



Post Result Procedures & Appeals Policy for GCSE & A Levels Summer 2024

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Context

Papers are set by the awarding bodies and the same papers sat by candidates across the country. These papers are then marked externally by the awarding bodies and results are published to all candidates on Thursday 15th August for A Level results and Thursday 22nd August for GCSE results

Post Results Services

Following the issue of results, a variety of post results services are available to candidates. Information regarding these services, plus the dates by which the Academy needs to receive requests in order to comply with awarding body deadlines is shown below.

Details of how to apply for post results services and the fees that are applicable are provided to students with their results and also made available on the Ashmole Academy Web-site, Public Examinations page.

Services Available

[Priority Copy \(deadline to submit requests Wednesday 28th August \(GCE\), Wednesday 4th September \(GCSE\)\)](#)

Candidates may request a copy of their marked exam script in order to help decide whether to proceed with a review of marking request. The script should be returned in time for a student to proceed with a review.

[Review of Marking \(deadline Wednesday 25th September 2024\)](#)

This is a review of the original marking to ensure that the mark scheme has been applied correctly. It is not a re-mark. The outcome should be issued within 20 days of the awarding body receiving the request.

A marking error can occur because of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

Note that if a request is made for a review of the result of one or more examinations after the subject grade has been issued, there are three possible outcomes:

- The original mark is lowered, so the final grade may be lower than the original grade received.
- The original mark is confirmed as correct, and there is no change to the grade.
- The original mark is raised, so the final grade may be higher than the original grade received.

Candidates may request a copy of their reviewed script to be returned with the outcome of their review.

[Priority Service Review of Marking \(deadline Wednesday 21st August 2024\)](#)

This service is similar to the review of marking above but is prioritised for candidates who have college or university places, pending results. The outcome should be issued within 15 days of the awarding body receiving the request.

Clerical Re-Check (deadline Wednesday 25th September 2024)

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome should be issued within 10 days of the awarding body receiving the request

Before submitting a request for a review or re-check candidates must be clear that **the final subject grade awarded may be lower than, higher than, or the same as the grade which was originally awarded for this subject**. Students are advised to consult a member of staff if they are in any doubt about going ahead with a review.

Non-priority script to support teaching and learning (deadline Thursday 26th September 2024)

These can be ordered without a fee once the Academy has re-opened for the autumn term.

Fees

Note that in all but exceptional circumstances the fees for post-results services will be paid by the candidate. Details of fees and methods of payment will accompany the statement of results sent to students on results days.

Appeals

If a candidate remains dissatisfied following the outcome of a review of their results, they are advised to refer to the following JCQ publications before requesting an appeal: [JCQ Post Results Services](#) and <https://www.jcq.org.uk/exams-office/appeals/>

Appeals for internal candidates must be submitted by the head of centre, and not by the candidates themselves.

Private candidates (that is, candidates who have been entered for a subject by the centre but not received any tuition at the centre in the academic year in which the exam series occurs) may submit an application for an appeal directly to the awarding body.

Awarding bodies will only accept appeals following the outcome of a review of results or re-check. Appeals can only be lodged where there are clear and specific grounds for complaint.

In considering the case for internal applicants the school would need to take account of all relevant factors in deciding whether to support the appeal. If, on consideration of the evidence, the school does not believe that an appeal is justified, the school will inform the student and their parents/carers of this. Having taken their views into account, the school will make the final decision as to whether to submit the appeal and will ensure that this decision, and the justification for it, is communicated to parents/carers and students by the relevant Head of Faculty.

Candidates grades may go up, down or stay the same following an appeal. It is important that candidates are aware of this before the decision is made to submit an appeal.

Grounds for appeal will be where the appellant (that is, the head of centre or private candidate) believes that either:

- A marking or moderation (or review of marking/moderation) error has occurred

or

- The awarding body did not apply its procedures consistently, properly or fairly

Process for Appeals

There is generally a two-stage appeals process:

- Stage One – the preliminary appeal – the case will be reviewed by a member of the awarding body who has not had any previous involvement with or personal interest in the matter.
- Stage Two – the appeal hearing – the case will be considered by a panel which will include at least one independent person.

At each stage, the appeal will either be upheld, not upheld or partially upheld.

An awarding body will send the centre or private candidate an outcome letter for each appeal once a decision has been reached.

Timescale for Appeals

Awarding bodies will process:

- Preliminary appeals (Stage One) within 42 calendar days of receipt of a valid application.
- Appeal hearings (Stage Two) within 70 calendar days of receipt of a valid application.
- Reviews of other administrative decisions within 42 days of receipt of a valid application.

Malpractice

Appeals may also be lodged against decisions made in cases of malpractice. Further details on this can be found in the JCQ document Suspected Malpractice – Policies and Procedures and anyone considering requesting an appeal should read this document beforehand: <http://www.jcq.org.uk/exams-office/malpractice>

Appeals against findings of malpractice must be made by the head of centre for internal candidates or by the candidates themselves in the case of private candidates. Applications for an appeal should be made within 14 calendar days of receiving the malpractice decision. The candidate will be informed if the centre is submitting an appeal against a malpractice decision on their behalf. The decision to appeal will be taken in line with the centre's internal appeals policy.

Access Arrangements, Reasonable Adjustments or Special Consideration

Access arrangements, reasonable adjustments and special consideration decisions are based on inter awarding body procedures. The principles and regulations governing access arrangements and special consideration are set out in the JCQ documents *Access Arrangements and Reasonable Adjustments* and *A guide to the special consideration process*: <http://www.jcq.org.uk/exams-office>

In considering appeals in relation to access arrangements, reasonable adjustments or special consideration, an appeals panel will consider whether the awarding body's actions in decisions relating to these were consistent with the published procedures and were fair. If a candidate reasonably believes that the awarding body has not followed due procedures, and the head of centre agrees, the head of centre may submit a written request for an appeal on behalf of the candidate. Applications for an appeal should be made within 14 calendar days of receiving the reasonable adjustment or special consideration decision.

Timelines for Appeals Against Post-Results Outcomes

Appeals must be submitted to exam boards within 30 days of the outcome of the review being issued by them and can only be submitted via the Examinations Co-ordinator (or by the candidate themselves in the case of private candidates).

Internal candidates wishing to go ahead must ensure that they contact the Examinations Co-ordinator via exams@ashmoleacademy.org well in advance of the appeal deadline so that the school has sufficient time to consider the grounds for their request.

For more information on Appeals, including the criteria for lodging an Appeal and the stages of process for an Appeal, candidates should read the JCQ guide: <https://www.jcq.org.uk/exams-office/appeals>