

PROCEDURE FOR CANDIDATE REQUESTS FOR ACCESS TO SCRIPTS, REVIEW OF RESULTS AND APPEALS TO AWARDING BODIES

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**Next
Review
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This procedure confirms Hollingworth Academy's compliance with JCQ's General Regulations for Approved Centres 2024-2025, that the centre has in place "a written procedure for how it will deal with candidates' requests for access to scripts, clerical checks, reviews of marking, reviews of moderation and appeals to the awarding bodies".

Candidates are also informed of the arrangements for post-results services **before** they sit any exams within their Candidate Examination Handbook and the accessibility of senior members of centre staff immediately after the publication of results on Results Day.

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

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.

Reviews of results offer three services:

- **SERVICE 1 – CLERICAL RE-CHECK**
- **SERVICE 2 – REVIEW OF MARKING**
- **SERVICE 3 – REVIEW OF MODERATION), MAY BE REQUESTED BY CENTRE STAFF OR CANDIDATES (OR THEIR PARENTS/CARERS)** *Service 3 is not available to individual candidates.*

Written candidate consent is required as attached (**informed consent via candidate email is acceptable**) in all **cases before a request for a review of marking** service 1 or 2 is submitted to the awarding body, since candidate's marks and subject grades may be lowered.

Candidate consent can only be collected after the publication of results.

Where a concern is expressed that a particular result may not be accurate, the centre 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.

If the centre raises a query about a particular examination result, the Exams Officer, teaching staff and Headteacher will investigate the feasibility of requesting an enquiry at the centre's expense.

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

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the **internal deadline for submitting a review of marking**. The candidate (or their parent/carer) will be informed of the outcome of his/her appeal within five days of the request.