

# **Access to Scripts, Reviews of Results and Appeals Procedures**

Holland Park School

## Access to Scripts, Reviews of Results and Appeals Procedures

Centre name	Holland Park School
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Current procedures approved by	TBC
Current procedures reviewed by	Olivia Hill
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Date of next review	10/09/2026

### Key staff involved in the procedures

Role	Name
Head of centre	Dame Sally Coates
Senior leader(s)	Olivia Hill - Exams Officer Faye Mulholland - Deputy Head of Centre
Exams officer	Olivia Hill
Other staff (if applicable)	Sahar Heydariyan - Deputy Exams Officer

These procedures are reviewed and updated annually to ensure that Holland Park 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.

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

## **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)**

Centres may request copies of scripts to support:

- reviews of marking; and/or
- teaching and learning

Requests must be submitted online via the awarding bodies' extranet sites.

Information on deadlines for Access to Scripts is found on awarding bodies' websites.

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

- Service 1 (Clerical re-check): This is the only service that can be requested for multiple choice tests
- Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE AS, A-level and GCSE specifications. It is also available for Level 1, 2 and 3 Vocational and Technical qualifications.
- Priority Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications. It is also available for Level 3 Vocational and Technical qualifications. For NCFE this service only applies to T-levels.
- Service 3 (Review of moderation): A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample

Requests must be submitted online via the awarding bodies' extranet sites.

### **Appeals:**

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

## **Purpose of the procedures**

The purpose of these procedures is to confirm how Holland Park 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 compliance with JCQ regulations (GR 5.13).

Details of these procedures are made widely available and accessible to all candidates by:

emailing the procedure to candidates; explaining the procedures in assemblies and publishing procedures on the school's website.

## **The arrangements for post-results services**

- Candidates must be made aware of the arrangements for post-results services prior to the issue of results (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 Holland Park School:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- 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 (GR 5.13, PRS 4.1)

Candidates are made aware/informed by:

- being briefed in person and emailed in follow up

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Olivia Hill.

## Dealing with requests

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

At Holland Park School the process to request a service is:

- for candidates to submit their request via an online form, which will be circulated before results day and also on results day.

## Candidate consent

- Candidates must provide their **written consent** for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies **after** the publication of examination results (GR 5.13)

(As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)

Holland Park 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, and any subsequent appeal, or an access to scripts service request 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 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 Appendix B)

Additional centre-specific actions:

## Submitting requests

Holland Park School 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 document **Post-results services** (GR

5.13)

- Submit requests for appeals in accordance with the JCQ document **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)

Additional centre-specific actions:

If the Head of Department supports the RoR request (i.e. they believe that there a good reason to request the RoR) then the RoR will be processed immediately and the fees covered by the school. The student will receive notification that the school has applied on their behalf and the outcome will be communicated within 1-3 days of the school receiving the outcome from the Awarding Body.

Please note that school will only support requests where a candidate's mark falls 1 mark away from a grade boundary or if the Head of Department feels the grade achieved is vastly different from the usual work produced by a candidate. Fees and admin time connected with these services are high and the school will only agree to process such requests if there is sufficient evidence or scope that a positive change of grade will occur. The Head of Department may request written consent for access to the exam script before a Post Results Service is requested in order to assess the likelihood of a positive grade change. If this is the case, and the script is not returned by the Awarding Body with adequate time for the school to review this ahead of the deadline for RoR requests, then the school is not responsible for failure to submit a RoR. If the school does not support the RoR request, notification will also be sent via email to the candidate within 1-3 days of the initial request by the candidate and the candidate will be eligible to appeal.

## Dealing with outcomes

Holland Park School will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible (GR 5.13)

Candidates will be notified by:

- being emailed a copy of the outcome from the Awarding Body to the email address submitted at the time of the request for a PRS.

Additional centre-specific actions:

## Managing disputes

At Holland Park School any dispute/disagreement will be managed

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an RoR, an internal appeal can be submitted to the centre by completing the Review of Results Appeal Form, which must be submitted by the deadline outlined in the 'internal deadlines' table Appendix 1. The Review of Results Appeals forms will be managed directly by the Head of Centre. The candidate will be informed of the outcome of his/her appeal via email before the internal deadline for submitting an RoR.

The outcome may either be that:

- the school will permit the candidate/ parent or carer to cover the cost of an RoR request that the school submits. Payment must be received 1 full working day before the school's published internal deadline for RoRs or else it will not be processed;
- the school upholds the decision not to submit a post-results services request on the grounds that such a service is deemed likely to be detrimental the candidate's grades or the school deems that the paper has been

marked fairly.

Additional centre-specific actions:

## **Changes 2025/2026**

(Updated) Under heading **Introduction** wording updated in relation to the JCQ post-results services currently available.

(Reformatted) Under heading **The arrangements for post-results services** insert fields reformatted and require updating on reviewing and updating this procedure.

## **Centre-specific changes**