

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

The Basildon Upper Academy

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

Centre name	The Basildon Upper Academy
Centre number	16133
Date procedures first created	13/09/2024
Current procedures approved by	Rebecca Rees
Current procedures reviewed by	Sophie Rowe
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Date of next review	30/09/2025

Key staff involved in the procedures

Role	Name
Head of centre	Rebecca Rees
Senior leader(s)	Sharon Szuszkiewicz
Exams officer	Sophie Rowe
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that The Basildon Upper Academy 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 Basildon Upper Academy 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:

- issuing students with an post exams booklet prior to the relevant exam series. This information is also advised by teachers to students before their exams so when their results are issued, they will know the process in case they would like to have a review of marking, or appeal. Information is also freely available to candidates 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 Basildon Upper Academy:

- 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:

- by their teachers, before the examination process on how they can apply for a review of marking, appeal or have access to their marked script. On results day, we prompt the students to go and see their teachers to see if they are eligible for a post-results service and whether they recommend it.

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

- teachers and the exams officer, to the students. The Basildon Upper Academy ask for requests to be made as soon as possible. The students receive the information and forms on results day - so ideally this needs to be filled in and handed back to the exams officer on the same day.
- For GCE students, they are asked to return requests to the exams officer by the end of the first week back at school in September.

GCSE students are asked to return requests to the exams officer by the end of the second week back at school.

Dealing with requests

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

At The Basildon Upper Academy the process to request a service is:

- that, students are given request forms when they receive their results, so that if they would like to request a service, then it can be done as soon as possible. Once the form is complete, students can give these to reception, or their teachers, who will then relay the information and forms onto the exams officer, ready to be processed.

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 Basildon Upper Academy 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:

not applicable

Submitting requests

The Basildon Upper Academy 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

The Basildon Upper Academy 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:

- by letter. There will be a letter from the exams officer outlining the awarding bodies outcome, along with contact details, and the next steps if the candidate disagrees with the outcome. Enclosed will be a statement from the awarding body, that will be detailed with the outcome.

Additional centre-specific actions:

The exam officer states that if the student has any further questions or concerns, to get in contact. Contact details are stated in the letter.

Managing disputes

At The Basildon Upper Academy any dispute/disagreement will be managed

in accordance with the internal

appeals procedure to manage disputes when a candidate disagrees with the centre decision. The student will be able to take this up with a teacher, the information will then be relayed to the exams officer to take further

action.

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Additional centre-specific actions:

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

Upon review of our previous procedure, no further changes have been made.