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Company Registration Number: 10745840 (England and Wales)

Ethos Academy Trust

# Post results services - procedures and appeals 2022 -2023



Nurturing inclusive learning communities



1	<b>Summary</b>	This policy details the procedures for post results services as well as appeals.			
2	<b>Responsible person</b>	Head of Centre			
3	<b>Accountable ELT member</b>	Rebecca Smith			
4	<b>Applies to</b>	Ethos College			
5	<b>Trustees and/or individuals who have overseen development of this policy</b>	N/A			
6	<b>Headteachers/Service Heads who were consulted and have given approval (if applicable)</b>	Rebecca Smith			
8	<b>Ratifying committee(s) and date of final approval</b>	Head Teacher			
9	<b>Version Number</b>	1.1			
10	<b>Available on</b>	Every	Y/N	Trust Website	Y/N
				Academy Website	Y/N
				Staff Portal	Y/N
11	<b>Related documents (if applicable)</b>				
12	<b>Disseminated to</b>	Entire college			
13	<b>Date of implementation (when shared)</b>	November 2022			
14	<b>Date of next formal review</b>	November 2023			
15	<b>Consulted with Recognised Trade Unions</b>	N/A			

Date	Version	Action	Summary of changes
01/11/22	1.1	No Changes	

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## 1. Procedures for post results services (access to scripts and reviews of marking / moderation)

Our policy is to follow exam board procedures if a candidate's mark is close to the grade boundary and it is possible that marks may be gained.

Candidates are informed by group and teaching staff of the arrangements for post-results services before they sit any exams. Details are also included in the Candidate Exam Handbook which is issued to students with their exam timetables. This also provides information about the accessibility of senior members of centre staff immediately after the publication of results to discuss results and make decisions on the submission of review requests.

The following Reviews of Results (RoR) services are offered by the awarding bodies and can only be applied for by the centre. All costs will be borne by Ethos College.

- Service 1: clerical re-check
- Service 2: review of marking
- Service 3: review of moderation (not available to an individual candidate)
- Access to Scripts: Ethos College may also request copies of exam scripts to support reviews of marking and for teaching.

If the centre, a candidate (or his/her parent/carer/guardian) has a concern and believes a result may not be accurate, Ethos College will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. consider accessing the script by:
  - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
  - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
2. collect informed written consent/permission from the candidate to access his/her, they/them script
3. on access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
4. support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
5. collect informed written consent from the candidate to request the RoR service before the request is submitted
6. where relevant, advise an affected candidate to inform any third party (such as a college) that a review of marking has been submitted to an awarding body

Candidates must understand that a request for a 'post-results review of marking' through the external examination board may result in their marks and/or final subject grades being lower, the same or higher than the original grade. Candidates are made aware that this is outside the control of Ethos College. The mark from the reviewed paper then forms part of the final grade. Ethos College will collect informed written consent from the candidate to request the applicable RoR service(s) after the publication of results and before the request is submitted (candidate email consent is acceptable)

For any moderated components that contributed to the final result, the centre will:

1. confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
2. consult the moderator's report/feedback to identify any issues raised
3. determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
4. determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

A candidate may also request that Ethos College applies for one of these services. The candidate should first discuss this with their subject teacher and should seriously consider the advice given. Where Ethos College does not uphold a request from a candidate, he/she/they (the candidate) can adopt the appeals procedure outlined below. This process will normally only be required when all other mechanisms within the College have failed to resolve the matter. It will be the final stage in the normal process of considering and resolving disputes. It is expected that it will be used only in exceptional circumstances.

## **2. Internal appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal**

This procedure confirms Ethos College's compliance with JCQ's *General Regulations for Approved Centres 2022-2023*, section 5.13 that the centre will have available for inspection purposes and draw to the attention of candidates and their parents/carers/guardians, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal.

If the candidate (or his/her/their parent/carer/guardian) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre.

The parent, carer, guardian or candidate (appellant) must make the appeal in writing to the Head Teacher (using the internal appeals form, which the Exams Officer can supply). Appeals should normally be made within five school days of the start of the autumn term for examinations in the summer series. This deadline may be extended in exceptional circumstances but candidates should be aware that the awarding bodies have their own deadlines for the receipt of requests.

The enquiry will normally be led by the Head Teacher, supported by teachers of the student. The candidate's estimated grades, performance in school exams and subsequent results will be taken into consideration.

The appellant will be informed of the outcome of the appeal, in writing, before the awarding body's final deadline for submitting a review of results.

### 3. Reviews of Results Outcomes - Appeals

Following the RoR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal to the awarding body. The JCQ publications *Post-Results Services* and *JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)* will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her/their parent/carer/guardian) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal to the awarding body will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers/guardians are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within three working days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process.

