



Great Marlow School

Post-Results Services and Appeals Policy

Ratified by trustees

July 2022

Reviewed by Examinations Officer

June 2024

These procedures are reviewed annually to ensure compliance with current regulations

Key staff involved:

Role	Name(s)
Head of Centre	MR K FORD
Head of School	MR G PENDLEBURY
Senior Leader (Exams Line Manager)	MRS L FLETCHER
Examinations Officer	MRS A SMITH

The policy relates to any candidate work that will count towards a final public examination grade.

The following **Post-Results Services** are available to candidates after the issue of results.

A: Access to Scripts (AtS)

A candidate may request to see a copy of their examination script before deciding whether to request a review of marking. If considering a **Priority Service 2: Review of marking**, they *must* refer to the awarding body website to understand the implications of requesting a copy of the script.

B: Reviews of Results (RoRs)

Service 1: Clerical re-check

This checks that:

- * all parts of a script were marked
- * marks were totalled correctly
- * marks were recorded correctly

This service can be requested for multiple-choice examinations only.

The awarding body must respond within 10 calendar days of a request being submitted.

Service 2: Review of marking

Priority Service 2: Review of marking (A Levels; Level 3 Vocational / Technical qualifications only)

This checks that the mark scheme has been applied correctly. It does *not* re-mark the script. It looks for:

- * administrative errors (as per Service 1 above)
- * a failure to apply the mark scheme where a task has a 'right' or 'wrong' answer
- * an unreasonable exercise of academic judgement – the mark given is one that 'no reasonable examiner could properly have awarded'.

The awarding body must respond within 15 calendar days (for the priority service) and within 20 calendar days otherwise.

Candidates thinking of having a Priority Service 2 review of marking must refer to the awarding body's website to understand the implications of requesting a copy of the script. Candidates are strongly advised to inform universities or colleges that a review of results has been requested – a candidate's place *may* then be able to be kept open until the review finishes. Awarding bodies will not inform UCAS or others that a review of marking has been requested. They will advise UCAS of any grade change arising from a review.

It is important to note that either service may result in the mark going down, going up or staying the same. The final grade, therefore, may be lower, higher or the same as the original grade.

Can a candidate request a review of external moderation of a component?

No, but a candidate may request that the centre consider doing this on behalf of the whole cohort. A review of moderation cannot be undertaken on the work of an individual candidate. Further, it cannot be requested when the centre's internally assessed marks have been accepted without change by an awarding body. The centre may decide to request a review of moderation if it believes that the assessment criteria may not have been fairly, reliably and consistently applied. In this case, candidate consent is not required as marks may be lowered but published subject grades will **not** be lowered in the exam series concerned. The review of moderation will be undertaken on the original sample of candidates' work. Any changes to results that arise **cannot** lead to a subsequent late request for a review of marking.

Procedure for requesting a Post-Results Service:

The candidate must:

- Seek the opinion of the relevant subject teacher or subject leader, where possible.
- Ensure that the relevant fee is paid via WisePay and a signed copy of the relevant post-results service form reaches the Examinations Officer at GMS by the deadlines outlined in the communication sent to all parents / carers / students towards the end of the summer term. This communication, and all related forms, can be found on the website under Examinations Information – Post-Results Services. There is one form for Review of Results requests and one for Access to Scripts. **Forms received after a published deadline will not be processed.**

The centre will:

- Consider supporting any Priority Service 2: Review of marking request where a university / college place is at stake and advise the candidate to inform the university / college that this has been requested. A candidate's written permission must be obtained for this, using the relevant form.
- Consider accessing a candidate's exam script in all other cases to judge whether a request for a review of marking is appropriate. A candidate's written permission must be obtained for this, using the relevant form.
- Ask a subject specialist to study any requested exam script to see if it is felt that the mark scheme has been applied correctly.
- Support / submit a request for the appropriate RoR and / or AtS service if the subject specialist feels that this may be valuable. A candidate's written permission must be obtained for this, using the relevant form.
- Inform a candidate whether a RoR and / or AtS request will be supported / submitted by the centre and, if not, the reason for that.

Awarding bodies will only accept requests for any post-results services for internal candidates *from the centre*, not from candidates or their parents.

Appeals

What does a candidate have the right to appeal?

