



Post Results Service Policy

2023/24

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Glenn Mellor	
Author	
Cathy Pierce	
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Key staff involved in the policy

Role	Name(s)
Head of Centre	Glenn Mellor
SLT members	Zoe Johal, James Heaton, Hannah Conway, Karen Taylor
Exams Officer	Cathy Pierce

These procedures are reviewed and updated annually to ensure that Coventry Extended Learning Centre 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 publications **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 objective tests (multiple choice tests)
- Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body 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 Coventry Extended Learning Centre (CELC) 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).

Details of these procedures are made widely available and accessible to all candidates by adding detail to the reverse of the GCSE results letter. It is recommended that students speak to subject staff on results issue day.

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 CELC:

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/accessible 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)

Candidates are made aware/informed by

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

Dealing with requests

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

At CELC the process to request a service is

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 (GR 5.13)

CELC will:

Obtain written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking or an access to scripts service is submitted to the awarding body

Obtain 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 6.2)

Submitting requests

CELC 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** (GR 5.13)

Submit requests for appeals in accordance with the JCQ publication **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

CELC 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)

Candidates will be notified by Additional centre-specific actions:

Managing disputes

At CELC any dispute/disagreement will be managed by the Head of Centre.

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