

# The City of Leicester College



## Access to Scripts, Reviews of Results and Appeals Procedure

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# **Access to Scripts, Reviews of Results and Appeals Procedure**

## **Purpose of the procedure**

The purpose of these procedures is to confirm how The City of Leicester College 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 Students are issued a candidate exam handbook in the spring term which signposts them to the school website. Student are also issued with a letter with relevant information prior to results day.

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

## **The arrangements for post-results services**

- Candidates must be made aware of the arrangements for post-results services before they sit any examinations (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 The City of Leicester College:

- Candidates are informed of the arrangements for post-results services and the availability of senior members of center staff immediately after the publication of results, before they sit any examinations (GR 5.13)

Candidates are informed by Students are issued a candidate exam handbook in the spring term which signposts them to the school website. Student are also issued with a letter with relevant information prior to results day.

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 manager on results day alongside the issuing of results.

## **Dealing with requests**

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

At The City of Leicester College, the process to request a service is by completing a post-results service request form, which is where they consent to the review and any financial charge.

## ***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)

The City of Leicester College will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical recheck, 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***

The City of Leicester College 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***

The City of Leicester College will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates (GR 5.13)
- Candidates will be notified by students are emailed a copy of the outcome notification from the awarding body.

## ***Managing disputes***

At The City of Leicester College any dispute/disagreement will be managed in accordance with the internal appeals procedure to manage disputes when a candidate disagrees with a center decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal. (GR 5.13).