

## Reviews About Exam Results: Information for Candidates – Summer 2023



There are procedures laid down by the Examination Boards that allow for exam results to be checked or reviewed and scripts to be copied or returned. These enquiries have strict deadline dates.

Type of post-exam review:	Service	Deadline for requests to be received by school	Comment
Clerical Re-check	Service 1	Monday 25 <sup>th</sup> September	<b>NOT A REMARK.</b> A check on the clerical procedures leading to a result.
Review of Marking	Service 2	Wednesday 13 <sup>th</sup> September	Available to all – <b>NOT A REMARK to ensure the agreed mark scheme has been applied correctly.</b> Candidates must be aware that marks can go down as well as up, and must sign a slip stating that they have been informed of this. No enquiries will be undertaken without a candidate's signature.
Priority Review	Priority Service 2	Monday 21 <sup>st</sup> August	As above but only available if the candidate's University/College place depends on the outcome.
Coursework Re-moderation	Service 3	Monday 25 <sup>th</sup> September	Can only be requested by the Head of Department. In addition, permission has to be provided by all students who have submitted coursework in the same subject.
Original Script		Wednesday 20 <sup>th</sup> September	Candidate permission must be obtained before a request can be processed.

If you're unhappy about any result, you should first contact our Exams Officer, Mrs Warren, by e-mailing [exams23@melkshamoak.wilts.sch.uk](mailto:exams23@melkshamoak.wilts.sch.uk). She will seek input from the relevant Head of Department or teacher regarding whether a review of the marking process will affect your overall grade. It may be the case that any possible lift in the mark will not bring up your grade and alternatives will be suggested, such as resitting. Candidates should also be aware that, in the case of a Clerical check/Review, **your grade can go down as well as up**. Your written permission is therefore required before an application can be processed.

**If you wish to request a Priority Service 2 review because your university or college place is dependent upon the grade(s) awarded, or you require a photocopy of your script, please contact Mrs Warren, our Exams Officer, immediately by e-mailing [exams23@melkshamoak.wilts.sch.uk](mailto:exams23@melkshamoak.wilts.sch.uk).**

Each enquiry is carefully considered as the Boards do charge a fee. These fees are updated every year and are available from our Exams Officer, Mrs Warren, upon request.

Any enquiry about coursework should also be made by e-mailing [exams23@melkshamoak.wilts.sch.uk](mailto:exams23@melkshamoak.wilts.sch.uk). These will be referred to the Head of Department, because exams boards will not review an individual candidate's coursework. The sample that was originally sent for moderation has to be returned for review, and **all** candidates have to agree to a review of the marking for this to happen.

Should you have any further problems or enquiries, please contact our Exams Office by e-mailing [exams23@melkshamoak.wilts.sch.uk](mailto:exams23@melkshamoak.wilts.sch.uk). We will do our best to be of assistance.

## THE APPEALS PROCESS 2023

The JCQ appeals process only relates to qualifications offered under the JCQ regulations, i.e. **GCSE, GCE, FSMQ, ELC, Basic Skills, Essential Skills (Wales), Functional Skills, Key Skills, Principal Learning and Project qualifications**. If the qualification you are concerned about is not one of these, please refer to the individual Awarding Body's documentation for further guidance.

A centre may wish to appeal a JCQ<sup>CIC</sup> member Awarding Body decision regarding:

- The outcome of review of results
- Decisions made in cases of malpractice
- Access arrangements and special consideration

In addition, some administrative decisions, such as in cases of missing scripts, may be subject to review by awarding body officers.

An appeal may be launched following the publication of an Awarding Body decision. A centre wishing to lodge a complaint before the conclusion of a RoR or malpractice investigation should follow the relevant Awarding Body complaints process.

An appeal may be made by the **head of centre** on behalf of a candidate or group of candidates, **or** by a private candidate (a private candidate is one who has pursued a course of study independently, with their chosen centre responsible only for processing the candidate's entry and invigilating their examination). Appeals **are not** accepted from **internal candidates and/or their parents or carers**.

Awarding bodies may charge a fee for each stage of an appeal against the outcome of a RoR. This will be refunded if the appeal is successful.

## **Step by step**

Although the appeals process may differ slightly depending upon the nature of the appeal, the following general principles apply.

There are two stages of appeal:

### **Stage 1**

The Head of Centre or private candidate submits a written request to the relevant Awarding Body within two calendar weeks of receiving the outcome to be contested, detailing the nature of their concern(s). If it is accepted that there are grounds for the appeal, the case will be examined by a senior officer within the Awarding Body with no previous involvement in the matter. All relevant Awarding Body procedures leading up to the decision will be checked for compliance with the regulator's *'Code of Practice'*. Following the investigation, the appeal will either be upheld or disallowed. In the case of EARs, a report of the investigation will be sent to the head of centre or private candidate.

If a Stage 1 appeal relating to a RoR is upheld, a further review of the candidates' work may be undertaken.

### **Stage 2**

If the head of centre or private candidate remains dissatisfied upon receipt of the outcome of the Stage 1 Appeal, they may submit a written request for a Stage 2 Appeal within two calendar weeks.

A Stage 2 Appeal includes the opportunity to present a detailed case to an impartial body appointed in accordance with the regulator's *Code of Practice* at a formal hearing. Following a hearing, the decision of the panel will be communicated to both parties within five working days with a full report provided within 28 calendar days.

### **Further avenues of appeal**

If the appellant remains dissatisfied with the decision of the Stage 2 appeals panel, they may wish to appeal to the Examinations Procedures Review Service. Further details may be found at: [www.gov.uk/appeal-exam-result](http://www.gov.uk/appeal-exam-result).