

Procedures for Dealing with Candidates' Requests for Access to Scripts, Clerical Re- checks, Reviews of Marking, Moderation and Appeals to The Awarding Bodies Policy

Approved by		Date
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Procedures for dealing with candidates' requests for access to scripts, clerical rechecks, reviews of marking, moderation and appeals to the awarding bodies.

Centre Name	St Mary Redcliffe & Temple School
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Current process approved by	Governors
Current process reviewed by	Emma Cottell Assistant Headteacher
Date of next review	01/11/2026

Key staff involved in the policy.

Role	Name
Head of Centre	Del Planter
Senior leader(s)	Emma Cottell Assistant Headteacher
Exams officer	Lynne Bullock
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that St Mary Redcliffe & Temple 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 publications **General Regulations for Approved Centres** and **Post-Results Services**.

1. Introduction

Following the issue of results, awarding bodies make post-results services available. The JCQ post-results services currently available are detailed below.

1.1 Post-Results Services:

Access to Scripts (ATS)

- Copies of scripts to support reviews of marking. £5 admin fee per paper unless within 3 marks of grade above.
- 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 objective tests (multiple choice tests).
- Service 2 (Review of marking).
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications).

- Service 3 (Review of moderation) - This service is not available to an individual candidate.

1.2 Appeals:

- The appeals process is available after receiving the outcome of a review of results.

2. Purpose of the procedures

The purpose of these procedures is to confirm how St Mary Redcliffe & Temple 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).

3. 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 St Mary Redcliffe & Temple 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/accessible 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).
- 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 Officer.

3.1 Dealing with requests.

- All post-results service requests from internal candidates must be made through the centre (GR 5.13). At St Mary Redcliffe & Temple School the process to request a service is by completing a post-results request form, which is available on the Exams area of the school website and sent out prior to results days.

3.2 Candidate consent

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

St Mary Redcliffe & Temple 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 or an access to scripts service 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 6.2).

4. Submitting requests

St Mary Redcliffe & Temple 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 publication **Post-results services** (GR 5.13).
- Submit requests for appeals in accordance with the JCQ publication **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).

5. Dealing with outcomes

St Mary Redcliffe & Temple 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 an email from the Exams Team outlining an outcome and any pertinent next steps.

6. Managing disputes

At St Mary Redcliffe & Temple School any dispute/disagreement will be managed in accordance with the SMRT internal appeals procedure.

7. Changes 2025/6

No changes applicable.