



RIDGEWOOD
HIGH SCHOOL

Post Results Services Procedure

2023 - 2024

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Introduction & aims

Following the issue of results, awarding bodies make post results services available. Full details of these services, including internal deadlines for requesting a services, any fees payable and post results services application forms, are issued to candidates with their results on Results Day.

Candidates are also made aware of the arrangements for post results services and the availability of senior members of staff before they sit any exams via a candidate information handbook, which is issued to candidates prior to their exams, and by information available on the school website.

This procedure confirms Ridgewood High School's compliance with JCQ's General Regulations for Approved Centres 2023-2024 (section 5.13) that the centre will:

- *have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services prior to the issue of results*

Please see the table below for details of awarding body post results services available:

Service 1	Clerical re-check	A clerical re-check of a paper ensures: <ul style="list-style-type: none"> • All parts of the exam paper were marked • All of the marks were counted and added correctly • The result matches the marks on the paper
Service 2	Review of marking	The exam paper is checked to ensure the agreed marks scheme has been applied correctly; this service also includes the clerical checks applied in Service 1.
Service 3	Review of moderation	This is a review of the original moderation to ensure the assesment criteria has been fairly, reliably and consistently applied. This service is NOT available for individual candidates. Requests must be made by unit/component for all candidates who have submitted centre-assessed work
ATS 1	Access to scripts to support reviews of marking	A copy of the marked script is provided to help decide if a review of marking is required. For some subjects a priority access to scripts service is available – details are available on the awarding bodies' websites re this service where available
ATS 2	Access to scripts to support teaching and learning	The original marked paper is returned (only available if a clerical re-check, review of marking is not requested)

For written components that contributed to a candidate's final result, Ridgewood High School will:

1. Where a place at college is at risk, consider supporting a request for a Priority Service 2 review of marking (where this service is provided by the awarding body - not applicable to all qualifications)
2. In all other instances, consider accessing the script by:
 - a) where the service is made available by the awarding body, requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, or
 - b) where the option is made available by the awarding body, viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed **written consent/permission** from the candidate to access his/her script
4. 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
5. Support a request for the appropriate post-results service (clerical re-check or review of marking) if any error is identified
6. Collect informed **written consent from the candidate** to request the Review of Results service **before the request is submitted**
7. Where relevant, advise an affected candidate to inform any third party (such as college or post 16 education provider) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a post results service is submitted to the awarding body.

Consent is required 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.** Parents/carers cannot authorise a review of results – written consent must be given by the candidate.

Candidate consent must only be collected **after the publication of results.**

For any moderated components that contributed to the final result, Ridgewood High School will:

- Confirm that a review of moderation *cannot be undertaken on the work of an individual candidate* or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the school's internally assessed marks have been accepted without change by the awarding body – if this is the case, a post results service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of **all candidates in the original sample**

Where the school does not uphold a candidate's request for a review of results, the candidate may pay the appropriate post results service fee to the school (by the stated deadline), and a review of results request will be submitted to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to **appeal against the school's decision not to support a review of results**, an internal appeal can be submitted to the school – please see the Ridgewood High School Internal Appeals Procedures document for further information.

Post results services application process

If a student has concerns or queries regarding their results they should in the first instance contact the Examinations Officer or the Deputy Headteacher to discuss their concerns, ideally on results day but if this is not possible then during the first week of the new school term in September.

Following discussion with the above, if a student wishes to apply for one of the post results services available, an application must be made in writing by completion of a Review of Results application form (Appendix 1), which must be returned to the Examinations Officer by the stated deadline.

Where required, payment of any service fees due **must** be made at the time of application (if a candidate's *overall grade* goes up following a review any fees paid will be refunded). The Exams Officer will confirm whether any payment is necessary, and advise on the required method of payment.

A copy of the post results services application form will be issued to all students with their results on Results Day. The Examinations Officer will inform the candidate of the outcome of any review of results in writing (by email/post), within 10 working days of receiving notification from the awarding body.

A log of all applications made and awarding body outcomes will be kept by the Examinations Officer.

Appeals

If the candidate (or their parent/carer) believes there are grounds to **appeal against the school's decision not to support a review of results**, an internal appeal can be submitted to the school – please see the Ridgewood High School Internal Appeals Procedures document for further information.

Following the review of results outcome, an **external appeals process** is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal to the awarding body. Details of this will be forwarded to the candidate along with the outcome of their appeal if required.

Where the head of centre is satisfied after receiving the review of results outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a **further internal appeal may be made to the head of centre**. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

Further details regarding this internal appeals process are available in the Ridgewood High School Internal Appeals Procedures document, a copy of which may be obtained from the Examinations Officer upon request.

Appendix 1

Review of Results Application Form

Name:	Exam number:
Contact number:	Email:

Please use one line per exam paper, not per subject.

Awarding Body	Subject	Exam paper title (& code if known)	Service No.	Fee (per paper)
				£
				£
				£
				£
				£
				£
			Total cost	£

For Exams Office use only:

Payment received £
Service applied for date:
Outcome received date:

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

I confirm that where I am applying for a review of marking, this has been discussed with (enter teacher's name) prior to the request being made.

Candidate Signature:

Date: