



Council for  
Life & Health



## Awarding body contact points

Awarding body	Online registration, submission and information Please submit requests online	Telephone number	Postal address  (Only make requests by form if online application is not possible)
AQA	Centre Services <a href="https://onlineservices.aqa.org.uk/">https://onlineservices.aqa.org.uk/</a>	0800 197 7162	Where centres are unable to submit a request using Centre Services, they should contact AQA by phone
CCEA	<a href="http://www.ccea.org.uk">www.ccea.org.uk</a> To register please go online or contact the Centre Support Section on 028 9026 1200 ext 2410 or 2443 or email <a href="mailto:centresupport@ccea.org.uk">centresupport@ccea.org.uk</a>	Tel: 028 9026 1451 Fax: 028 9026 1290	CCEA Clarendon Dock 29 Clarendon Road Belfast BT1 3BG
City & Guilds	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> For information please email <a href="mailto:technical.quality@cityandguilds.com">technical.quality@cityandguilds.com</a>	0300 303 53 52	Where centres are unable to submit a request online, they should contact City & Guilds by phone
OCR	Interchange <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> To register please visit <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> or contact the OCR Customer Support Centre by phone	01223 553998	Where centres are unable to submit a request using Interchange, they should contact the OCR Customer Support Centre by phone
Pearson	Edexcel Online <a href="http://www.edexcelonline.com">www.edexcelonline.com</a> To register for Edexcel Online please go to: <a href="https://qualifications.pearson.com/en/contact-us.html">https://qualifications.pearson.com/en/contact-us.html</a>	Home centres: 0344 463 2535 International centres: +44 (0) 1204 770696	Where centres are unable to submit a request using Edexcel Online, they should contact the Customer Service team by phone
WJEC	WJEC Secure Website <a href="http://www.wjecservices.co.uk">www.wjecservices.co.uk</a> To register please send an email request to <a href="mailto:securewebsite@wjec.co.uk">securewebsite@wjec.co.uk</a> quoting centre number, centre name and contact name	01443 845619	Post-Results Services WJEC Unit A16/17 Gwaelod Y Garth Road Treforest Industrial Estate Pontypridd Rhondda Cynon Taf CF37 5XF

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# Section One: General

1. Introduction

2. Key dates and deadlines for the June 2023 and November 2023 series

3. Fees

# 1. Introduction

1.1 This booklet contains three sections:

- **Section One:** provides an overview of the post-results services process;
- **Section Two:** refers to Reviews of Results (clerical re-check, review of marking and appeals);
- **Section Three:** refers to Access to Scripts.

1.2 This booklet sets out the common arrangements for post-results services. However, awarding bodies may offer additional post-results services. As the awarding bodies will publish their own administrative guidelines on post-results services, please read this booklet together with the information issued by the awarding bodies. Centres should refer to awarding bodies' websites.

1.3 This booklet **does not** cover missing and incomplete results services (MIRs) which address results reported as:

- 'No Result' (X);
- 'Partial Absence' (e.g. D#);
- 'Pending' (Q).

**Important:** Awarding bodies strongly advise candidates and/or their centres to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body **will not** inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at:

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/results/exam-reviews-and-appeals>

## 2. Key dates and deadlines for the June 2023 and November 2023 series

2.1 To enable awarding bodies to provide an efficient service, it is essential that centres meet the following deadlines and key dates. Requests **must** be submitted to awarding bodies by the relevant closing date.

Centres **must** submit requests online via the awarding bodies' extranet sites.

### 2.2 Key dates and deadlines for the June 2023 series

Key date	Reviews of Results (RoRs)	Access to Scripts (ATS)
17 August	<ul style="list-style-type: none"> <li>Issue of GCE AS and A-level results</li> <li>Issue of Extended Project results</li> <li>Clerical re-checks, reviews of marking and reviews of moderation may be requested now</li> </ul>	<b>GCE AS and A-level scripts</b> <ul style="list-style-type: none"> <li>Centres may request copies of GCE AS and A-level scripts to support reviews of marking and/or teaching and learning</li> </ul>
24 August	<ul style="list-style-type: none"> <li>Issue of GCSE results</li> <li>Issue of Foundation and Higher Project results</li> <li>Clerical re-checks, reviews of marking and reviews of moderation may be requested now</li> </ul>	<b>GCSE scripts</b> <ul style="list-style-type: none"> <li>Centres may request copies of GCSE scripts to support reviews of marking and/or teaching and learning</li> </ul>
24 August	<ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for Priority Service 2 reviews of marking (GCE A-level qualifications only)</li> </ul>	
31 August		<ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for copies of GCE AS and A-level scripts to support reviews of marking (Two weeks after the publication of GCE AS and A-level results)</li> </ul>
7 September		<ul style="list-style-type: none"> <li><b>Latest date</b> by which centres will receive copies of <b>GCE AS and A-level scripts</b> to support reviews of marking (Three weeks prior to the deadline for requesting GCE AS and A-level Reviews of Results)</li> </ul>
7 September		<ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for copies of <b>GCSE scripts</b> to support reviews of marking (Two weeks after the publication of GCSE results)</li> </ul>

### **2.3 Key dates and deadlines for the GCSE November 2023 examination series**

- The final closing date for awarding bodies to receive requests for copies of scripts to support reviews of marking is 25 January 2024, two weeks after the publication of results.
- The final closing date for Review of Results Services (RoRs) is 15 February 2024, five weeks after the publication of results.
- The final closing date for awarding bodies to receive requests for copies of scripts to support teaching and learning is 15 February 2024, five weeks after the publication of results.

### **2.4 Requests received after the respective closing date will not be accepted.**

Further information can be found in **section 4.5 – Acknowledgement**.

**2.5** The receipt of scripts may be delayed if a centre has requested a review of marking in the same unit/component. In exceptional cases, where results have been issued after the normal publication date, the closing date for requests will be extended by the same period as the delay.





## Section Two : Reviews of Results (RoRs) and appeals

4. Reviews of Results (RoRs)

5. Appeals

## 4. Reviews of Results (RoRs)

### 4.1 Centre responsibilities

4.1.1 Relevant centre staff **must**



## 4.3 Review of Results services

### 4.3.1 Service 1 (Clerical re-check)

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (see section 4.2).
-

#### 4.3.3 Priority Service 2 (Review of marking)

**The service is available for externally assessed components of both unitised and linear GCE A-level specifications.**

This is a priority review of the original marking to ensure that the mark scheme has been applied correctly.

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.

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers **will not**

If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

#### 4.3.4 Service 3 (Review of 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. The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

Please note that if your centre's internally assessed marks (coursework or non-examination assessment) have been accepted without change by an awarding body, this service **will not** be available.

- Submit the request online.
- Candidate consent is **not** required (**see section 4.2**).
- The request **must** be received by the awarding body by **28 September 2023**.
- The deadline for completion is up to 35 calendar days after the reviewer has received the original sample of work from the centre. This is due to the complexities of the process such as co-ordination between the centre and the moderator.
- Centres should inform A-level candidates that reviews of moderation may not necessarily be completed to meet individual universities' deadlines.
- The review of moderation will be undertaken on the original sample of candidates' work.
- A review of moderation **cannot** be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.

A review of moderation **cannot** be undertaken where a mark for an internally assessed component has been transferred to a subsequent series.

Centres who are in possession of the original sample of work **must** ensure it is ready for despatch. They will be provided with the details of a reviewer to whom the work should be sent. Centre assessed work **must not** be sent at the time of submitting the review of moderation.

Work submitted for a review of moderation **must**:

- be despatched to the reviewer within **three working days following the receipt of instructions from the awarding body**. Failure to meet this may delay the outcome of the review or result in the review being cancelled;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates.

This service **cannot** be undertaken on ephemeral material unless suitable evidence (such as the media recording of theatrical performances) can be provided.

Centres should note that there may be a need for them to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

## 4.4 Submission of requests

## 4.5 Acknowledgement

4.5.1 All requests will be acknowledged within 7 working days.

4.5.2 If an acknowledgement is not received within this period, centres should presume that the request has not been received and **must** contact the awarding body **immediately**. Centres should also regularly check the progress of the request.

