



PROVIDENCE ENGLISH PRIVATE SCHOOL

Centre: 74684

Access to Scripts, Review of Results and Appeals Procedure

2023 – 2024

Review Date: October 2024

Next Review Date: October 2025

These procedures are reviewed and updated annually to ensure that Providence English Private 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**.

Contents

- 1 Introduction
- 2 Purpose of the Procedure
- 3 The arrangements for post-results services
- 4 Dealing with requests
- 5 Submitting requests
- 6 Dealing with outcomes
- 7 Managing disputes

1 Introduction

Following the issue of results, awarding bodies make post-results services available. The JCQ post-results services currently available are detailed below.

1.1 Access to Scripts (ATS):

- i. Copies of scripts to support reviews of marking
- ii. Copies of scripts to support teaching and learning

1.2 Reviews of Results (RoRs):

- i. Service 1 (Clerical re-check) - This is the only service that can be requested for objective tests (multiple choice tests)
- ii. Service 2 (Review of marking)
- iii. 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)
- iv. Service 3 (Review of moderation) - This service is not available to an individual candidate

1.3 Appeals

The appeals process is available after receiving the outcome of a review of results

2 Purpose of the procedures

- 2.1 The purpose of these procedures is to confirm how Providence English 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).
- 2.2 Pupils are issued a Candidate Exam Handbook in the spring term which contains exam essential information including how to request access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies.

3 The arrangements for post-results services

- 3.1 At Providence English Private School, we adhere to the following regulations:
- i. Candidates are made aware of the arrangements for post-results services prior to the issue of results (GR 5.13)
 - ii. 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)
 - iii. Appeals process is available after receiving the outcome of a review of results (PRS 5.1)
 - iv. 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)

4 Dealing with requests

- 4.1 Providence School will:
- ii. 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
 - iii. 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
 - iv. Only collect candidate consent after the publication of results
 - v. 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)
 - vi. Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS 6.2)

5 Submitting requests

5.1 Providence School will:

- i. 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)
- ii. Submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals processes** (GR 5.13)
- iii. 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)

6 Dealing with outcomes

6.1 Providence School will:

- i. 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)
- ii. Email candidate a copy of the outcome notification from the awarding body

7 Managing disputes

- 7.1 At Providence English School, any dispute / disagreement will be managed in accordance with the internal appeals procedure to manage disputes when a candidate disagrees with a Centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal (GR 5.13)