

ST BERNARD'S HIGH SCHOOL
A Catholic Academy for Arts and Science



ENQUIRIES ABOUT RESULTS AND ACCESS TO SCRIPTS POLICY

This policy is reviewed annually to ensure compliance with current regulations

Reviewed: K Brown
Approved: M. Allitt
Date of next review December 2026

Post-results services

Head of centre

- ▶ Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- ▶ Understands that in the event of an awarding body initiating an *extended review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised

Exams officer

- ▶ Provides information to candidates (including private candidates) and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, enquiries about results and appeals procedures*)
- ▶ Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- ▶ Provides a process to record requests for services and collect candidate informed consent (**after** the publication of results) and fees where relevant
- ▶ Submits requests to awarding bodies to meet the external deadline
- ▶ Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- ▶ Updates centre results information, where applicable

Teaching staff

- ▶ Meet internal deadlines to request the services and gain relevant candidate informed consent
- ▶ Identify the budget to which fees should be charged

Candidates

- ▶ Meet internal deadlines to request the services
- ▶ Provide informed consent and fees, where relevant

A form is referred to in the letter candidates receive with their exam results, the form is available from the Exams Officer and shows the deadlines to adhere to. The cost of services is included on the form. If they have any problems or questions about the service they require they can consult their subject teacher or the Exams Officer who are available as delaying may disadvantage the student's request. Forms should be signed by the student to accept and acknowledge the changes to grades that may occur, either up or down.

Procedure for Appeals relating to External Assessment Decisions

Following publication of results candidates who wish to appeal may do so by completing the Enquiry About Results (EAR) Pro-forma. Under section 9, paragraph 5 of the Code of Practice produced by OFQUAL, the Awarding Bodies must provide notification of the outcome of any enquiry concerning a subject within an 18 to 40-day timeframe, depending on what type of

enquiry has been made. Where an enquiry has been made, the original script cannot be returned until the enquiry is completed. Candidates are also able to use the Access to Scripts Service by each Exam Board, enabling them to receive the original script or a photocopied version.

Where EARs and Appeals are instigated by Departments or in the recommendation of the Head of Centre or Assistant Head Teacher line-managing exams or subjects, the cost will be borne by the school or department. Candidates must sign a candidate consent form. In all other cases the candidate's parent/carer will be responsible for payment. As a general rule EARs or Appeals will not be made until payment has been received. Where there is a request by a candidate for support or an extension to pay the relevant fee, then the Assistant Head Teacher line-managing exams will decide.

EARs and Appeals cannot be made by internal candidates themselves, as outlined in Section 9, Paragraph 12 of the Code of Practice produced by OFQUAL. Where candidates are still not happy with the outcome following a Stage 1 Appeal, then they should inform the Exams Officer in writing. A Stage 2 Appeal will be instigated on their behalf. The deadline for making a Stage 2 Appeal is within 14 calendar days of notification of an EAR enquiry. At Stage 2 the grounds for Appeal relate only to procedures and there is no guarantee that marks awarded will be amended. Nonetheless, the school will instigate a Stage 2 Appeal for the candidate provided that the deadlines as laid out in the information given to students have been met. Deadlines will be strictly applied, without exception. Candidates are liable for all charges relating to a Stage 2 Appeal. Support can be given through the Disadvantaged Subsidy and candidates will be informed of this if they wish to Appeal at Stage 2.

External Appeals to the Examinations Appeals Board (EAB)

The EAB is independent of the awarding bodies and exists as a final avenue of appeal. The centre can **only** appeal if a Stage 2 appeal has been completed and candidates remain dissatisfied with the outcome. Appeals here must be made in writing by the Assistant Head Teacher line-managing exams within 3 weeks of receipt of the draft report detailing the outcome of an appeal to the awarding body.