



Le Rocquier School  
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## **Le Rocquier School**

### **Post Results Policy and Procedure**

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**REVIEWED: October 2024**

**NEXT REVIEW DATE: October 2025**

**LEAD PERSON: Exams Officer**



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## **Post Results Services and Appeals.**

Results are available to candidates from Le Rocquier School on the published results day. On that day a number of staff will be available for candidates to discuss their results with.

If candidates have queries about their results they must discuss these with the teaching staff or Exams Officer who will be able to access a further breakdown of the marks for the individual from the exam board.

Where a candidate still has concerns then they must contact the Deputy Head Exams or Exams Officer who will be able to access a number of post results services on their behalf. There are deadlines for these requests and individual exam boards publish these on their websites. The Exams Officer or teaching staff can explain all the post result services available to the candidate and the process involved so they can make an informed decision as to which option is best to answer their concern. The Exams Officer will be available by email during the period from results day to the start of term and in school during term time.

It is important to remember that the assessment results belong to the candidate and not the centre, therefore the Exams Officer will require signed approval from the candidate before the centre can access the post results services available. The Exams Officer will provide the candidate with the appropriate form for this service. Candidates can only access the post results services through the centre, unless they are a private candidates. Private candidates should refer to the JCQ Post results Service Booklet and the awarding body's own published guidelines.

Le Rocquier School will determine which students should have a review of marking on the basis of unusual or borderline marks. Candidates will be contacted if a teacher believes that a review of marking is necessary. In this case, the school will pay the fee. If a candidate requests a review of marking but the school does not feel this is necessary, the candidate is required to provide payment.

Le Rocquier School will assess each request on its own merit and we will discuss with the candidate whether the fees related to these post results services are to be settled by Le Rocquier School or the candidate. The Deputy Head in charge of exams will make a decision on settlement of fees on an individual basis. Details of fee schedules are available from the Exams Officer or from the exam board website. Each awarding body sets the fees for post results services independently. If the enquiry about result changes the original grade then any fee charged to the candidate will be refunded.

Candidates must be aware that with any review of marking their results may go down or up. This is detailed on the consent form they sign.

## **Post Results Services Available:**

### **Clerical Checks (Service 1)**

This is a re-check of all clerical procedures leading to the issue of a result. Candidate's consent is required. An application must be made before the deadline as published by JCQ and the awarding body.



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The deadline for completion of this service is within 10 calendar days of the awarding body receiving the request.

This service will include the following checks:

- that all parts of the script have been marked
- the totalling of marks
- the recording marks;

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit or component included in the enquiry.

For multiple choice tests only, Service 1 re-checks can be requested.

### **Review of Marking (Service 2)**

This is a review of the original marking to ensure that the agreed mark scheme has been applied correctly.

A marking error can occur because of:

- an administrative error
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong answer
- an unreasonable exercise of academic judgement

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers **will not** re-mark the script. They will only act to correct any errors identified in the original marking.

The service is available for externally assessed components of both unitised and linear specifications. The Exams Officer must have the candidates consent for this service. The Exams Officer must make an online application by the published deadline and the awarding body will complete the request within 20 calendar days of receipt of request.

- This service will include: the clerical re-checks detailed in Service 1
- a review of marking as described above;

The awarding body will, where possible, ensure that the mark review is undertaken by someone other than the original examiner.

### **Review of original moderation (Service 3)**

This is a review of the original moderation to ensure that the assessment criteria has been fairly, reliably and consistently applied. It is not a re-moderation of candidates' work. The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

Please note that if your centre's internally assessed marks (coursework or non-examination assessment) have been accepted without change by an awarding body, this service **will not** be available.



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- Submit the request online
- Candidate consent is not required
- The request must be submitted to the awarding body by the published deadline
- The deadline for completion is up to 35 calendar days after the reviewer has received the original sample of work from the centre. This is due to the complexities of the process such as co-ordination between the centre and the moderator
- The review of moderation will be undertaken on the original sample of candidates' work
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.

A review of moderation **cannot** be undertaken where a mark for an internally assessed component has been transferred to a subsequent series. Centres that are in possession of the original sample of work **must** ensure it is ready for despatch. They will be provided with the details of a reviewer to whom the work should be sent. Centre assessed work **must not** be sent at the time of submitting the review of moderation.

Work submitted for a review of moderation must:

- be despatched to the reviewer within **three working days following the receipt of instructions from the awarding body**. Failure to meet this may delay the outcome of the review or result in the review being cancelled;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates.

This service **cannot** be undertaken on ephemeral material unless suitable evidence (such as the media recording of theatrical performances) can be provided. Centres should note that there may be a need for them to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity

### **Access to scripts**

A 'script' refers to the written work of a candidate, which has resulted from an externally assessed component. Arrangements for Access to Scripts do not apply to internally assessed components, orals or audio/video tapes.

