

**Access to Scripts, Reviews of
Results and Appeals
Procedures 2024/25**

Sacred Heart High School

Access to Scripts, Reviews of Results and Appeals Procedures 2024/25

Centre Name	Sacred Heart High School
Centre Number	39257
Current policy approved by	Mr M Cousins
Current policy reviewed by	Mr M Cousins
Date of next review	November 2025

Key staff involved in the policy

Role	Name
Head of Centre	Mrs S Howell
Senior leader(s)	Mr M Cousins, MRs H Tivnen
Exams officer	Mr G Pyle
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that Sacred Heart High 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 publications **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):

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

Reviews of Results (RoRs):

- Service 1 (Clerical re-check) - This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) - This service is not available to an individual candidate

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 Sacred Heart High 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 informed of Post Results services prior to results day(s), information is placed on school website along with exam board fees. No request is completed without the necessary JCQ form(s) completed

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 Sacred Heart High 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/accessible 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 Details are posted on notice board and school website along with conversations with relevant staff

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 Prior to Results day(s).

Dealing with requests

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

At Sacred Heart High School the process to request a service is Discuss with relevant teacher / HOD who will take candidate through the options pointing out the potential benefits as well as pitfalls.

Costs will be borne by requestee and paid in advance of request being processed.

Candidate consent

- Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Sacred Heart High 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 an access to scripts service 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 6.2)

Submitting requests

Sacred Heart High 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 publication **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ publication **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

Sacred Heart High 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 Which ever teacher / HOD etc discussed and agreed with the candidate will inform the candidate of the outcome after being advised by Exams Officer

Additional centre-specific actions:

Managing disputes

At Sacred Heart High School any dispute/disagreement will be managed Sacred Heart will follow current JCQ guidelines on disputes and appeals.