

# MALMESBURY SCHOOL



Malmesbury School

## **Procedure to deal with candidates' enquiries about results, access to scripts and appeals to awarding bodies.**

Post-results services are offered by awarding bodies after the issue of exam results. There are currently two main services provided – Review of Results (RoR) and Access to scripts (ATS). These services are normally available at individual unit/component level of a qualification.

1. Review of Results services offer clerical re-checks, reviews of marking and reviews of moderation. An appeals process is offered where a centre is dissatisfied with the outcome of an RoR and can provide appropriate grounds for appeal.
2. ATS services provide access to marked exam scripts

RoR Service 3: review of moderation: This is the only service available for non-examination assessment and is currently not available to individual candidates.

Appeals: "The appeals process is available to centres, and private candidates, who remain dissatisfied after receiving the outcome of a review of results" [PRS 5.1]

Further information on the grounds for appeal, how to appeal and the timescales involved is provided in the JCQ Appeals Booklet - 'A guide to the awarding bodies' appeals processes'. An appeal cannot be made for an individual candidate on the outcome of an EAR Service 3. An appeal must be made in writing (or by using form JCQ/App1) to the awarding body within 30 calendar days of receiving the outcome of the enquiry about results process. This is the preliminary Appeals Process. If the head of centre remains dissatisfied with the outcome of this appeal, a written request using form JCQ/App1 (contained within the JCQ Appeals Booklet) for an Appeal hearing can be submitted to the awarding body within two calendar weeks of receiving the outcome of the preliminary Appeal.

Students should discuss any concerns with teaching staff, following receipt of results, and all applications are made using the appropriate form and payment of fees.

If scripts are required by teachers for teaching and learning purposes following results, students will be asked for their written consent.