

Post Results Services

Holland Park School

Date of Review	July 2026
Reviewed by	Olivia Hill – Exams Officer
Date of Next Review	Summer 2026

Introduction

This procedure confirms Holland Park School's compliance with JCQ's General Regulations for Approved Centres 2025-2026, section 5.13 that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."

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 in **Appendix One** and were also provided by the Exams Officer via email ahead of Results Day.

Before they sit any exams candidates are informed (via assemblies) of the arrangements for post-results services and the accessibility of senior members of centre staff immediately after the publication of results. If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

The Awarding Bodies offer three Review of Results (RoRs) services.

- Service 1 – clerical re-check (checks that the marks awarded have been added up correctly)
- Service 2 – review of marking (re-marks the paper to ensure the mark scheme has been applied fairly)
- Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (informed consent via candidate submitting the request for a Post Results Service form) is required in all cases before a request for an RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

To request an RoR service, candidates complete an online form giving consent and requesting a particular service. This online form will be sent to students on results day alongside their results. If the Head of Department supports the RoR request (i.e. they believe that there is 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.

Appeals against the decision by school not to support an RoR

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:

- a) 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; or
- b) 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.

2.2 Appeals procedure following the outcome of a Review of Results (RoR)

Following the RoR outcome, 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'. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or his/her 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, using the Review of Results Appeal Form (**Appendix Two**).

The Review of Results Appeal Form should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the centre to process the Preliminary Appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the Review of Results process.

The Head of Centre's decision as to whether to proceed with a Preliminary Appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet.

Awarding body fees, which may be charged for the Preliminary Appeal, must be paid to the centre before the appeal can be submitted to the awarding body (details of fees are available from the Exams Officer). If the appeal is upheld by the awarding body, they will refund the fee which will then be repaid to the candidate by the school.

Appendix 1: Review of Results (RoR) Fees & Deadlines 2026

Post-Results	AQA	Pearson Edexcel	OCR	Deadline (Summer 2026)
Service 1: Clerical Re-check <i>(A check of all administrative adding procedures)</i>	£9.70	£14.00	£12.00	22 September 2026
Service 2: Review of Marking (GCSE) <i>(A full check of the original marking by a senior examiner)</i>	£44.85	£50.00	£67.75	22 September 2026
Service 2: Review of Marking (AS / A-Level) <i>(A full check of the original marking by a senior examiner)</i>	£51.95	£57.00	£67.75	22 September 2026
Priority Service 2: Priority Review of Marking <i>(Fast-tracked for students with university places at stake)</i>	£59.00 - £65.00 <i>(approx)</i>	£60.00 (GCSE) / £68.00 (A-Level)	£83.50 (Level 3 only)	18 August 2026 (A-Level) 25 August 2026 (GCSE)
Access to Scripts (ATS) <i>(Digital copy of marked examination paper)</i>	FREE	FREE	FREE	22 September 2026

Appendix Two: HPS – Review of Results Appeal Form

This form should be completed to Appeal against: The centre's decision not to support a Review of Results (RoR) or an appeal regarding the outcome of a Review of Results (RoR).

This form must be submitted at least 1 week in advance of the internal deadline for RoR requests in order to be considered by the centre. Failure to meet this deadline will result in the appeal not being considered.

NAME	
CANDIDATE NUMBER	
AWARDING BODY	
EXAM PAPER CODE	
SUBJECT	
EXAM PAPER TITLE	
Please state your grounds for appeal below, continue on additional paper as necessary.	

Signed (Candidate)	
Date	

FOR CENTRE USE ONLY

Request assessed by	
Date Received	
Reference Number	