

POLICY TITLE: Exams Office Procedures: Post-results services and appeal against a post-results service outcome



STATUS:

DATE of REVIEW: October 2023

UPDATED BY: Tracey Levick, Exams Officer

Purpose of this Policy

- This policy has been written in order to clarify the roles and responsibilities of all parties involved in making use of the Post Results services of the GCSE and GCE Examining Bodies.

Services Available

- After candidates have received results, a number of services are available from the Examination Boards:
 - Clerical re-check.
This checks all clerical procedures involved in issuing a result, e.g. that all parts of the exam paper have been marked, that marks have been added up and recorded correctly.
 - Review of Marking.
This checks the original marking to ensure that the mark scheme has been applied correctly and also includes a clerical re-check. Marks are changed if the new examiner feels there has been a clear marking error.
 - Review of Moderation.
This service is only available for the results of non-examination assessment and checks the moderators original marking to ensure that the mark scheme has been applied correctly and also includes a clerical re-check. It is not possible for an individual candidate to request a review of moderation. Where this service is requested, the results for all candidates in the relevant cohort will be subject to review.
 - Access to scripts - original.
Candidate receives original exam paper back.
 - Priority access to Scripts.
Candidate receives a scanned copy of the marked examination script and can use this to decide whether to apply for a review of marking.

Internal Appeals

- It is a requirement of the Joint Council for Qualifications that Examination Centres have a written policy for internal appeals, in order to manage disputes in the event of a candidate disagreeing with a Centre decision not to support an enquiry about results. If the appeal concerns internally assessed work then please see appeals against internal assessments of work policy.
- In The Latimer Arts College the policy is that, whilst the Examinations Office and Heads of Department will take an advisory role, ultimately the decision to apply for one of the candidate-level Post Results services rests with the candidate and their parents/carer. Responsibility is taken by the candidate by completing the form and paying the fee. The examinations office will then proceed with the post-result service they choose.

- If the Head of an Academic Department takes the decision to ask for a Re-moderation of Coursework and one of the candidates and their parents/carers contests this, the re-moderation will not proceed.

Procedure for requesting a review

- In the event that candidates disagree with the grade given for an exam and would like to make use of the post results service, they are, first of all, strongly advised to consult with the subject teacher or Head of Department for advice and support.
- All Post Results services requests will be co-ordinated by the Examinations Office. Awarding bodies will not accept requests from candidates.
- Post Results services have associated fees which will be charged to the candidate. Consequently, the Examinations Office will not process any requests without written consent from the candidate (this is a requirement of the Joint Council for Qualifications). The Examination Office will advise the candidate what the charge will be – please refer to Reviews of Marking & Access to Scripts form. In the event of a grade being changed, the Examination Boards waive the charge.
- The only exception to this is for a Re-moderation of Coursework. The Head of Department must obtain the written consent of all candidates affected and pass this to the Examination Office along with the written authorisation of the Head of Department. Fees will be charged to his/her Departmental budget.
- When an Enquiry about Results is requested, it is not possible to supplement this by a later request for a review of another component of the same subject and qualification, or another type of review for the same subject and qualification. It is therefore the responsibility of the candidate and their parent/carer at the time of the request to make sure that the review they give consent for is the one that they require.
- The Examinations Office staff will submit requests for Post Results services, and advise the candidates in a timely manner once the outcome of the review has been received.

Post Results Appeals

Who can make an appeal

Appeals for internal candidates must be submitted by the head of centre. The head of centre can appeal against the outcome of a clerical re-check, a review of marking or a review of moderation. When providing their consent to a clerical re-check or review of marking, a candidate also confirms that they understand that the outcome of any subsequent appeal might be that their final subject grade and/or mark may be lower than, higher than, or stay the same as the result which was originally awarded.

- A private candidate may submit an application for an appeal directly to an awarding body.
- Appeals must not be submitted by the head of centre or private candidate until the outcome of the relevant post-results service has been confirmed.
- A candidate must inform the Head of Centre in writing their grounds for Appeal against their review of marking and a meeting will be arranged to discuss whether there is effective grounds to proceed.

What can an appeal be made for

An appeal may be submitted if the Student considers that either:

- a marking or moderation (or a review of marking/moderation) error has occurred;
- or
- the awarding body did not apply its procedures consistently, properly or fairly.

How to make an appeal

- Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the clerical re-check, review of marking or review of moderation (“the Outcome”).
- If an application for an appeal is accepted, an investigation into candidates’ or centre’s results, and/or the awarding body’s procedures, will follow. Appeals accepted for investigation on procedural grounds will not generally involve a further review of candidates’ work.
- If an original hard copy script has been returned to the centre under the Access to Scripts service, it cannot form part of a review of marking or a subsequent appeal. However, if a scanned copy of the script was produced by the awarding body at the time of marking this may be used as the basis for these processes.
- The student must set out clearly and concisely the grounds for the appeal. When an application for an appeal is received, the awarding body will decide whether it will be accepted or not.

Stages of an appeal

- The preliminary stage involves a consideration of the case by an awarding body officer who has not had any previous involvement with or personal interest in the matter. This preliminary stage will include consideration of the written submission from the appellant.
- After the preliminary stage the case will either be not upheld or upheld in whole or in part.
- If the case is upheld any necessary further work on the candidates’ scripts or results will be undertaken. Any such work will always be carried out in accordance with awarding body and inter-board JCQ agreed procedures.
- The preliminary stage outcome letter with reasons will be sent to the appellant. The letter will also detail the next available stage of the appeals process. Following the preliminary stage, the student may pursue the appeal to a hearing.
- Where the appellant wishes to proceed to the next stage of the appeal (a hearing), a written request for an appeal hearing must be sent to the relevant awarding body.
- A request for an appeal hearing must be made within 14 calendar days of receipt of the preliminary appeal outcome letter. Awarding bodies will usually reject appeals made outside of this timescale.
- An appeal hearing is designed to ensure that the appellant has a formal opportunity to present their case to an impartial body. A member of centre staff will represent the centre at the appeal hearing for internal candidate appeals. An internal candidate, their parent/carer or a third party cannot represent the centre at an appeal hearing. An appeal hearing is not a remarking exercise and Panel Members will not exercise their own academic judgement.

Exam Board Details

AQA appeals@qa.org.uk: <https://www.aqa.org.uk/exams-administration/after-results/post-results/appeals/>

OCR appeals@ocr.org.uk: <https://www.ocr.org.uk/administration/general-qualifications/post-results/appeals/>

Pearson edexcelappeals@pearson.com:
<https://Pearson Post Results services/appeals/>

WJEC Appeals Team appeals@wjec.co.uk

Other relevant documents

- **Access Arrangements, Reasonable Adjustments and Special Consideration 2023-24**, Joint Council of Qualifications (JCQ)

- **Instructions on the conduct of examinations 2023-24, Joint Council of Qualifications (JCQ)**
- **A guide to the awarding bodies' appeals processes Effective from June 2023 examination series**