

Procedures for post results services within the centre	Dated: October 2022
SMT Member Responsible: Alison Simpson	
Prepared by: Jen Payne, Examinations Manager	

Introduction

This document records the processes at Sheldon with regard to the above, but should also be read in conjunction with the following:

- JCQ issues a guide to post results services which is located here: <https://www.jcq.org.uk/exams-office/post-results-services/>
- Sheldon's Examinations Internals Appeals Procedure
- Exam boards issue information for students with regard to post-results services. However, current students should note that exam boards will only accept requests from schools, so students should contact the school for assistance:
 - <https://www.aqa.org.uk/student-and-parent-support/results-day/if-you-are-unhappy-with-your-results>
 - <https://qualifications.pearson.com/en/support/support-topics/results-certification/post-results-services.html>
 - <https://www.ocr.org.uk/administration/post-results/>
 - <https://www.eduqas.co.uk/home/student-support/unhappy-with-your-results/>

Information

Details of post results services and where to find them will be shared with students prior to the issue of their results. This information will be included with their exam timetables and/or statement of entry. Signposting to all relevant information will also be provided on students' statements of results for ease of access.

All information will be provided on the school's public website and located within the exam section here:

<https://www.sheldonschool.co.uk/home/information/exam-information/>

All forms, fees and deadlines will be included on this section of the website.

The preferred method of communications will be via email, although hardcopy forms will be available from the exams office too.

Assistance and administration

If students have queries regarding their results during term-time, the first point of contact is normally their subject teacher, who can give subject-specific advice.

For the results period in August, students should direct their queries in the first instance to the exams office via ExamPostResults@sheldonschool.co.uk

SMT and teaching staff will be available in person on results days for face-to-face meetings.

As per JCQ regulations, centre staff will be available to support students during this period, and the exams office will enable queries are dealt with in a timely manner and queries are directed to the appropriate member of staff.

Consent

Informed written student consent is required prior to the submission of any request to the exam board. Speculative consent cannot be provided before exam results are available. A student email will suffice as consent.

Fees and payment

In most cases payment from the student/family is required prior to the submission of requests to the board. This is normally made via ParentPay and the payment item is listed as "Exam Fees and Post Results".

On occasion post results fees are covered by the centre. This is at the discretion of the Exams Manager and would only be offered if there was a compelling case put forward by Faculty staff. If there is no consensus, SMT will decide.

General information about post-results services as a whole

Post-results services are made available by awarding bodies when exam results are published. This guide provides a brief overview to support understanding of these services.

Understanding Post-Results Services

The primary source of information and guidance on the common arrangements for post-results services (for GCSE and GCE qualifications) which must be fully understood and followed is provided for in the current JCQ **Post-Results Services**¹ (PRS) publication and in post-results services administrative guidance provided by awarding bodies (for these and other qualifications).

There are currently two main services available – **Reviews of Results (RoRs)** and **Access to Scripts (ATS)**. These services are normally available at individual unit/component level of a qualification.

- Review of Results services offer a clerical re-check, review of marking and review of moderation
- An appeals process is available to centres and private candidates after receiving the outcome of a review of results
- Access to Scripts service provides access to marked examination scripts

Fully research information provided by JCQ and awarding bodies to understand what is involved in each of the services.

Missing and incomplete results³ services (MIRs) are also provided to investigate any results reported as X (no result), # (partial absence), Q (pending).

Late certification service is also available (applicable to centres following unitised GCSE, GCE AS and Alevel specifications in Wales and Northern Ireland).

Key Dates

Determine relevant dates and deadlines relating to post-results services for the qualification(s) in question (and associated exam series).

Consult JCQ and awarding body key dates information (for the November exam series and any other series outside of the summer exam series) to identify the dates/deadlines associated with post-results services.

As example, for the November 2022 exam series, JCQ **key dates** information includes:

26/01/2023	GCSE	Final date for requesting copies of scripts to support reviews of marking – Access to Scripts Service
16/02/2023	GCSE	Final date for clerical checks, reviews of marking, reviews of moderation or other results enquiries (eg. Missing and Incomplete Results)
16/02/2023	GCSE	Final date for requesting copies of scripts to support teaching and learning – Access to Scripts Service

Fees

Collate information from awarding bodies on their deadlines, fees and charges. There are no common arrangements for fees - these are set individually by each awarding body.

Identify your centre's policy regarding fees. Determine scenarios where the centre may cover the fee and the situations where the candidate will be expected to pay. Establish if the individual awarding body fee will be charged to the candidate or if an average/composite fee will be levied by the centre for each service (irrespective of the awarding body).

Briefing Candidates

Ensure prior to the issue of results that all candidates are made aware:

- of the arrangements for post-results services
- that 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

Candidate consent

Written candidate consent (also acceptable by email) for clerical re-checks and reviews of marking must be obtained as marks and grades may be lowered through these services.

Consent/permission must also be obtained where the centre intends to request a candidate's script. Consent/permission from candidates to request these services must only be obtained after candidates have received their results.

Evidence of candidate consent must be retained for the required period.

Submitting requests to the awarding body

Requests/applications for RoRs and ATS must be submitted online via the individual awarding body secure extranet site by the relevant deadline. Ensure you have logins (username and password) to access these secure systems.

Follow any instructions provided by the awarding body on how to request post-results services.

Submitted requests for RoRs will be acknowledged. If acknowledgement is not received within the specified timeframe, the awarding body should be contacted prior to the deadline for submission of requests.

Requests submitted to or received after a deadline will not normally be accepted/processed by the awarding body.

As good practice keep evidence that a request has been submitted. Evidence could be for example, any reference number allocated to the submitted application by the awarding body, a screenshot of the submitted application (saved to PDF) etc.

Regularly monitor the awarding body's online system to check the progress of a submission to the receipt of the outcome.

Prepare a simple spreadsheet or similar record to track to conclusion the submission of requests to, and outcomes from, awarding bodies.

Dealing with Outcomes

RoRs

The outcome of a review will be confirmed to the centre by the awarding body. The awarding body will provide a reason for the decision of a review of marking if the mark has changed.

Where the outcome relates to an individual candidate, the candidate should be informed as soon as possible. Providing the candidate with a direct copy of the awarding body's outcome is normally sufficient as long as and where applicable, details of the timeline for appeal is included within the outcome.

ATS

A copy of the script will be provided by the awarding body. Dependent on the awarding body this may be provided electronically or in hard copy. Where a priority copy of the script has been requested to support a review of marking, note the urgency of providing the requester with the script so that there is sufficient time for the script to be looked at and a decision made if a review of marking will be requested before the final deadline.

Changes in Grade

Any changes in grade need to be altered on SIMS, notified to the Data Manager and records maintained to ensure the new grades are reflected on Department for Education student records for the Checking Exercise.

Administering Post-Results Services

Exams Office checklist:

- Collect any requests for **RoRs** or **ATS** to your internal deadline
- Ensure appropriate candidate written consent/permission is obtained **after** candidates have received their results
- Charge fee(s) where appropriate
- Submit requests online to the awarding body by the required deadline - track to conclusion
- Ensure acknowledgement is given for the submission of requests on or before the deadline - if not contact the awarding body
- RoR** outcome: inform the candidate of the outcome of the review and the timeline for appeal if applicable
- ATS** outcome: provide the candidate/teacher with the script provided by the awarding body (note the urgency where a copy of a script has been provided to support a review of marking)
- Where a **RoR** outcome changes a result, update the centre's result records (MIS users - alternatively obtain an updated results file from the awarding body where available)
- Keep consent/permission forms/emails on file
- Ensure retention periods for signed consent forms or e-mails from candidates are understood