

16 - Access to Scripts, Reviews of Results and Appeals Procedures



MAIDEN ERLEGH
SCHOOL IN READING

Centre Name	Maiden Erlegh School in Reading
Centre Number	51210
Current Policy Approved by	Samantha Redrup
Current Policy Reviewed by	Samantha Redrup/Daniele Lawrence
Date of Review	January 2026
Date of Next Review	January 2027

Key Staff Involved in the Policy

Role	Name
Head of Centre	Sarah Gibbs
Senior Leader(s)	Samantha Redrup
Exams Officer	Daniele Lawrence
Other Staff (if Applicable)	Not Applicable

These procedures are reviewed and updated annually to ensure that Maiden Erlegh School in Reading 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 Maiden Erlegh School in Reading 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: putting all the information on the website prior to the school breaking up for the summer with a link to that page being sent out to the parents of all candidates.

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 Maiden Erlegh School in Reading:

- 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:

- A letter prior to the end of term which tells them of the support they can expect on the day and also signposts them to the Post Results Services page on our school website.

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 before the end of the summer term.

Dealing with requests

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

At Maiden Erlegh School in Reading the process to request a service is:

- by completing MS Form for Post Results Service located on the website (needing a school email to access it) and paying the relevant fee.

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)

Maiden Erlegh School in Reading 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:

Not applicable.

Submitting requests

Maiden Erlegh School in Reading 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:

Not applicable.

Dealing with outcomes

Maiden Erlegh School in Reading 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:

- email to their school email address unless on the form they have requested a different email address for outcomes to be sent to.

Additional centre-specific actions:

Not applicable

Managing disputes

At Maiden Erlegh School in Reading any dispute/disagreement will be managed in accordance with the complaints procedure.

Additional centre-specific actions:

Not applicable.