

# Access to Scripts, Reviews of Results and Appeals Procedures



This policy is reviewed annually to ensure compliance with current regulations

Centre name	WELLBROOK SCHOOL
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Current policy approved by	Claire Howells
Current policy reviewed by	Persha Ward
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## Key staff involved in the policy

Role	Name(s)
Head of Centre	Claire Howells
Exams officer	Persha Ward
Senior leader(s)	Suzie Hughes

### 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:

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Requests must be submitted online via the awarding bodies' extranet sites. Information on deadlines for Access to Scripts is found in 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 and will include the following checks:

- That all parts of the scripts have been marked;
- The totaling of marks;
- The recording of marks.

The outcome of the clerical re-check will be reported along with a statement of the total marks awarded for each unit, component included in the enquiry.

#### Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the mark scheme has been applied correctly. A marking error can occur because:

- An administrative error
- A failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- An unreasonable exercise of academic judgement

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently.

**Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking.**

The service is available for externally assessed components of both unitised and linear GCE and GCSE specifications.

- The deadline for awarding bodies to complete requests is within 20 calendar days of receiving the request.

The service will include:

- The clerical re-checks detailed in Service 1
- A review of marking as described above.

**Please note:** there is no grade protection with reviews of results. During the review of process, grades can go up, down or they can stay the same. Students will be asked to sign to confirm they understand this.

### **Priority Service 2 (Review of Marking)**

This is a priority review of the original marking to ensure that the mark scheme has been applied correctly. This service is available for GCE A Level results only and we respectfully request that students only use the priority service if they are pending a decision for their firm choice of university.

A marking error can occur because of:

- An administrative error
- A failure to apply the mark scheme where a task has only 'right' or 'wrong' answer;
- An unreasonable exercise of academic judgement.

The awarding body will train reviewers to conduct reviews of marking accurately and consistently.

**Reviews will not re-mark the script. They will only act to correct any errors identified in the original marking.**

- The request must be received by the centre no later than the deadline agreed in order that the centre can process the request before the awarding bodies' deadline.
- The deadline for completion is within 15 calendar days of the awarding body receiving the request.

### **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 (PRS 4.3)

### **Appeals:**

The appeals process is available after receiving the outcome of a review of results. More information about this can be found in the JCQ publication 'A guide to the awarding bodies'

appeals processes. This booklet provides full details of the awarding bodies' appeals processes and the associated timescales.

- Only the head of centre can submit an appeal to the relevant awarding body.
- Appeals must be made in writing and clearly state the grounds of appeal.
- Awarding bodies may charge a fee for appeals. The fee will be refunded if the appeal is upheld.

**Please note:** Awarding bodies strongly advise candidates to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body will not inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at: <https://www.ucas.com/applying/after-you-apply/clearing-and-results-day/results-day/unexpected-grades/appealing-your-grades>

### **Purpose of the procedures**

The purpose of these procedures is to confirm how WELLBROOK 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:

- Discussions on results day/after results issued
- Subject leads also advise 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.
- All relevant information is available via request to the Exams Office.

### **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)
- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At Wellbrook 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:**

- Face to face discussion and a letter sent home.

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.

### **Dealing with requests**

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

At Wellbrook School the process to request a service is by completing a post results service form, giving consent and where required full payment.

### **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)

Wellbrook 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)

## **Submitting requests**

Wellbrook 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 (GR5.13)
- 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)

## **Dealing with outcomes**

Wellbrook 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:

- A letter home including a copy of the notification from the awarding body either in person or via Royal Mail.

## **Managing disputes**

At WELLBROOK SCHOOL any dispute/disagreement will be managed in accordance with the internal appeals procedure to manage disputes when a candidate disagrees with the centre's decision.

## **Copy of Script to Support Teaching and Learning**

On or after results day you may be asked by your subject teacher to give consent for them to use a copy of your completed exam paper (script) to help with teaching future GCSE students. If this is something you would be happy to do you will be asked to sign a consent form.

