



# Post Result Services and Appeals Policy

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## Purpose of the policy

The Post Results Services and Appeals Policy is designed to cover the roles and responsibilities of all parties in applying for post results services offered by exam boards.

The term 'exam boards' refers to Pearson Edexcel, WJEC Eduqas, OCR and AQA for the purposes of this policy.

The policy is written to reflect the Academy's responsibilities outlined in the JCQ General Regulations.

## Services available

**Clerical recheck** – requesting this service instigates a check that all marking of an exam paper has been included in the final mark and grade. The original marking of the paper will not be reviewed. A clerical recheck request applies per paper, not per qualification.

**Review of marking** – requesting this service instigates a review of the marking of an exam paper. If the original marking is found to be inaccurate, a new mark will be awarded. Marks can go up, go down or stay the same. If a change in mark brings the overall qualification mark above or below a grade boundary, the overall grade will change. Grades are never 'protected' when a review of marking is submitted, meaning that they can go up or down. A review of marking request applies per paper, not per qualification.

**Priority review of marking** – as above, with a faster response from the exam board. Priority reviews of marking may only be applied for A-Level qualifications and should be used only in cases where a university place is being held pending the outcome of a review.

**Access to scripts** – requesting this service instigates an order/download of the relevant exam script. Some exam boards offer this service for free, whilst others charge. The Academy cannot guarantee that all access to script requests can be carried out, unless they are necessary to help inform a decision about another post results service.

**Review of moderation** – this service is not available to an individual candidate. Reviews of the moderation of coursework are requested only by the centre.

## Procedure for requesting post results services

Candidates who require any of the above post results services, or require advice regarding these services, must contact the Examinations Manager. No other member of staff is authorised to advise on or apply for post results services. Awarding bodies will not accept requests for post results services directly from candidates and/or parents.

Post results service requests may only be processed with written permission from the candidate, this can be provided in the following ways:

- Completing the post results services permission slip prior to undertaking exams
- Completing a post results services request form provided on results day
- Emailing the Examinations Manager directly to request a specific post results service

The Examinations Manager will advise on the type of service that would be most suitable in each case and quote the cost to the candidate (where relevant). The Examinations Manager will advise on the method of payment. All payments will need to be made before a post results service can be applied for.

The Examinations Manager will endeavour to respond within 5 working days of the original request. Priority reviews of marking will be processed by the Examinations Manager as a priority. All other requests for post results services will be dealt with in turn according to the date and time of the original request.

The Examinations Manager will confirm with a candidate when a post results service has been applied for which they have explicitly requested. The Examinations Manager will inform a candidate of the outcome of a post results service which they have explicitly requested.

The Academy reserves the right to refuse to apply for post results services if, based upon all of the evidence, the Examinations Manager deems the likely result to be a reduction in the grade. Advice and guidance from Curriculum Managers may be sought in order to help make the best decision about such cases.

### Costs and deadlines

The post results service breakdown of fees and application deadlines will be provided on results day along with the candidates statement of results.

The Academy may pay for at least one paper per subject per candidate for a review of marking if the overall mark is very close to a higher grade boundary. This decision is made by the Examinations Manager and the Deputy Principal with responsibility for exams. Not all papers which are close to the next highest grade will be reviewed; a decision on what constitutes 'close' in this regard, will be made on a subject by subject basis and will be entirely an Academy decision.

Where the Academy decides not to cover the cost of a review of marking, a candidate may personally request this service and will be charged accordingly. Where a candidate requests a review of marking of a second or third paper in a subject, the Academy reserves the right to charge candidates.

The Academy will not charge administration fees. All charges will equal the cost incurred by the Academy from the exam board. Exam boards will publish post results fees on their websites. This information will be provided to candidates on results day.

### Appeals against the outcome of post-results services

Should a candidate disagree with the handling of a post results service by the Academy, complaints can be made in accordance with the Academy's established Complaints Procedure.

Should a candidate disagree with the outcome of a post results service, an appeal would be made in accordance with the relevant exam boards' appeals policy.

The Examinations Manager will advise on where to view the relevant appeals policy and how to instigate an appeal.

The Academy will support the candidate in making a decision about an appeal by:

- Offering the Examinations Manager's professional judgement on the possibility of an appeal being upheld
- Seeking the guidance of the relevant Curriculum Manager in determining whether the outcome of a post results service should be appealed
- Offering support to the candidate in submitting an appeal