



## ENQUIRIES ABOUT RESULTS / ACCESS TO SCRIPTS / APPEALS

### ENQUIRIES ABOUT RESULTS

Examinations measure only your performance on the day and candidates can do better or worse than anticipated for all sorts of reasons. If you have a **serious** concern about your received grade, then please contact the Examinations Officer as soon as possible either on Results Day or the start of term. Enquiries about results (EARs) can be made with the appropriate Examination Board and the procedure will be explained. The final date for submission of enquiries to the Boards is around 20 September, although the Exams Officer will set an appropriate internal deadline to ensure that all enquiries received are submitted on time.

#### Service 1 - Clerical re-check

This is a re-check of all clerical procedures leading to the issue of a result.

The re-check includes:

- that all parts of the script have been marked
- the totalling of marks
- the recording of marks
- **if requested**, a copy of the re-checked script(s) for those units/components included in the Access to Scripts service

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

#### Service 2 - Post-results review of marking

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. **The service is available for externally assessed components of both unitised and linear specifications.**

The service will include:

- the clerical re-checks detailed above
- a review of marking as described above
- **if requested**, a copy of the reviewed script(s) for those units/components included as part of the Access to Scripts service.

#### Service 3 – Review of Coursework Moderation

This service is not available to an individual candidate.

#### Fees / Consent / Deadline

Any enquiry about results will not be submitted to the exam boards unless a signed consent form and the appropriate fee (set by each awarding body) have been received. Fees will be refunded if any enquiry results in a change in the overall grade. Exam boards set a very strict deadline of around 20 September each year. Enquiries cannot be submitted after this date. The Exams Officer will set an appropriate internal deadline to ensure that all enquiries are submitted in time.



### Results from Enquiries about Results

The Exams Officer will write to each applicant once enquiry results are received from the Exam Boards.

### **ACCESS TO SCRIPTS**

If a student wishes to see a particular written exam paper, then this can be requested. Exam boards charge a fee for this service. It should be noted that once an awarding body has returned an original hard copy script, its security is compromised and it can no longer be subject to an enquiry about results.

### **APPEALS TO THE AWARDING BODIES**

If candidates or their parents/carers remain dissatisfied after receiving the outcome of an enquiry about results, then an appeal to the awarding body may be considered. It should be noted that if a hard copy of script has been returned to a centre as part of an enquiry about results, its security is compromised and it **cannot** be subject to an appeal.

Appeals must be submitted to the relevant awarding body within 14 calendar days of the notification of the outcome of the enquiry. Appeals can only be submitted by the centre. The grounds for the appeal must relate to the awarding body's procedures or the application of the post-result service procedures.