Awarding bodies will provide examination centres and their candidates with access to marked scripts for GCSE, GCE AS and A-Level exams. This could be for the candidate to improve standards of a retake or for teaching purposes. Candidate's permission must be given to Le Rocquier School for this purpose.

The candidate's script is private between them and the examiner and therefore Le Rocquier School must obtain the candidate's written permission before making request. Consent can only be given after the candidate has received the results for the respective examination series. Candidates who grant permission have the right to anonymity of their scripts before use. A form for this request is available from the Exams Officer and email consent is acceptable.



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Scripts must only be seen by teachers who are members of staff at that centre, or returned directly to candidates.

An awarding body can withhold the originals of scripts that are or have been the subject of any malpractice investigation. In these circumstances, a photocopy of the scripts may be requested.

Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results.

Any scripts that Le Rocquier hold must be disposed of in a confidential manner once they have finished using them.

### **Le Rocquier's Role**

Le Rocquier School will manage the post results service requests and advise the candidate of outcome in a timely manner. The exam board will advise the centre of an estimated completion date of the request, which the candidate can obtain from the Exams Officer. The outcome letter will be forwarded to the candidate. Where a change in grade has been awarded then Le Rocquier will provide the candidate with an amended statement of results.

### **Appeals to enquiry about results decisions**

If the candidate remains dissatisfied after receiving the outcome of an enquiry about results then they should contact the Exams Officer who will refer them to the appeals process for the awarding body. Candidates must discuss the grounds for the appeal with the Exams Officer. If the candidate is dissatisfied with the advice of the Exams Officer they should contact the Deputy Head teacher in charge of exams, who will ensure that candidates or their parents/carers are afforded reasonable opportunity to express their views. Appeals must be submitted within 14 days of receipt of outcome of enquiry. Only the Head of Centre or private candidate can submit an appeal. Appeals must be made in writing clearly stating the grounds for an appeal. Awarding bodies may charge fees for the appeal, which will be refunded if the appeal is successful.

### **Le Rocquier School Procedures for EARs (Enquiry about Results)**

Refer to JCQ "Post Results Service" booklet.

- Candidates can request a review of marking of their examination scripts only for the examination session for which results have just been issued. Candidates should discuss their marks with the subject teacher and the Exams Officer to obtain a greater understanding of the marks and grades awarded. Le Rocquier will not make claims on behalf of the candidates even if they do not support the claim but in these cases will request that the candidate pay for the service. Deputy Head teacher in charge of exams must approve decisions about enquiry about results.



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- Internally assessed coursework modules are not available for re-mark for individual students – see board documentation re re-moderation of original sample of coursework, and Le Rocquier Appeals Procedure for internally assessed work.
- A Priority review of marking can be requested but this is only available in the summer and is intended for students whose review of marking may affect a University place, which does not apply to our students. The boards do not, however, guarantee to complete the review of marking in time to secure a university place.
- The student **MUST** complete the appropriate Form and sign the declaration concerning marks and grades going up or down. These are available from the Exams Officer.
- Settlement of fees will be considered on the merits of each request; decision is with the Deputy Head in charge of exams. Keep a copy of any fees collected and hand payments to the Finance Office in a timely manner who will store it securely and bank as soon as possible. Request that the finance Office issue a receipt.
- Any written acknowledgements received from exam boards should be filed with the original request form.
- When the review of marking result is received from the exam board –
  1. make two photocopies and send one to the student and the other to the Head of Department.
  2. Attach the original to the original review of marking Request Form. Record on the Form when the outcome was received and when/how it was forwarded to the student (i.e. posted home, collected etc)
  3. Once all requests listed on a review of marking Request Form have been met, place the place the Form in the completed review of marking section of the file.
  4. Advise The Data Manager and Deputy Head in charge of exams of the outcome
  5. Enter any change in UMS marks/grades or subject grades onto CMIS and issue a revised Results Letter to the student
  6. Check the Outcome Letter carefully to see if the Board are intending to charge for the service. (They will not charge if the subject grade changes and some Boards do not charge if notional module grades change). If a refund is required –
    - (a) Where Le Rocquier has accepted the charges then advise the Finance Office of the expected refund and check refund is received on the exam boards invoice.
    - b) Where the candidate settled the fees arrange with the Finance Office to issue a refund payment to the candidate.

Keep copies of all requests for the Exams Office file.



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- Monitor any trends in review of marking results and inform the Head of Department and Deputy Head teacher in charge of exams as appropriate.
- When the replacement Student Result Sheet is received from the exam board, write, “REVISED” on the top and place it with the board examination results in the results drawer.