



Working together to promote & celebrate achievement

Access to Scripts, Enquiries about Results and Appeals

Procedures for External Examinations

GCSE, BTEC, Entry Level, GCE, OCR Nationals

2017-2018

Enquiries about results (EaRs)/Access to Scripts

All students will be provided with EaRs and Access to Script information in the *Candidate Information Booklet*.

Appeals procedure against centre decisions not to support an enquiry about results

Following the issue of results awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Examination & Data Officer (EDO).

The EaRs service may be requested by centre staff or candidates (or their parents/carers). EaR service 3 is not available to individual candidates. If a query is raised about a particular examination result, the EDO, teaching staff and Head of Centre (HoC) will investigate the feasibility of requesting an enquiry at the centre's expense.

When the centre does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf. If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the **internal appeals form** at least **one week prior to** the internal deadline for submitting an EaR.

Appeals procedure following the outcome of an enquiry about results

Where the HoC remains dissatisfied after receiving the outcome of an EaR, an appeal will be made to the awarding body, following the guidance in the JCQ publications *Post-Results Services* - <http://www.jcq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* - <http://www.jcq.org.uk/exams-office/appeals>

Where the HoC is satisfied after receiving the outcome of an EaR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the HoC. Following this, the HoC's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within **10 calendar days** of the notification of the outcome of the enquiry. Subject to the HoC's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the candidate on submission of the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the candidate by the centre.

Post-Results Services and Appeals

The centre agrees to have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results or an appeal.

JCQ *Post-results services* - <http://www.jcq.org.uk/exams-office/post-results-services>

Submission of requests

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over enquiries about results with centres and private candidates.

Appeals

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres and private candidates.

JCQ A guide to the awarding bodies' appeals processes

<http://www.jcq.org.uk/exams-office/appeals>

Please note that internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Representations must be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

Ofqual GCSE, GCE, Principal Learning and Project Code of Practice

<https://www.gov.uk/government/publications/gcse-gce-principal-learning-and-project-code-of-practice>

The awarding organisation must require centres offering its examinations to ensure that they have in place:

- formal, codified procedure for handling disputes when a candidate or carer disagrees with a decision by the centre not to support an enquiry.
- Centres must be required to ensure that the procedures are published and made widely available and accessible to all candidates and their carers.

In deciding whether to support an enquiry or appeal, centres should take account of all relevant factors and afford candidates or their carers a reasonable opportunity to express their views.

However in summer 2016, JCQ issued the following information in the *Notice to Centres – Post-Results Services and Appeals*

Ofqual has announced that the Code of Practice in relation to GCE AS, A-level and GCSE qualifications will be withdrawn in August 2016, being replaced by Qualification Level Conditions. Centres may, however, continue to refer to the Code of Practice for the awarding bodies' provision of post-results services and appeals, June 2016 examination series. Arrangements for the awarding bodies' provision of post-results services and appeals, November 2016 examination series, may be subject to change. Centres will be notified of any changes in due course.

Candidates should consult the full information in the above publications to be fully informed when stating their grounds for appeal.

Further information can be obtained from:

Appeal an exam result - <https://www.gov.uk/appeal-exam-result>

The Appeals Process - <http://www.jcq.org.uk/examination-system/the-appeals-process>

Procedures for EaRs

Any student who wants to query a mark/grade awarded by an awarding body upon issue of results should follow the following procedure:

- Contact the Examinations & Data Officer as soon as possible (but at least 5 working days before the published deadline for EaRs) to discuss the mark/grade. The Examinations & Data Officer will advise on the options available to query the mark/grade and the costs involved in this process.
- Students should be aware that EaRs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an EaR. Consent forms will be available from the school or by email. Consent may be given by email.
- The candidate will be required to pay in advance an amount to cover the Awarding Organisation's fee for conducting and EaR. If the EaR results in a grade change the fee will be refunded.

Curriculum/Subject Leaders will review the student's marks/grades and discuss this with their Leadership Team line manager. If the Department agrees to support the EaR they will request that the candidate signs a consent form and once completed this form will be handed to the Examinations & Data Officer who will submit the EaR to the Awarding Organisation.

Outcomes following EaRs will be forwarded by the Examinations & Data Officer to the student as soon as possible after they have been received from the Awarding Organisation.

Conditions of Access to Scripts Service (ATS Service)

Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, prior written (or emailed) permission must be obtained from the candidates concerned.

This permission must be sought only after the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use. The centre's policy is that teachers using scripts for teaching and learning purposes must ensure that anything that can identify the candidate is removed before use.

A candidate has the right to instruct their centre not to request their scripts.

Scripts must only be seen by teachers who are members of staff at that centre or returned directly to candidates. Centres must store scripts securely.

Where teachers have used scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner.

A candidate may request a copy of her own script by contacting the examinations officer as soon as possible (but at least 5 working days before the published deadline for EaRs). The candidate must pay the fee required by the Awarding organisation before the application is submitted. The Examination & Data Officer will send the script to the candidate as soon as is reasonably possible after it is received.

If a student feels that this may not have happened in relation to her work, she may make use of the appeals procedure.

Appeals should be made in writing to the Examinations & Data Officer and should state, in detail, the reason(s) for the appeal. This appeal should be signed and dated. The appeal information will be reviewed by the Examinations & Data Officer and a member of the Leadership Team and the outcome of the appeal communicated to the candidate within 48 hours of receipt. The decision is final.