

Access to Scripts, Reviews of Results and Appeals Procedures



This policy is reviewed annually to ensure compliance with current regulations

Centre name	WELLBROOK SCHOOL
Centre number	23271
Date policy first created	16/08/2025
Current policy approved by	Suzie Hughes
Current policy reviewed by	Persha Ward
Date of review	July 2026
Date of next review	July 2027

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.

Post-Results Service	Date/Deadline	Additional Information
Service 1 (Clerical re-checks)	All requests to be received by Wellbrook School by 14 September to ensure external deadlines can be met. All requests to be received by awarding bodies by 24 September. The deadline for completion is within 10 calendar days of the awarding body receiving the request	This service checks that all parts of the script have been marked and the accuracy of the totaling and recording of marks. Candidate consent is required and must be retained on file. 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)	All requests to be received by Wellbrook School by 14 September to ensure external deadlines can be met. All requests to be received by awarding bodies by 24 September. The deadline for completion is within 20 calendar days of the awarding body receiving the request	This service includes a clerical re-check and a review of the original marking to ensure that the mark scheme has been applied correctly. The review is not a re-mark of the script but serves to correct any possible errors identified in the original marking. The awarding body will train its reviewers to conduct reviews of marking accurately and consistently Candidate consent is required and must be retained on file. 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)	All requests to be received by awarding bodies by 20 August (no later than seven days after the publication of GCE A Level and Level 3 VTQ results) The deadline for completion is within 15 calendar days of the awarding body receiving the request.	The service is appropriate for candidates who's university or college place may be at stake. 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 applied to T levels) The review is not a re-mark of the script but serves to correct any possible errors identified in the original marking. The awarding body will train reviewers to conduct reviews of marking accurately and consistently. Candidate consent is required and must be retained on file.
Service 3 (Review of moderation)	All requests to be received by Wellbrook School by 14 September to ensure external deadlines can be met.	This service is a review of the centre's original moderation and serves to ensure that the assessment criteria have been fairly, reliably and consistently applied (A review of moderation cannot be undertaken upon the work of an

	All requests to be received by the awarding bodies by 24 September. The deadline for completion is up to 35 days after the reviewer has received the original sample of work from the centre.	individual candidate or the work of candidates not in the original sample) This review is not a re-moderation of candidates work. Candidate consent is not required.
Access to Scripts	All requests to be received by Wellbrook School by 14 September to ensure external deadlines can be met. All requests to be received by awarding bodies by 24 September. Requests must be submitted online via the awarding bodies' extranet sites. Information on deadlines for Access to Scripts is found in awarding bodies' websites. Requests for copies of scripts to support teaching and learning received after 24 September 2026 may still be accepted (dependent on the awarding body) although reviews of marking will not be available after this date regardless of when the script was accessed. (Refer to awarding bodies' websites for more information).	Candidates may request copies of scripts to support reviews of marking and/or teaching and learning. (This service is not available for certain City & Guilds, NCFE and TQUK qualifications) Prior written permission must be obtained from any candidate where the centre intends to request their script(s). This permission must only be sought after the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use. Candidate consent is required and must be retained on file. Candidates' scripts used for teaching and learning purposes which are no longer required must be disposed of in a confidential manner.

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 are issued
- Subject leads also advise students before their exams, so that 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 (GR5.13, PRS 4.1)

Candidates are informed by a letter sent home, a face-to-face discussion and signposted to the school website. 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 (Appendix 1), giving consent and where required, full payment.

Candidate consent

Candidates must provide their written consent for clerical re-checks, reviews of marking, and 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, or 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 result which was originally awarded.
- Only collect candidate consent after the publication of results
- Retain consent forms or emails 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 emails from candidates to request the use of scripts for at least 6 months (Appendix B JCQ PRS)

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 (GR 5.13).
- Submit requests for appeals in accordance with the JCQ document 'A guide to awarding bodies' appeals processes' (G 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 form 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.

Appendix 1

Post-Results Services: Request, Consent and Payment Form – Summer 2026 Series

To request a Review of Results (RoR) service and/or an Access to Scripts (ATS) service, complete the required information; sign and date the form to confirm the required and relevant consent.

