

Access to Scripts, Reviews of Results and Appeals Procedures

Hele's School

Access to Scripts, Reviews of Results and Appeals Procedures

Centre name	Hele's School
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Current procedures approved by	Emma Clapham - SLT
Current procedures reviewed by	Kristina Packer - Exams Officer
Date of review	11/10/2025
Date of next review	25/10/2026

Key staff involved in the procedures

Role	Name
Head of centre	Ms Emma Clapham
Senior leader(s)	Ms Emma Clapham
Exams officer	Kristina Packer
Other staff (if applicable)	Mr Craig Maw - Deputy Exams Officer

These procedures are reviewed and updated annually to ensure that Hele's 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)

Centres may request copies of scripts to support:

- reviews of marking; and/or
- teaching and learning

Requests must be submitted online via the awarding bodies' extranet sites.

Information on deadlines for Access to Scripts is found on awarding bodies' websites.

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 AS, A-level and GCSE specifications. It is also available for Level 1, 2 and 3 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. It is also available for Level 3 Vocational and Technical qualifications. For NCFE this service only applies to T-levels.
- Service 3 (Review of moderation): A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample

Requests must be submitted online via the awarding bodies' extranet sites.

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 Hele's 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:

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.

Candidates are made aware/informed by Candidates are informed by various assemblies held by the SLT link to exams which shares information about exam regulations, including post results services.

Parents are emailed a copy at the start of year 11.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the SLT link to exams in a letter which is enclosed with students' results. on results day.

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 Hele's 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:

- Candidates are informed by various assemblies held by the SLT link to exams which shares information about exam regulations, including post results services.
Parents are emailed a copy at the start of year 11.
Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the SLT link to exams in a letter which is enclosed with students' results. on results day.

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

This information is made available to candidates and centre staff on results day/following the issue of results.

Dealing with requests

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

At Hele's School the process to request a service is:

- Collect written consent/permission from the candidate to access the script.
On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error is identified
Collect written consent from the candidate to request the Review of Results service before the request is submitted
If the school wishes to request a review, the school will pay for the service. If the school supports the application, but it is made but the student and their parent/carer, they will be expected to pay for the service.

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)

Hele's 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:

Not applicable

Submitting requests

Hele's 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:

Not applicable

Dealing with outcomes

Hele's 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:

- being emailed a copy of the awarding bodies outcome letter.

Additional centre-specific actions:

The HOD of the department will also be notified of the outcome so they are able to support the student if required.

Managing disputes

At Hele's School any dispute/disagreement will be managed

For a review of marking (Review of Results priority service 2), advise the candidate a review may be requested

by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre

For a review of marking (Review of Results service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required fee) for the centre to access the script from the awarding body

After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for the centre to request the service from the awarding body

Inform the candidate that a review of moderation (Review of Results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

Additional centre-specific actions:

Not Applicable

Changes 2025/2026

(Updated) Under heading **Introduction** wording updated in relation to the JCQ post-results services currently available.

(Reformatted) Under heading **The arrangements for post-results services** insert fields reformatted and require updating on reviewing and updating this procedure.

Centre-specific changes

No centre-specific changes required