



CRANBOURNE

Access to Scripts, Review of Results and External Appeals Procedure 2024/25

This policy is reviewed annually to ensure compliance with current regulations

Review Autumn 2025

Key staff involved in awarding and allocating word processors for exams

Role	Name(s)
Head of centre	Miss Sarah Conlon
Exams officer line manager (Senior leader)	Mr Richard Pegler
Exams officer	Mrs Jacky Head
Senior leader(s)	Mrs Klara Reddy Mr Richard Pegler Mr Alistair Targett

Results Services

Results

- Candidates will receive individual Statement of Results on results days, either in person at the centre, collected on their behalf by a third party provided they have written authorisation, by post to their home address or, in exceptional circumstances; by email to candidates' school email address
- The results slip will be in the form of a centre produced document from our MIS system
- Arrangements for the centre to be open on results days are made by the Head of Centre and details will be published on the school website
- The assignment of responsibilities to the necessary staff on results days is the responsibility of the Head of Centre
- The Exams Officer is responsible for ensuring the centre is able to receive results on the scheduled days and by the agreed method
- The Exams Officer must retain the original copy of results
- Staff will receive results data on the same day that candidates receive their results, not before and neither party will receive results data until after 8.00am. Data to the Local Authority will not be provided until after 9.30am.
- Release of information to the public and press is the responsibility of the Head of Centre together with the administration staff

Candidate consent

Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Review of Results (ROR)

- RORs may be requested by centre staff or the candidate following the release of results. A request for a review of marking or clerical check requires the written consent of the candidate, a request for a re-moderation of internally assessed work may be submitted without the consent of the group of candidates.
- The cost of RORs will be paid by the centre/candidate dependent on who makes the request
- Decisions about whether to make an application for an ROR to the exam board will be made in consultation between the candidate and Head of Department
- If a candidate's request for an ROR is not supported, the candidate may appeal and the centre will respond by following the process in its Appeals Policy document
- All processing of RORs will be the responsibility of the Exams Officer, following the JCQ guidance
- Review of Results processes have two main services:
 - o Service 1 – clerical recheck of marks
 - o Service 2 – a review of marking of a component (single paper) which includes a clerical recheck. A photocopy of the script can also be available on request for an additional fee

There are three possible outcomes of Service 1 and/or Service 2

- o Original mark is lowered, so final grade may be lower than the original grade received
- o Original mark is confirmed as correct and there is no change to original grade
- o Original mark is raised, so the final grade may be higher than the original grade received

Access to scripts (ATS)

- After the release of results, candidates may ask subject staff to request the return of written exam papers within 7 days of the receipt of results
- Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.
- An ROR cannot be applied for once an original script has been returned
- The cost of ATS requests will be paid by the centre/candidate dependent on who makes the request
- Processing of requests for ATS will be the responsibility of the Exams Officer
- Outline for access to scripts (original or photocopy)
 - o Photocopy of original script with a mark scheme before getting a remark
 - o Photocopy of the original script after a review of marking
 - o The return of the original script (once this has been requested you cannot request a review of marking)

External Appeals to the Awarding Bodies

Policy Statement

All candidates at Cranbourne have the right to make an appeal about any of the Grades received for the qualifications they are undertaking.

If any candidate wishes to appeal a decision, they should follow the following procedure;

1. If possible speak to the Head of Department for the subject in the first instance about the reason they wish to appeal
2. The Head of Department has a responsibility to explain to the candidate why they received the grade/mark
3. If the candidate wishes to continue the appeal, they need to contact the Exams Officer, who will provide the candidate with information about the appeals procedure for the relevant awarding body and explain what is involved. The Exams Officer will assist with the completion of any forms and will correspond with the awarding body on behalf of the candidate
4. Please note: A candidate must have the support of the centre to be able to appeal against a result