1. A centre decision not to support / submit a request for a post-results service, a Preliminary Appeal or an Appeal Hearing.
2. The outcome of a post-results service. In this case, acceptable grounds are a belief that either of the following has occurred:
 - a. a marking / moderation (or a review of marking / moderation) error – in particular:
 - i. an administrative error
 - ii. a failure to apply marking criteria and awarding body procedures
 - iii. an unreasonable exercise of academic judgement
 - b. an awarding body did not apply its procedures consistently, properly or fairly.
3. A finding of malpractice and / or the sanction imposed by an awarding body. It is not possible to appeal against a decision to take no further action or against a sanction which is perceived to be too lenient. Acceptable grounds for appeal are:
 - a. an incident was not dealt with in accordance with the published JCQ procedures: [Suspected Malpractice – Policies and Procedures](#)
 - b. a decision was unreasonable in light of the evidence presented
 - c. further evidence (including medical evidence) has come to light
 - d. a sanction imposed seems disproportionate
4. Access arrangements, reasonable adjustments and special consideration. The principles and regulations governing these are set out in the JCQ publications [Access Arrangements and Reasonable Adjustments](#) and [A guide to the Special Consideration Process](#). Acceptable grounds for appeal are:
 - a. a reasonable belief that an awarding body has not followed due procedure in making its decision
5. Administrative decisions such as those made by awarding bodies in relation to missing scripts, the very late arrival of a candidate to an exam or the use of aegrotats.

Awarding bodies will only accept appeals *from the centre* on behalf of internal candidates, not from candidates or their parents.

Procedure for requesting an appeal:

The candidate must:

- Seek the opinion of the relevant subject teacher or subject leader, where possible.
- Ensure that the relevant fee is paid and a signed copy of the relevant form requesting a Preliminary Appeal reaches the Examinations Officer at GMS by the deadlines outlined below. The Appeal Form can be found on the website under Examinations Information – Post-Results Services.
- Decide whether to proceed to the next stage of appeal (an Appeal Hearing) if they are not happy with the outcome of the Preliminary Appeal. This stage is not available for appeal type 1 and 5. If an Appeal Hearing is desired, a new Appeal Form must be completed and returned to the Examinations Officer at GMS by the deadline outlined below.
- Decide whether to proceed to the final stage of appeal – to the Exam Procedure Review Service (EPRS). This stage is not available for appeal type 1, 3 and 5. For details about this, please refer to the relevant qualification regulator's website: Ofqual (English boards) and Qualifications Wales (Welsh boards).

Forms received after a published deadline will not be processed.

Deadlines for submitting a *Preliminary Appeal* request to the Examinations Officer:

- Appeal Type 1. **Within 5 calendar days** of the centre's decision.
- Appeal Type 2. **Within 21 calendar days** of the awarding body's 'Outcome'.
- Appeal Type 3/4/5. **Within 10 calendar days** of the awarding body's decision.

Deadlines for submitting a request for an *Appeal Hearing* to the Examinations Officer:

- Appeal Type 2/3/4. **Within 10 calendar days** of the awarding body's Preliminary Appeal 'Outcome'.
- Appeal Types 1/5. Appeal Hearings are not possible.

The centre will:

- Carefully consider any written request for an appeal that is received by the internal published deadlines above and let the candidate know whether the request is supported by the centre.
- Submit a request for an appeal to the relevant awarding body within the published JCQ time frame, where the centre supports the candidate's request.

What are the timescales for awarding bodies to publish appeal 'Outcomes'?

- Preliminary Appeal: 42 calendar days from receipt of the application.
- Appeal Hearing: 70 calendar days from receipt of the application.

Where can more detailed information about the appeals' process be found?

The JCQ document, [A guide to the awarding bodies' appeals processes](#), should be read in full before any appeal is made.

Awarding bodies charge a fee for each Post-Results Service and Appeal stage. The fee list can be found on the website under Examinations Information. **Fees must be paid to the centre in full before any request will be submitted by GMS to an awarding body.** Fees will be refunded if an error is found to have been made or an appeal is upheld.

Contact Details

Examination Officer @ GMS – please use this as the main contact point for any queries
exams@gms.bucks.sch.uk

AQA

appeals@aqa.org.uk

OCR

appeals@ocr.org.uk

Pearson Edexcel

edexcelappeals@pearson.com

WJEC

appeals@wjec.co.uk

Appendix A – Post-Results Services Request Form

Access to Scripts



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

Information for candidates

If you are requesting a **Priority Service 2: Review of marking** (A Levels; Level 3 Vocational or Technical qualifications only) you **MUST** read the advice on the website for the relevant awarding body before submitting an Access to Scripts request.

To proceed with an Access to Scripts request, you **must** sign this form.

Please complete the following information:

Centre Number: 52435	Centre Name: Great Marlow School
Candidate Number:	Candidate Name:
Subject Title:	Component / Unit:
Awarding Body:	Qualification Level:

I give my consent for the Examinations Officer at Great Marlow School to submit an Access to Scripts request on my behalf.

