



# Access to Scripts, Reviews of Results and Appeals Procedures

(Reviewed December 2025)

These procedures are reviewed and updated annually to ensure that Highfields School deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in accordance with current requirements and regulations.

## **Prior to Exams**

Candidates are informed of the arrangements for post-results services prior to the issue of results, via an assembly and the student examination handbook that is distributed digitally and available on the school website. More detailed information regarding specific post-results services is available on the school website (attached as appendix).

Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results, so that results may be discussed, and decisions made on the submission of reviews of marking.

The above information is provided in writing to private/external candidates prior to the issue of results.

## **After Results are issued**

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 on results days/following the issue of results.

## **Access to Scripts (ATS)**

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Candidates may wish to access scripts to inform a decision on whether to request a Review of Results (RoR), or to support future learning. Teaching staff may also want to request certain candidates' scripts back for future classroom use. In all cases written candidate consent (informed consent via candidate email is acceptable) must be collected before requesting access to scripts, and if for classroom use candidates have the option to request that the script in anonymised.

Completed Access to Script Forms must be returned to the Exams Office by the internal deadline, accompanied by the appropriate fee where applicable, in order for requests to be made.

Access to Script Forms/consent emails will be retained by the centre for at least six months.

### **Reviews of Results (RoRs)**

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

Reviews of Results (RoRs) offers three services:

- Service 1 – clerical re-check
- Service 2 – review of marking
- Priority Service 2 – review of marking. This service is available for externally assessed components of both GCE A Level specifications and Level 3 Vocational and Technical qualifications
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body. Informed candidate consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent can only be collected **after** the publication of results (i.e. not pre-emptively).

Consent forms or emails from candidates will be retained by the centre for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal.

Where a senior member of centre staff believes the result may be inaccurate and agrees to support the RoR request, the centre or appropriate department will pay the RoR fee to the awarding body.

Where the RoR request is made by the candidate, the candidate must return the appropriate RoR form to the Exams Office by the internal deadline accompanied by the appropriate fee, and a request will be made to the awarding body on the candidate's behalf. RoR requests will **not** be made to the awarding body before the fee has been received.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing Internal Appeals Form B at least 5 school days prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of their appeal before the internal deadline for submitting a RoR.

### **External Appeals against a RoR Outcome**

Following the outcome of a RoR, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results Services* and *JCQ Appeals Booklet* (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made to the head of centre (please refer to Internal Appeals Procedure).

Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant **before** the preliminary appeal is submitted to the awarding body (fees are available from the exams officer upon request). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

### **Centre Responsibilities**

Highfields School will:

- acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking or an access to scripts service is submitted to the awarding body
- acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded
- only collect candidate consent after the publication of results
- retain consent forms or emails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal
- retain consent/permission forms or emails from candidates to request and use their scripts for at least six months
- submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts **by the published deadlines** in accordance with the JCQ publication *Post-Results Services*
- submit requests for appeals in accordance with the JCQ publication *A guide to the awarding bodies' appeals processes*

- confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post-results services and regularly check the progress of the request online
- ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible



## Post-results services: information for candidates 2025-26

Once you have received your exam results, if you are unhappy with a result or think there has been an error, you can ask for a clerical re-check, a review of marking (called Reviews of Results or **RoRs**), or you can request the marked paper back from the exam board (called access to scripts or **ATS**). Fees are payable for these services.

Exam boards cannot communicate directly with students/parents regarding results; this needs to be done by the school.

Senior centre staff, subject teachers and the Exams Officer will be available on A Level and GCSE results days to discuss any queries and advise on deadlines and fees if you wish to use any of these services. You will need to sign a consent form and pay the appropriate fee before we can apply for any of these services on your behalf.

An explanation of the services available is below:

<b>RoR Service 1:</b> Clerical re-check	<p>A clerical re-check of a marked paper will make sure that:</p> <ul style="list-style-type: none"><li>• all parts of the script have been marked</li><li>• the totalling of marks is correct</li><li>• the recording of marks is correct</li></ul> <p><b>Remember your grade can go down as well as up.</b></p>
<b>RoR Service 2:</b> Review of marking	<p>This is a review of the original marking to ensure that the mark scheme has been applied correctly. <b>It is not a re-marking of the candidate's script.</b></p> <p>If you request a review of marking, it includes the following:</p> <ul style="list-style-type: none"><li>• a clerical re-check (see service 1)</li><li>• a second examiner will review the paper/recording again to identify any marking errors or unreasonable exercise of academic judgement</li></ul> <p><b>Remember your grade can go down as well as up.</b></p>
<b>RoR Priority Service 2:</b> Priority review of marking	<p>A priority review is the same as a review of marking, but a quicker service <u>only available for A Level/Level 3 Vocational and Technical students whose place at a university or other higher education institution depends on the outcome.</u></p>
<b>ATS:</b> Priority copy script to inform decision on RoR	<p>This is an electronic copy of the marked exam paper that you can use to decide whether to request a review of marking or clerical check. <b>May not be suitable if a university place is pending.</b></p>
<b>ATS:</b> Script to support teaching and learning	<p>You can request a copy of a marked exam paper back to use for your own future learning, e.g. if you will need to re-sit Maths or English GCSE at college or in sixth form. All exam boards now provide these electronically.</p>
<b>ATS:</b> Post-RoR copy	<p>If you request a clerical re-check or a review of marking of a paper, you can also request a copy of the checked/reviewed script to be sent to you afterwards.</p>