Beech Lodge School

PROCEDURE FOR DEALING WITH ACCESS TO SCRIPTS, ENQUIRIES ABOUT RESULTS AND APPEALS

2019/20

This document is reviewed annually to ensure compliance with current regulations.

Approved/reviewed by	Lucy Barnes
Date of next review	September 2020

Key staff involved in the procedure

Role	Names
Proprietor	**Daniela Shanly**
Head of Centre	**Lucy Barnes**
SENCo	**Lucy Barnes**
SLT members	**Daniela Shanly, Lucy Barnes, Jack Rider, Karen McIlfatrick, Dan Gillespie**
Teaching staff	**All staff**
Access arrangement facilitator/Exams Officer	**Jack Rider/Sarah Johnstone**

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Purpose of the procedure

Beech Lodge School is committed to ensuring that all candidates have equal access to the range of post-results services offered by the awarding bodies. This document is produced in accordance with JCQ Post-Results Services and outlines procedures for dealing with candidates Enquiries about Results, Appeals and Access to Scripts.

- The centre will ensure that the relevant information is available to all candidates (before they sit their exams) so that they are aware of what to do and who to see in the event of a query about their results. A copy of this procedure appears on the school website. A hard copy is held by the exams officer and a further copy is located in the admin office.
- Senior members of centre staff will be accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of enquiries. Candidates will be informed of the periods during which centre staff will be available so that they may plan accordingly.

Services provided

There are currently two main services provided - Enquiries about results (EARs) and Access to scripts (ATS). These services are normally available at individual unit/component level of a qualification.

- EAR services offer clerical re-checks, reviews of marking and reviews of moderation. An appeals process is offered where a centre is dissatisfied with the outcome of an EAR and can provide appropriate grounds for appeal.
- ATS services provide access to marked exam scripts.

Fees for post-results services (Access to Scripts and Enquiries about Results) are set independently by each individual awarding body. Awarding bodies will publish their own arrangements relating to fees charged for Access to Scripts and EAR services.

For clerical checks and reviews of marking, the EAR fee will not be charged if subject grades are amended. For reviews of moderation, the EAR fee will not be charged if centre marks are reinstated. In such cases, the Exams Officer will arrange for the appropriate fee to be refunded and the centre will inform the candidate as soon as possible about the outcome of the enquiry.

Where copies of scripts are requested as part of the Access to Scripts service, awarding bodies will normally invoice centres after the copies have been supplied.

Enquiries about Results (EAR)

- To enable awarding bodies to provide an efficient service, it is essential that applications are submitted by the published deadline set by the awarding body. Centres must submit applications on-line via the awarding bodies' extranet sites. Requests/applications received after a deadline will not normally be accepted by the awarding body.
- Candidates must be made aware that the outcome of an enquiry is final and that that grades can go up, stay the same or go down. If the result is a downgrade, the previous higher grade cannot be reinstated.
- Written consent from the candidate must be obtained prior to any enquiries about results being made. (Written consent from the candidate is also acceptable by e-mail.) An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained.
- Consent forms or e-mails from candidates will be retained by the centre and kept for at least six months following the outcome of the enquiry about results or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.
- Awarding bodies will only accept applications for reviews of marking from centres and not from candidates or their parents. Therefore all requests for enquiries about results, should be made through the Exams Officer and must be received by the relevant awarding body no later than 21 days after the publication of GCSE results, to allow time for processing the request.

- If after discussing their results with senior centre staff, the candidate wishes to proceed with an enquiry about results, they must sign the consent form and pay the appropriate fee by the given deadline before the school will action the request.
- The Head of Subject or member of SLT may recommend to the candidate that they request an enquiry about results and in this instance, the centre will fund the enquiry on the candidate's behalf. In addition to the candidate's consent, the form must also be signed by the Head of Subject or member of SLT before being submitted to the Exams Officer.
- All applications will be acknowledged within 7 working days. The outcome of each enquiry will be confirmed by the respective awarding body.
- If candidate malpractice is discovered during a mark review or a moderation review, the script/controlled assessment/coursework will be processed in accordance with the JCQ document Suspected Malpractice in Examinations and Assessments – Policies and Procedures. Candidates may lose some or all of their marks, consequently affecting grades awarded.

