Enquiries about Results & Access to Scripts

2023/24

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Date of next review	

Key staff involved in the exams policy

Role	Name(s)
Head of centre	**Gary Kynaston**
Exams officer line manager (Senior Leader)	**Hendrix Emanuel**
Exams officer	**Lucie Hrabankova**
SLT member(s)	**Chris Wilson, Connie Walkers, Hodo Isse, Kevin Yiminyi**

Purpose of the policy

This document is produced in accordance with JCQ Post Results Services:

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.

Hammersmith Academy s is committed to ensuring that all candidates have equal access to the range of post results services offered by the awarding bodies.

A senior member(s) of centre staff will be available immediately after the publication of results if you wish further assistance with examination results enquires.

Enquiries about Results

Requests for enquiries about results can only be made through the Exams Office and must be received by the Exams Officer in school, no later than **21 days** after the publication of GCSE results, to allow time for processing the request. The exception is Priority Service 2 request (only available if a GCE A Level candidate's place in higher education is dependent on the outcome) for which the deadline is **6 days** after the publication of GCE results.

- No request will be actioned without a fully completed Candidate Consent Form signed by the candidate (or with the candidate's email consent attached). Consent forms/emails must be retained by the centre for at least 6 months following the outcome of an enquiry or any subsequent appeal.
- No request will be actioned until appropriate payment has been agreed and received.
- Candidates are advised to discuss their result with the appropriate Head of Subject or a member of the Sixth Form Team before making a decision on whether to proceed with an enquiry.
- Enquiries about results can be instigated by:
    - The candidate, who must sign the consent form and pay the appropriate fee by the given deadline before the school will action the request.
    - The Head of Subject / Senior Leadership may agree that the department will fund an enquiry on the candidate's behalf. In addition to the candidate's consent the form must also be signed by the Head of Subject before being submitted to the Exams Officer.
- If the outcome of an enquiry about results is a change of grade the Exams Officer will arrange for the appropriate fee to be refunded to the candidate.
- The school will inform the candidate as soon as possible about the outcome of an enquiry about results.
- Candidates must be aware that the outcome of an enquiry is final and grades can go down, stay the same or go up. If the result is a downgrade the previous higher grade cannot be reinstated.
- In exceptional circumstance, in the event that the school and the candidate or their parent/carer disagree about actioning a post results service and all reasonable measures have failed to resolve the dispute, then an appeal must be made in writing to the Headteacher.

Access to Scripts

A 'script' refers to the written work of a candidate which has resulted in an externally assessed component. Arrangements for Access to Scripts do not apply to internally assessed components, orals or audio/video recording.

Conditions of Access to Scripts (ATS) service

Where teaching staff intend to use candidate's scripts, for teaching and learning purposes or as examples for other students, **prior written (or email) permission must be obtained from the candidates concerned.** This permission must be sought only after the candidates have received their results for the respective exam 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 use their scripts.

Scripts must **only** be seen by teachers who are members of staff at the centre or within a consortium of centres, or returned directly to the candidates. Centres must store scripts securely.
Where teachers have used scripts for teaching and learning purposes and no longer wish to retain them, the scripts must be disposed of in a confidential manner. In such cases script disposal must not take place earlier than the end of December of the exam series in case the awarding body requests the return of some scripts for research purposes.

Original hard copy scripts

The originals of scripts that are or have been the subject of any malpractice investigation can be withheld by the awarding body. In these circumstances, a photocopy of the scripts may be requested.

Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results.

Staff and candidates must be aware that original hard copy scripts must not be written on or otherwise tampered with ahead of the earliest date for disposal – 20th November of the exam series.
Candidate who have tampered with scripts, which may be needed to be retrieved for return to the awarding body earlier than this date, are liable to be penalised in accordance with the established JCQ policies and procedures relating to candidate malpractice.

An explanation of the post results services available:

EAR Service 1 - Clerical re-check This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks: • that all parts of the script have been marked; • the totalling of marks; • the recording of marks; **If required, a copy of the re-checked script should be requested at the same time as the Service 1 clerical re-chek**
EAR Service 2 - Post-results review of marking This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. This service will include: • the clerical re-checks detailed in Service 1; • a review of marking as described above; **If required, a copy of the reviewed script should be requested at the same time as the Service 2 review.**
EAR Priority Service 2 - Post-results review of marking This service is as Service 2. However, it is only available if a GCE A-level candidate or a Level 3 Principal Learning candidate's place in higher education is dependent on the outcome.
EAR Service 3 - Post-results review of moderation This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. This service is not available to individual candidates. If the centre's controlled assessment or coursework marks have been accepted without change by an awarding body, this service will not be available.
ATS - priority copy of script (June only) This service is to request a copy of a GCE or Level 3 Principal Learning script to help decide if an EAR service 1 or 2 should be applied for; this service is not available if an EAR priority service 2 is applied for.
ATS – original script (to support T&L) This service is to request the original script to be returned. This service is available to individual candidates or centre staff (subject to candidate permission).

ENGQUIRIES ABOUT RESULTS AND APPEALS – Candidate consent form

HAMMERSMITH ACADEMY - 10382	
Name:	**Candidate No.:**
Email:	**Phone No.**

Information for candidates

The following information explains what may happen following an enquiry about a results and any subsequent appeal.

If your examination centre makes an enquiry about the result of one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is confirmed as correct and there is no possible change to your grade.
- Your original marks is raised so your final grade may be higher than the original grade you received.
- Your original marks is lowered so your final grade may be lower than the original grade you received.

Please note: YOU HAVE TO ACCEPT THE MARK THAT IS GIVEN AFTER THE RESULT HAS BEEN QUERIED

In order to proceed with the enquiry or appeal, you **MUST** sign the form below. This provides your consent to the enquiry or appeal being made.

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

Signed: …….. Date: ……..

	Subject	Component / Unit code	Cost £	Exam use
1				
2				
3				
4				
5				
TOTAL £				

ACCESS TO SCRIPTS – Candidate consent form for access to and use of examination scripts

HAMMERSMITH ACADEMY - 10382	
Name:	**Candidate No.:**
Email:	**Phone No.:**

	Subject	Component / Unit code	Cost £	Exam use
1				
2				
3				
4				
5				
TOTAL £				

☐ I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

☐ **If any of my scripts are used in the classroom I do not wish anyone to know they are 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.**

Signed: ……. Date: …….