



Mullion School

Access to Scripts, Reviews of Results and Appeals Procedures 2024-2025

Centre Name	Mullion School
Centre Number	53813
Date procedure first created	01/10/2021
Current procedure reviewed by	SLT
Current procedure approved by	M Dunleavy
Date procedure to be next reviewed	01/10/2026

Key staff involved in the procedure

Role	Name
Exams Manager	S Reed
Senior leader(s)	D Penberthy
Head of centre	M Dunleavy
Other staff (if applicable)	R Richards

Reviews of Results (RoRs)

Candidates will be informed of the policies on Appeals and RoR's before they sit any examinations. This information will be available on the school website.

If the Centre or a candidate (or the candidate's 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)
- Service 2 (Review of marking)

- 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

Any student wishing to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

1. Contact the Examinations Manager and the Subject Teacher as soon as possible - at least 5 working days before the published deadline for RoRs, to discuss the mark/grade. The Examinations Manager will advise on the options available to query the mark/grade and the costs involved. To support

any RoR service, it will be requested that the Access to Scripts Form is completed and returned to the Exams Manager.

2. The Subject Teacher will review the student's marks/grades and discuss with the Head of Faculty to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the student's predicted grades.

3. 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. The Headteacher's permission will be required before this is undertaken as the fees will be paid by the school.

4. Written candidate consent is required in all cases before a request for a Clerical Check or Review of Marking (services 1 and 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.

5. Fees for Services 1 and 2 will be paid by the student at the time the RoR is made. No RoRs will be made until fees are paid. Requests must be made directly to the Examinations Manager before the published deadline for EARs. If the enquiry results in the grade being changed, the fee will be refunded to the student by the Awarding Body, via the school.

6. Outcomes following RoRs will be forwarded to the HOF by the Examinations Manager. The Examination Manager will inform the candidate in writing of the outcome.

7. 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 (informed consent via candidate email is acceptable).

8. If a student or parent disagrees with the Exams Manager or HOF's decision regarding an RoR or Appeal, they should contact the Headteacher as documented in the Internal Appeals Policy.

9. All Reviews of Results must be processed by the school. Exam Boards/Awarding Bodies will not accept requests made

directly to them by students or parents/carers.

Following the RoR outcome, an external appeals process is available if the Headteacher 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 Headteacher is satisfied after receiving the RoR outcome, but the candidate (or the candidates' 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 Headteacher'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.

The request for appeal should be submitted in writing to the Headteacher seven days of the notification of the outcome of the RoR. Subject to the Headteacher'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 school by the student/parent before the preliminary appeal is submitted to the awarding body (fees are available from the Exams Manager). 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.