Appeals

In the event that Beech Lodge School and the candidate or their parent/carer disagree about actioning a post-results service request and all reasonable measures have failed to resolve the dispute, an appeal must be made in writing to the Headteacher. Beech Lodge School has a separate procedure for dealing with internal appeals and this is available on the school website.

The appeals process is available to centres who remain dissatisfied after receiving the outcome of an enquiry about results. Centres should refer to the JCQ publication A guide to the awarding bodies' appeals processes which is available on the JCQ website http://www.jcq.org.uk/exams-office/appeals . The fore-mentioned booklet provides full details of the awarding bodies' appeals processes and the associated timescales.

- The grounds for appeal must relate to the awarding body's procedure or the application of these post-result service procedures and do not generally involve further reviews of marking candidate's work.
- Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre.
- Where an original hard copy script has been returned to a centre or private candidate as part of an enquiry about results, its security is compromised and it cannot be subject to an appeal.
- Appeals must be submitted to the relevant awarding body within 14 calendar days of the notification of the outcome of the enquiry.
- Appeals must be made in writing and clearly state the grounds for appeal.
- Only the head of centre can submit an appeal to the relevant awarding body. Awarding bodies can only enter into discussions over appeals with centres.
- Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.
- An appeal against a moderation decision cannot be made on behalf of an individual.

Access to Scripts

- A 'script' refers to the written work of a candidate which has resulted from an externally assessed component. Arrangements for Access to Scripts do not apply to internally assessed components, orals or audio/video tapes.
- Centres may request:
    - copies of scripts to support reviews of marking
    - copies of scripts to support teaching and learning.
- Centres must submit requests on-line via the awarding bodies' extranet sites.
- Requests must be submitted to awarding bodies no later than seven days after the publication of GCSE results.

- Centres will receive the copies no later than 7 September every year – two weeks before the deadline for reviews of marking. Requests received after the deadline will not be accepted.
- Copies of scripts to support teaching and learning Centres must submit applications on-line via the awarding bodies' extranet sites. Requests must be submitted to awarding bodies no later than one week after the closing date for reviews of marking. Requests received after the deadline will not be accepted.
- Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, prior written (or emailed) permission will be obtained from the candidates concerned. This permission will be sought only after the candidates have received their results for the examination series concerned.
- Candidates who grant their permission have the right to anonymity of the scripts before use. Teachers using scripts for teaching and learning purposes must ensure that anything that can identify the candidate is removed before use.
- A candidate has the right to instruct Beech Lodge School not to request their scripts.
- Scripts must only be seen by teachers who are members of staff at Beech Lodge School or returned directly to candidates. Staff will ensure that the scripts are stored securely.
- The original scripts that are or have been subject of any malpractice investigation can be withheld by an awarding body. In these circumstances, a photocopy of the scripts may be requested.
- Once an awarding body has returned an original script to a centre, it's security is compromised, and it can no longer be subject to an enquiry about results.
- Centre staff and candidates must be made aware that scripts must not be written on or otherwise tampered with ahead of the earliest date for disposal. Where teachers have used scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner. Disposal must not take place earlier than 20th November 2017 in case the awarding body requests the return of some scripts, e.g. for research purposes.
- Candidates who have tampered with scripts, which may need to be retrieved for return to the awarding body earlier than this date, are liable to be penalised in accordance with the established JCQ policies and procedures relating to candidate malpractice.

Disposal of Scripts

- Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner.
- Centres should note that awarding bodies will destroy all scripts remaining after those required for access to scripts, reviews of marking, appeals and research purposes have been extracted. Scripts will be disposed of in a confidential manner.