returned before this date, candidates will be penalised in accordance with the JCQ policies and procedures relating to candidate malpractice.

### **Disposal of Scrips**

Where these have been used for teaching and learning but not longer required, confidential disposal is required.

Awarding bodies will distroy any scripts remaining after those required for access to scripts, reviews of marking, appeals and any research purposes have been extracted. Again these would be disposed of in a confidential manner.

## Internal Appeals Form

*Appendix 1*

<b>For Centre Use ONLY</b>	
Date Form Received	
Reference	

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below:

appeal against an internal assessment decision and /or request for a review of marking

appeal against the centre's decision not to support a clerical re-check, review of marking, a review of Moderation or an appeal

appeal against the centre's decision relating to access arrangements/reasonable adjustments or Special Consideration

appeal against the centre's decision relating to an administrative issue

<b>Name of Appellant</b>		<b>Candidate Name</b> <small>(If different to Appellant)</small>	
<b>Awarding Body</b>		<b>Exam Paper Code</b>	
<b>Qualification Type</b>		<b>Exam Paper Title</b>	
<b>Subject</b>			
<p><i>Please state the grounds for your appeal below:</i></p>           <p><input type="checkbox"/> where my appeal is against an internal assessment decision I wish to request a review of the centre's making</p>			
Appellant signature:		Date:	