

# Exmouth Community College



## Access to Scripts, Enquiries about Results and Appeals Policy 2017/18

This plan is reviewed annually to ensure compliance with current regulations

<b>Policy Details</b>	<b>Date</b>
Policy ratified by	Curriculum Committee
Policy agreed by governors	27.2.18
Review Cycle	Annual
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## **Purpose of the Policy**

This policy complies with JCQ's 2017/18 General Regulations 5.14 in that the centre is required to *'have in place written procedures for how to deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies, and to ensure that details of these procedures are made widely available and accessible to all candidates'*.

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer on request. All post-results services must be made through the centre.

Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results.

### **Enquiries about Results**

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers three services:

Service 1 – clerical re-check

Service 2 – review of marking

Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent is required in all cases before an EAR service 1 or 2 is submitted to the awarding body as with these candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results

If a concern is raised about a particular examination result, the Exams Officer and Teaching Staff will investigate the feasibility of requesting an enquiry supported by the centre. The Heads of Department must approve such requests.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) 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 by completing the internal appeals form at least 10 calendar days prior to the internal deadline for submitting an EAR. The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.

An EAR request form must be completed and signed by the candidate for a request to be processed. Forms are available from the Exams Office (Green Close) and the Data and Assessment Office (Grange). Where a candidate is paying the fee to the centre, the payment must be made before the request is processed.

Candidates will be notified of the outcome in writing by e-mail or by letter. The Exams Officer will also notify the relevant staff.

## EAR Appeals

Following the EAR outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for an appeal. 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 EAR outcome, but the candidate (or his/her parent/carer) 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 will be based upon the acceptable grounds as detailed in the *JCQ Appeals Booklet*. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form** should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the EAR. 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 enquiry about results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the Exams Officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre

## Access to Script (ATS) Requests

Candidates or staff may also request access to scripts to help inform a decision about whether to proceed with a Review of Marking request or for teaching and learning purposes.

Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer on request.

Written candidate consent is required in all cases before an access to script request is submitted to the awarding body. Candidate consent can only be collected **after** the publication of results

An ATS request form must be completed and signed by the candidate for a request to be processed. Forms are available from the Exams Office (Green Close) and the Data and Assessment Office (Grange). Where a candidate is paying the fee to the centre, the payment must be made in full before the request is processed.

The script will be posted or e-mailed to the candidate/teacher once received from the Examination Board.

## Internal Appeals Procedure

Please see the separate Internal Appeals Policy for appeals against internally assessed work.

## Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

<b>Name of appellant</b>		<b>Candidate name if different to appellant</b>	
<b>Awarding body</b>		<b>Exam paper code</b>	
<b>Subject</b>		<b>Exam paper title</b>	

**Please state the grounds for your appeal below**

*(If applicable, tick below)*

- Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

*If necessary continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed*

**Appellant signature:**

**Date of signature:**

**This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure**