



**Access to Scripts, Reviews of
Results and Appeals
Procedures 2024/25**

Heathfield Community College

Access to Scripts, Reviews of Results and Appeals Procedures 2024/25

Centre name	Heathfield Community College
Centre number	56405
Date procedures first created	17/09/2024
Current procedures approved by	Thomas Flower
Current procedures reviewed by	Thomas Flower
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Date of next review	01/10/2025

Key staff involved in the procedures

Role	Name
Head of centre	Caroline Barlow
Senior leader(s)	Thomas Flower- Deputy Head of Centre Paul Evason- Director of 6th Form Kevin Hatchard- Assistant Headteacher
Exams officer	Hannah Russell- Examinations Manager
Other staff (if applicable)	Maria Richards- Examinations Assistant

These procedures are reviewed and updated annually to ensure that Heathfield Community College 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 documents **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 multiple choice tests
- Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications, GCSE specifications and Level 1, 2 Vocational and Technical qualifications
- Priority Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications and Level 3 Vocational and Technical 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 Heathfield Community College 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: Details of these procedures are made widely available and accessible to all candidates by Access to Scripts, Reviews of Results and Appeals Procedures will be published on the College Website ahead of all results days under Information, Examinations and Destinations, Post results Services

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 Heathfield Community College:

- 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 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:

- Candidates are made aware/informed by Information for Results letter to Candidates at the end of term 6. Information published on College Website under Information, Examinations and Destinations, Post results Services.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Exams Team On results day and subsequently available from the exams office and College website.

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

- The Exams Team
- This information plus a link to the post results request form is emailed to the Students along with their results on results days

Dealing with requests

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

At Heathfield Community College the process to request a service is:

- At Heathfield Community College the process to request a service is :Candidates will be required to complete the necessary forms as required by JCQ (contained within the current publication) and also the relevant GCE or GCSE Post-Results Services forms required by Heathfield Community College. Payment/ requests for free services (such as access to scripts) must be made in full at least one working day in advance of a request being submitted to the exam board. Any requests for post results services received on the day of the awarding bodies deadlines will not be submitted. Payment will normally be via School Gateway and any alternative methods of payment available will be advised at the time of requesting the relevant forms. Receipts will be as requested.

Candidate consent

- Candidates must provide their **written consent** for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies **after** the publication of examination results (GR 5.13)

(As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)

Heathfield Community College will:

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

Additional centre-specific actions:

A post results services log will be updated at every stage of the process and retained for at least 6 months for reference.

Submitting requests

Heathfield Community College 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 document **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ document **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)

Additional centre-specific actions:

Not Applicable

Dealing with outcomes

Heathfield Community College 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:

- The outcome will be forwarded on to Candidates via email.

Additional centre-specific actions:

The Post results services log will be updated with individual outcomes and outcome letters saved in a folder in department shares, exams, (season), post results services, outcome letters. The MIS will be updated to reflect any mark/grade changes

Managing disputes

At Heathfield Community College any dispute/disagreement will be managed At Heathfield Community College any dispute/disagreement will be managed In accordance with The internal Appeals Procedures..

Additional centre-specific actions:

Not Applicable

Changes 2024/2025

(Updated) Under the heading **Reviews of Results** (RoRs), Service 2 and Priority Service 2 qualification details updated.

(Updated) Under the heading **Candidate consent**: Bullet points updated:

- Candidates must provide their written consent for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13) (As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)
- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking, and any subsequent appeal, or an access to scripts service request is submitted to the awarding body

Centre-specific changes

All request processes have been moved to Google Docs for efficiency. Students verify their identity to fill in a google form- the link to which is sent with their results- and make their requests which are collated directly into a spreadsheet which can then be used to update outcomes.