Deadline(s) for return of request(s):

- For **Priority Service 2**: Review of marking by 20 August 2026
- For copy of script to support **review of marking** by 24 September 2026 (external deadline)
- Internal deadline 14 September
- For any other service by 24 September 2026 (external deadline)
- Internal deadline 14 September

Candidate number		Candidate name and email			
Awarding Body	Qualification level and Subject title		Paper code	Service required	Fee
					£
					£

Clerical re-checks, reviews of marking and appeals

Candidate consent

By signing here, I give my consent to the head of my school to submit a clerical re-check or a review of marking for the examination(s) listed above. In giving consent, I understand that the final subject grade and/or mark awarded to me 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 for this subject.

Signature: Date:

Access to Scripts

Candidate consent

By signing here, 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

Signature: Date:

Consent statements above and details of the RoR services below taken from JCQ's Post-Results Services document (Appendices A, B; Section 4)

Summary of the services available

Post-results service	Details of the service
RoR Service 1 : Clerical re-check	This service will include the following checks: that all parts of the script have been marked; the totaling of marks; the recording of marks. (For multiple choice tests, only Service 1 re-checks can be requested)
RoR 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... Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking. This service will include: the clerical re-checks detailed in Service 1; a review of marking as described above.
Service 2 with post-review of marking copy of script	
RoR Priority Service 2 : Review of marking	This is the same service as Service 2, but the original marking is reviewed as a priority, therefore a request for this service must be submitted to the earlier deadline. (This service is only available for externally assessed components of GCE A level specifications and Level 3 Vocational Technical Qualifications.

Priority Service 2 with post-review of marking copy of script	For NCFE this service only applies to T levels.)
RoR Service 3 : Review of moderation	This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work. (This service is not available on the work of an individual candidate or the work of candidates not in the original sample)
ATS: Copy of script to support review of marking	This is a priority service to ensure copies of marked scripts are provided in sufficient time to allow decisions to be made whether a review of marking or clerical re-check should be requested.
ATS: Copy of script to support teaching and learning	This is a non-priority service to request copies of marked scripts to support teaching and learning.

For Exams Office Use ONLY

Total fee(s) received	£	Service(s) applied for	Date	Outcome(s) received	Date(s)	Candidate notified	Date(s)	Outcome(s) complete	Date(s)
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Appendix 2

Post-Results Services: Deadlines, Fees and Charges – Summer 2026 Series (including Functional Skills)

The post-results services available are:

- **Reviews of Results (RoRs):** Clerical re-check; review of marking; review of moderation; Appeals (only available after receiving the outcome of a review of results)
- **Access to scripts (ATS):** Access to marked examination scripts

Post-results Service	AQA Fees & Charges - https://www.aqa.org.uk/exams-administration/entries/entry-fees Deadlines Last date for Wellbrook School to receive requests – 14 September Last date for awarding bodies to receive requests – 24 September
RoR Service 1 Clerical re-check	As above
RoR Service 2 Review of marking	As above
RoR Service 3 Review of moderation ¹	As above
Appeals (Stage 1) - Preliminary Appeal (Stage 2) Appeal Hearing	Within 30 calendar days (of the awarding body issuing the outcome of the review of results) Within 14 calendar days (of receipt of the preliminary appeal outcome letter)
ATS Copy of script to support review of marking	As above
ATS Copy of script to support teaching and learning	As above
ATS Post-review of marking copy of script ²	As above
Post-results Service	NCFE (Functional Skills) Fees & Charges - https://www.ncfe.org.uk/media/wmbd1hcb/fees-list-24-25.pdf Deadlines & Additional Information
Feedback Requests	In addition to free automated feedback for maths, English and Digital Functional Skills external assessments, NCFE offer further feedback, should a learner require an indication of which area to improve in preparation for a re-sit. The feedback options provide a comprehensive breakdown of a learner's assessment

¹ This service is not available to individual candidates

² Where a copy of a post-review of marking script is required, this should normally be applied for at the same time as the review of marking request to meet the relevant RoR service deadline (unless otherwise stated by the awarding body)

	and are complied by a subject specialist. Copies of assessment tasks cannot be given and completed scripts cannot be returned. Learner scores and grades may increase, decrease or remain the same. Requests must be made via the NCFE portal within 3 months of the assessment date.
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