

Procedures for how the centre will deal with candidates' requests for access to scripts, reviews of results and appeals to the awarding bodies

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams office with the candidates' provisional statements of results and, thereafter, from the exams office.

Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by means of the 'Pupil Information Booklet'.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Reviews of results (RoRs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Access to scripts (ATS) offers a priority service in some but not all cases – this is dependent on the awarding body and the qualification concerned.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. If a teacher wishes to request a copy of a script to support teaching and learning candidate consent is also required. Candidate consent can only be collected **after** the publication of results.

1. If a concern is raised about a particular examination result, teaching staff will decide whether the school will request an review of results.
2. Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the centre, and a request will be made to the awarding body on the candidate's behalf as long as the payment and request is received by the Exams Office before the internal deadline (which is published to the candidates on results day).
3. If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal

appeal can be submitted to the centre by completing and submitting to the Exams Office the internal appeals policy will apply

4. If a candidate wishes to request a copy of a script to support their learning a request will be made on their behalf as long as the payment and request is received by the Exams Office before the internal deadline (which is published to the candidates on results day). The priority access to scripts service should always be requested if a candidate's university or college place is at risk and this is explained in the information given to candidates on results day.
5. If a candidate requests a review of results a copy of the script can be requested at the same time. It may not be possible to request the script copy after this point.