Please also tick ONE of the statements below:

If any of my scripts are used in the classroom, I do not wish anyone to know they are mine. My name and candidate number must be removed.	
If any of the scripts are used in the classroom, I have no objection to other people knowing that they are mine.	

Signed:		Date:	
Fee amount paid:	Name of payee:	Date fee paid:	Time fee paid:

Please email this form to exams@gms.bucks.sch.uk by the relevant deadline published in the **Post-Results Services communication with parents / carers / students at the end of the summer term**. A copy can be found on the website under Examinations Information – Post Results Services. **The fee must be paid first.**

This form should be retained on the centre's files for at least 6 months.

Appendix B – Post-Results Services Request Form
Review of Results: **Clerical re-check** or **Review of marking**



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

Information for candidates

If your school submits a request for a Clerical re-check or a Review of marking, there are three possible outcomes:

1. **Your original mark is lowered, so your final grade may be lower than your original grade.**
2. Your original mark is confirmed as correct, so your original grade remains unchanged.
3. Your original mark is raised, so your final grade may be higher than your original grade.

To proceed with either of these Review of Results (RoR) Services, you **must** sign this form. This tells the centre's Examinations Officer that you understand what the possible outcomes are and that you give your consent to the Clerical re-check or Review of marking request being submitted.

Please complete the following information:

Centre Number: 52435	Centre Name: Great Marlow School
Candidate Number:	Candidate Name:
Subject Title:	Component / Unit:
Awarding Body:	Qualification Level:

I give my consent for the Examinations Officer at Great Marlow School to submit a request for (please tick all that apply):

Clerical re-check (this service is only available for multiple choice tests)	
Review of marking (this includes a Clerical re-check)	
Priority Review of marking (only for A Levels, L3 Vocational/Technical qualifications)	

In giving consent, I understand that my mark (and, therefore, original grade awarded) may be lowered or raised or stay the same as a result of a Clerical re-check or Review of marking.

Signed:		Date:	
Fee amount paid:	Name of payee:	Date fee paid:	Time fee paid:

Please email this form to exams@gms.bucks.sch.uk by the relevant deadline published in the **Post-Results Services communication with parents / carers / students at the end of the summer term**. A copy can be found on the website under Examinations Information – Post Results Services. **The fee must be paid first.**

This form should be retained on the centre's files for at least 6 months following the outcome of a Clerical re-check or Review of marking.

Appendix C – Appeal Request Form



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

Information for candidates

The details provided on this form will form the basis of any case being put forward on your behalf by the centre. Please pay particular attention to the section on the grounds for appeal. **Refer to page 5 of the GMS Post-Results Services Policy (Examinations Information - Post-Results Services on the website) and the JQC document [A guide to the awarding bodies' appeals processes](#) to help you understand the grounds on which you can appeal.**

Please complete the following table:

Centre number: 52435	Centre name: Great Marlow School
Centre address: Bobmore Lane, Marlow, Bucks. SL7 1JE	Centre phone number: 01628 483752
Appellant name: Kevin Ford	Appellant position: Head of Centre
Appellant email: exams@gms.bucks.sch.uk	Exam series: Summer 2024
Candidate number:	Candidate name:
Subject title:	Component / unit:
Awarding body:	Qualification level:

Please indicate what you are appealing:

Appeal Type 1	The centre's decision not to support / submit a request for:	Post-Results Service	
		Preliminary Appeal	
		Appeal Hearing	
Appeal Type 2	The outcome of a Post-Results Service		
Appeal Type 3	A finding of malpractice and / or the sanction imposed by the awarding body		
Appeal Type 4	A decision about access arrangements, reasonable adjustments and / or special consideration		
Appeal Type 5	Another administrative decision		

Please indicate whether this appeal is:

Preliminary Appeal (must be done before any Appeal Hearing)		Appeal Hearing (not possible for Appeal Types 1 or 5)	
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Grounds for the appeal:

Please state in detail the grounds for your appeal and attach all supporting documentation. Please remember to refer to page 5 of the GMS Post-Results Services and Appeals Policy (Examinations Information - Post-Results Services on the website) and the JCQ document [A guide to the awarding bodies' appeals processes](#) to help you understand the grounds on which you are allowed to appeal. If a centre attends an Appeal Hearing, there will be opportunity for further points to be raised then *but not substantive new evidence*.

Candidate signature:		Date:	
Fee amount paid:	Name of payee:	Date fee paid:	Time fee paid:
Appellant signature:		Date:	

Please email this form to exams@gms.bucks.sch.uk by the relevant deadline published on **page 6 of the GMS Post-Results Services and Appeals Policy**. A copy can be found on the website under Examinations Information – Post Results Services. **The fee must be paid first.**

This form should be retained on the centre's files for at least 6 months.