



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

The Swayne Park School

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

Centre name	The Sweyne Park School
Centre number	16221
Date procedures first created	04/02/2025
Current procedures approved by	Alick Robertson
Current procedures reviewed by	Alick Robertson
Date of review	04/02/2025
Date of next review	30/09/2025

### Key staff involved in the procedures

Role	Name
Head of centre	Mrs Katherine Dines (Headteacher)
Senior leader(s)	Mr John Edwards (Deputy Headteacher) Mrs Nicola Welch (Deputy Headteacher) Mrs Sally Pemberton (Associate Deputy) Dr Alick Robertson (Assistant Headteacher) i.c. Exams Mr Ed O'Brien (Assistant Headteacher) Mr Richard Bradley (Assistant Headteacher) Mrs Maria Shangolis (Assistant Headteacher)
Exams officer	Miss Kelly Holcombe, Ms Jane Wilson
Other staff (if applicable)	Miss Stephanie Woodward - SENCo Mrs Kerry Wilby - Headteacher's PA

These procedures are reviewed and updated annually to ensure that The Sweyne Park School 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 The Swayne Park School 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:

To be completed. The Exams Post Results Policy and the Exams Policy is available on the school website.

## 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 The Swayne Park School:

- 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:

- To be completed

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

- The Examinations Office
- Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

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#### Contact

the Examinations Officer or Head of Department as soon as possible (but at least 5 working days before the published deadline for RORs) in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and share with subject Head of Departments, in regards to protocols.

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#### Students

should be aware that RORs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of a ROR. Hard copies of the forms will be available on results days. Should the candidate be unable to sign a hard copy, then a personal email providing the following consent, is allowed;

## Dealing with requests

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

At The Sweyne Park School the process to request a service is:

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

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#### Contact

the Examinations Officer or Head of Department as soon as possible (but at least 5 working days before the published deadline for review of Results) in person to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark/grade and share with subject Head of Departments, in regards to protocols.

Students should be aware that RORs can result in

marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of a ROR. Hard copies of the forms will be available on results days. Should the candidate be unable to sign a hard copy, then a personal email providing the following consent, is allowed

## 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)

The Swayne Park School 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:

REVIEW  
OF RESULTS

"I  
give my consent to the head of the examination centre to make an enquiry about the result of the examination(s) listed above.  
In giving consent I understand that the final subject grade awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as, the grade which was originally awarded for this subject."

Consent forms will be issued by the Examinations Officer.

## Submitting requests

The Swayne Park School 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:

## Dealing with outcomes

The Swayne Park School 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:

- .  
Outcomes following RORs will be forwarded by the Department, to the student as soon as they have been received from the Awarding Bodies.

Additional centre-specific actions:

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The subject teacher will review the student's marks/grades and discuss with the Head of Department to agree on the appropriate action considering the breakdown of marks, the grade boundaries and the student's predicted grades.

If the Head of Department agrees to support the ROR:

The request, together with the students consent form, should be made to the Examinations Officer before the published deadline for RORs.  
The cost of the enquiry will be met by the departmental budget.

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If the Department does not agree to support the ROR:

If the centre does not support the ROR, the student may still proceed with the ROR. However, all costs involved will be paid by the student at the time the ROR is made. No RORs will be made until fees are paid. Requests must be made in person to the Examinations Officer before the published deadline for RORs. If the enquiry is successful, the fee will be refunded to the student.

## Managing disputes

At The Swayne Park School any dispute/disagreement will be managed

If  
the Department does not agree to support the ROR:

If the centre does not support the ROR, the student may still proceed with the ROR. However, all costs involved will be paid by the student at the time the ROR is made. No RORs will be made until fees are paid. Requests must be made in person to the Examinations Officer before the published deadline for RORs. If the enquiry is successful, the fee will be refunded to the student.

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Additional centre-specific actions:

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Access

to scripts (ATS) for Teaching and Learning may be requested. The request, together with the students consent form, should be made to the Examinations Officer before the published deadline for ATS. Should the candidate be unable to sign a hard copy, then a personal email providing the following consent, is allowed;

ACCESS  
TO SCRIPTS

"I  
give my consent to the head of the examination centre to access my script/s of  
the examination(s) listed above.

"

Please  
tick ONE of the boxes below:



If  
any of my scripts are used in the classroom, I do NOT wish anyone to know it is mine. My name and  
candidate number must be  
removed

If  
any of my scripts are used in the classroom, I have no objection to other  
people knowing they are mine.

.  
Any ROR/ATS  
consent will be retained for a period of at least six months following the  
outcome of the enquiry or any subsequent appeal, as per the school's exam  
archiving policy.

Roles and responsibilities;

Head of Centre

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Ensures

an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

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Ensures that senior members of

centre staff are available immediately after the publication of results

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Understands

that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

Exams

Officer

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Provides

information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above Briefing candidates and Access to Scripts, Reviews of Results and Appeals Procedures)

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Publishes

internal deadlines for requesting the services to ensure the external deadlines can be effectively met

.

Provides

a process to record requests for services and to collect candidate informed consent (after the publication of results) and fees where relevant

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Submits

requests to awarding bodies to meet the external deadline for the particular service

.

Tracks

requests to conclusion and informs candidates and relevant centre staff of outcomes

.

Updates

centre results information, where applicable

Head

of Department/Teaching staff

.

Meet

internal deadlines to request the services and gain relevant candidate informed consent

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Identify

the budget to which fees should be charged

Candidates

.

Meet

internal deadlines to request the services

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Provide

informed consent and fees, where relevant

## 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