



Chelmsford County High School for Girls

Access to Scripts, Review of Results and
Appeals Procedures

2020/21

Key staff involved in the procedures

Role	Name(s)
Head of Centre	Mr S Lawlor (Headteacher)
SLT members	Mrs E Ledwidge (Deputy Headteacher) Dr M Palmer (Assistant Headteacher, Head of Sixth Form) Mrs J Cross (Assistant Headteacher) Miss F Harrison (Acting Assistant Headteacher) Mrs M Mulgrew (Business Manager)
Exams Officer	Mrs L Hiskett

These procedures are reviewed and updated annually to ensure that Chelmsford County High School for Girls (CCHS) 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.

Reference in these procedures to GR and PRS refer to the JCQ publications **General Regulations for Approved Centres** and **Post-Results Services**.

Chelmsford County High School for Girls is committed to ensuring that all candidates have equal access to the range of post results services offered by the awarding bodies.

INTRODUCTION

Following the issue of results, awarding bodies make post-results services available.

The JCQ post-results services currently available are detailed below.

Access to Scripts (ATS):

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

Reviews of Results (RoRs):

- Service 1 (Clerical re-check) – This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of Marking)
- Priority Service 2 (Review of Marking) – This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of Moderation) – This service is not available to individual candidates

Appeals:

- The appeals process is available after receiving the outcome of a review of results

PURPOSE OF THESE PROCEDURES

The purpose of these procedures is to confirm how Chelmsford County High School for Girls deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in compliance with JCQ regulations (GR 5.13).

Details of these procedures are made widely available and accessible to all candidates in the *Guidance for Students & Parents - Examinations booklet*.

THE ARRANGEMENTS FOR POST-RESULTS SERVICES

- Candidates must be made aware of the arrangements for post-results services before they sit any examinations (GR 5.13)
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (PRS 4.3)
- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At Chelmsford County High School for Girls:

- Candidates are informed of the arrangements for post-results services before they sit any examinations (GR 5.13)
- Will ensure that senior members of centre staff are available immediately after the publication of results (GR 5.13)

Candidates are informed via:

- the *Guidance for Students & Parents - Examinations booklet* issued to candidates via email following the Examinations Assembly in the Spring Term prior to their summer examinations;
- information displayed on the CCHS School website (www.cchs.co.uk);
- literature included with examination results on results day.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the Examinations Officer on results day issued with the candidate's results.

DEALING WITH REQUESTS

- All post-results service requests from internal candidates must be made through the centre (GR 5.13)

At Chelmsford County High School for Girls the process to request a service is by:

- completing an Enquiry about Results form accessed via the CCHS School website (www.cchs.co.uk/Academic/Examinations)
- submitting the completed form (with payment having been made in advance) to the Examinations Office by the deadline stated

Candidates are advised to discuss their results with the appropriate Subject Leader/Teacher or Head of Sixth Form before making a decision on whether to proceed with a review of marking.

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)

Chelmsford County High School for Girls will:

- obtain written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical recheck, a review of marking or an access to scripts service is submitted to the awarding body
- obtain 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 e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal (PRS 4.2)
- retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS 6.2)

SUBMITTING REQUESTS

Chelmsford County High School for Girls will:

- submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication **Post-results services** (GR 5.13)
- submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals processes** (GR 5.13)
- 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 (PRS 4.5)

DEALING WITH OUTCOMES

Chelmsford County High School for Girls will:

- ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates (GR 5.13)
- notified candidates of the outcome by sending a copy of the outcome notification from the awarding body

If the outcome results in a change of grade, this negates the fee and the Examinations Officer will arrange for the appropriate fee to be refunded to the candidate, parent or carer.

Candidates must be aware that the outcome of an enquiry is final and where there has been a downgrade the request will not be revoked and the original higher grade will not be reinstated.

MANAGING DISPUTES

At Chelmsford County High School for Girls any dispute/disagreement will be managed in accordance with the CCHS Internal Appeals Procedures to manage disputes when a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeals. The CCHS Internal Procedures document can be accessed via the CCHS website or requested from the Examinations Officer.