



Enquiries about Results (EAR) Policy and Complaints Procedure

Post Results Services are only available to candidates sitting GCSE, GCE, Principal Learning & Projects (including Extended Project).

Candidates who have not achieved the grade(s) that were expected of them may wish to pursue an enquiry about results. Ancora House School will pursue this on behalf of a single candidate or a whole cohort. It is imperative the candidate provides written permission to the school before a request for clerical re-checks or a post-results review of marking is processed. The candidate must fully understand that their marks for a given assessment may change following a Service 1 or Service 2 EAR and this could result in subject grades being raised or lowered. 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. Fees may be applicable which the candidate must agree to pay, the school will inform the candidate as soon as possible about the outcome of an enquiry.

If a student or parent disagrees with the Exams Officer or HOF's decision regarding an EAR or Appeal, they should contact the Headteacher.

All Enquiries about Results must be processed by the school. Exam Boards/Awarding Bodies will not accept requests made directly to them by students or parents/carers.

There are four EAR services available:

Clerical checks

This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:

- 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.

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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. Only Service 1 clerical re-checks can be requested for objective tests (multiple choice test).

Review of original 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. This service will include:

- the clerical re-checks detailed in Service 1;
- 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. (If the nature of the unit/component is such that access to scripts cannot be arranged, such as externally assessed GCE AS and GCE A2 Modern Foreign Language Speaking tests, then a report/copy of the record sheet may be requested. Awarding bodies will advise centres of the mechanism by which reports may be requested.)

Priority Service 2 (Mark Review)

This service is as Service 2 but the deadline and outcome has a much faster turnaround. This should be used if your place in further/higher education depends on the outcome.

Review of original moderation

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. **It is not a re-moderation of candidates' work.** If our centres internally assessed marks (controlled assessment, coursework or non-examination assessment) have been accepted without change by an awarding body, this service will not be available. Written candidate consent is not required for a review of moderation as candidates' marks may be lowered but their published subject grades will not be lowered in the series concerned*. However, centres should be aware that a lowered mark may be carried forward to future certification.

Access to scripts

After the release of results, candidates may ask subject staff to request the return of written exam papers within 10 days of the receipt of results. If a parent or carer requests a copy of an examination script, an amount will be charged to the parent to cover costs. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must also be obtained. Re-marks cannot be applied for once an original script has been returned. Processing of requests for ATS will be the responsibility of Exams Officer.



Enquiries about Results

All requests for enquiries about results can only be made through the Examinations Office and must be received by the Examinations Officer in school no later than 21 days after the publication of GCSE results to allow time for processing the request. The exception is Priority Service 2 requests (only available if GCE A level or L3 Principal Learning candidate's place in higher education is dependent on the outcome) for which the deadline is 6 days after the publication of GCE results.

No request will be actioned without a fully completed Candidate Consent Form signed by the candidate (or with the candidate's email consent attached). Consent forms/emails must be retained by the centre for at least 6 months following the outcome of an enquiry or any subsequent appeal.

Enquiries about results can be instigated by:

The candidate who must sign the consent form and pay the appropriate fee by the given deadline before the school will action the request.

Senior Leadership may recommend that to the candidate that they request an enquiry about results. In this case the school will fund the enquiry but the candidate's written consent is still required.

The Head of Subject may agree that the department will fund an enquiry on the candidate's behalf. In addition to the candidate's consent, the form must also be authorized by the signature of the Headteacher before being submitted to the Examinations Officer.

APPEALS

1. An appeal to the school by a Candidate/Parents/Carer concerning the decision not to request a post results service.

The candidate or their parent/carer must submit the appeal in writing to the Headteacher. Appeals should normally be made by 7th September for exams in the summer series. Candidates must be aware that the awarding bodies have strict deadlines for the receipt of requests and the centre must have time to resolve any appeal before the submission deadline. The appeal will normally be led by the Headteacher and will consider whether the request is justified. The candidate's estimated/target grade and progress will be taken into account along with any other subject specific information. The appellant will be informed of the outcome in writing. If the appellant is not in agreement with the outcome a personal hearing may be requested with the Headteacher and a second independent person (e.g. a Governor) provided neither has had a part in the original decision. The appellant will be informed of the outcome in writing.

2. An appeal to the awarding body following the outcome of an enquiry about results.

This formal appeals procedure is for use in cases where the centre and candidate, or their parents/carers, cannot agree as to whether an appeal should be submitted to



the relevant awarding body. In deciding whether to support an appeal, the centre will take account of all relevant factors and afford the candidate or their parents/carers a reasonable opportunity to express their views.

The appeals process is available to centres or private candidates* who remain dissatisfied after receiving the outcome of an enquiry about results. (The term “private candidate” throughout this document refers only to a private individual who has used the school as a host centre and does not mean an individual candidate who is a member of the school’s exam cohort.)

Full details of the awarding bodies’ appeals processes are provided in the publication “*A guide to the awarding bodies’ appeals processes*” which is available on the JCQ website <https://www.jcq.org.uk/exams-office/appeals>

The grounds for appeal **must** relate to the awarding body’s procedures or the application of these post-result service procedures.

Appeals do not generally involve further reviews of marking candidates’ work. Only the Headteacher or a private candidate can submit an appeal to the relevant awarding body.

Awarding bodies can only enter into discussions over appeals with centres and private candidates.

Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre or private candidate.

Where an original hard copy script has been returned to a centre or a private candidate 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 **10 calendar days** of the notification of the outcome of the enquiry.

Appeals **must** be made in writing and clearly state the grounds for appeal. Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld. **An appeal against a moderation decision cannot be made on behalf of an individual candidate.**

Access to Scripts

Candidates may request the return of papers within the Awarding Organisations’ stated deadlines and at their own cost. Teaching staff may also request scripts for investigation or for teaching purposes. In this instance the school will pay. If the scripts are to be used for teaching purposes, the written permission of the candidate will be obtained.

Where teaching staff intend to use scripts for teaching and learning purposes or as examples for other students, prior written (or emailed) permission must be obtained from the candidates concerned. This permission must be sought only after the candidates have received their results for the respective examination series.

Candidates who grant their permission have the right to anonymity of their scripts before use. The centre’s policy is that teachers using scripts for teaching and learning purposes must ensure that anything that can identify the candidate is



removed before use. A candidate has the right to instruct their centre not to request their scripts.

Scripts must only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates. Centres must store scripts securely. Where teachers have used scripts for teaching and learning purposes but no longer wish to retain them, they must ensure that the scripts are disposed of in a confidential manner

All EAR's will be submitted online via the awarding bodies designated websites. Where a grade changes and a certificate has previously been issued, once the centre has returned the original certificate to the awarding body a replacement will be issued showing the revised grade, this will be sent on to the candidate.

Appeals/ Complaint Policy and Procedure

Introduction

This document sets out the processes for appealing against examination decisions made by Ancora House School.

It is to be used by candidates/carers/parents and explains their rights to an appeal against a decision which affects them when all alternative avenues have been fully explored and the candidate/carer/parent is still not satisfied with the outcome.

All appeals are managed by a senior member of the Leadership Group.

Complaints

If a student wishes to make a complaint against any part of the examination system including the delivery and administration of exams at Ancora House School, then they should follow the school's general complaints procedure.

Procedure

Appeals should be initiated in writing stating the details of the complaint and the reasons for the appeal within 28 days of the release date of results.

There should be an opportunity for the teacher(s) concerned in marking the assessment, which is the subject of the appeal, to see a copy of the appeal and to respond to this in writing, with a copy sent to the candidate.

The candidate bringing the appeal will have an opportunity to have a personal hearing if they are not happy with the written response they have received and will be given reasonable notice of the hearing date. The candidate will have sight of all relevant documents (e.g. the marks given, the assessments made) to the case in advance of the hearing. Where a

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candidate is presenting their own case they should be allowed to be accompanied by a carer/parent/friend. The teacher(s) and candidate will have the opportunity to hear each other's submission to the panel at the hearing.

Ancora House School's appeals panel will comprise of two individuals who have not previously dealt with the particular case. One of the individuals will be a senior member of the Leadership Group and the second another independent person, whether another member of staff, or, for example, a governor.

Ancora House School will maintain a written record of all appeals. This record will include the outcome of an appeal and reasons for that outcome. Ancora House School will send a copy to the candidate/carer/parent within a specified time limit.

Ancora House School will inform the Awarding Body if there is any change to an internally assessed mark as a result of an appeal. Any internal dispute or appeal against an internal assessment decision will be resolved speedily, since Awarding Bodies' cannot change the dates on which certificates are printed and issued.

Outcome

There are two possible outcomes to the appeal application:

- An improvement to your result for the assessment
- No change in your result for the assessment

Appeal results will be issued no later than 10 calendar days after receipt of the appeals request at Ancora House School.

Once the appeal has been completed and the result communicated to the Candidate/carer/parent the school will not enter into any further correspondence regarding the appeal.

Additional important information

Registering to re-sit a failed exam whilst an appeal process is in progress

Candidates awaiting the outcome of an appeal need not wait for the result before applying to resit the exam that is under review or appeal, and/or other exams. An outstanding appeal does not exclude candidates from the deadline dates for submission of exam entries. In the event that an appeal results in a change of fail grade to a pass, a full refund of any exam entry fee paid will be made.

Contacts

Please contact the Exams Officer if you have any queries regarding this policy. However it should be noted that they will not be able to discuss or divulge specific details regarding the appeal process or outcome for individuals.



Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

Ancora House School complies with JCQ's General Regulations for Approved Centres 2022-2023 (section 5.13) that the centre will:

- *have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written internal appeals procedure 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 appeal*

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

Candidates are also informed of the arrangements for post-results services **before** they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by post or in person depending on the circumstance.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

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

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 an individual candidate

Access to Scripts (ATS):

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

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking

2. In all other instances, consider accessing the script by:
 - a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
 - b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed written consent/permission from the candidate to access his/her script
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified]
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body]

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required 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. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of candidates in the original sample]

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre
- For a review of marking (RoR service 1 or 2), first advise the candidate to access his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee) for this service to the centre to submit this request

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- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for this service to the centre to submit this request
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample]

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre in writing.

The appellant will be informed of the outcome of his/her appeal within 10 calendar days upon receipt of the appeal.

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.

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, a further internal appeal may be made to the head of centre. Following this, 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**. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

A written appeal should be completed and submitted to the centre within 10 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. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer by request). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Exams Officer Lauren Calver

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The policy is next due for review in the Autumn Term 2023