4.5.3 If contact is not made until after the deadline for submission of post-result



Consent forms or emails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

An online request carries with it confirmation to the awarding body that the candidate's written consent has been obtained. The submission of a signed request form does likewise.

**4.7.3** An awarding body is obliged to take further investigative action if there is a significant trend in under or over marking.

**4.7.4** Where an awarding body initiates investigative action, candidates' marks and subject grades **are not** automatically protected. Candidates' marks and subject grades may therefore be lowered, confirmed or raised.

## 4.8

## 5. Appeals

- 5.1 The appeals process is available to centres and private candidates after receiving the outcome of a review of results. Reference should be made to the JCQ publication *A guide to the awarding bodies' appeals processes*. This booklet provides full details of the awarding bodies' appeals processes and the associated timescales. It is available on the JCQ website:
- <http://www.jcq.org.uk/exams-office/appeals>
- 5.2 Appeals can only be submitted after the outcome of a review of results has been reported to the centre.
- An appeal against a review of moderation decision cannot be made on behalf of an individual candidate.
- 5.3 In the case of internal candidates, only the head of centre can submit an appeal to the relevant awarding body.
- 5.4 Appeals **must** be made in writing and clearly state the grounds for appeal.
- 5.5 Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers.

In deciding whether to support an appeal, centres should take account of all relevant factors and allow candidates or their parents/carers a reasonable opportunity to express their views. In relation to internal candidates, awarding bodies can only enter into discussions over appeals with centres. Awarding bodies will accept appeals directly from private candidates.

## Section Three: Access to Scripts

### 6. Access to Scripts (ATS)

Centres may request:

- copies of scripts to support reviews of marking which will be provided to centres no later than 7 September 2023 (GCE AS and A-level qualifications) or by 14 September 2023 (GCSE qualifications); and/or
- copies of scripts to support teaching and learning.

Centres **must** submit requests online via the awarding bodies' extranet sites.

Centre staff **must** be fully aware of the guidelines controlling these arrangements.

Centres



6.3.2 Requests **must** be submitted to awarding bodies no later than:

- GCE AS and A-level scripts:  
31 August 2023 – two weeks after the publication of GCE AS and A-level results;
- GCSE scripts:  
7 September 2023 – two weeks after the publication of GCSE results.

6.3.3 Centres will receive the copies no later than 7 September 2023, three weeks before the deadline for reviews of marking for GCE AS and A-level qualifications, or 14 September 2023, two weeks before the deadline for reviews of marking for GCSE qualifications.

6.3.4 Requests received after the deadline **will not** be accepted.

6.3.5 A centre that requires a copy of the script which has been subject to either a clerical re-check or a review of marking should refer to the relevant awarding body's website for further information.

## 6.4 Copies of scripts to support teaching and learning

Centres **must** submit requests online via the awarding bodies' extranet sites.

6.4.1 Requests **must** be submitted to awarding bodies no later than:

- GCE AS and A-level scripts:  
28 September 2023 – six weeks after the publication of GCE AS and A-level results;
- GCSE scripts:  
28 September 2023 – five weeks after the publication of GCSE results.

6.4.2 Requests received after the deadline **will not** be accepted.

## 6.5 Mark schemes

6.5.1 A copy of the relevant mark scheme will be made available to centres by the awarding body, normally after the publication of results.

## 6.6 Disposal of scripts

6.6.1 Where teachers have used copies of candidates' 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.

6.6.2 With the exception of archive material, awarding bodies **do not** keep candidates' responses indefinitely. This includes examination scripts and electronic script images.

## 6.7 General Data Protection Regulation (GDPR)

6.7.1 Information recorded by candidates in examination scripts is exempt from Subject Access Requests under the provisions of the UK GDPR.

## Appendices

Appendix A – Clerical re-checks, reviews of marking and appeals – candidate consent form

Appendix B – Access to Scripts – Candidate consent form for access to and use of examination scripts

# Appendix A – Clerical re-checks, reviews of marking and appeals – Candidate consent form



AQA      City & Guilds      CCEA      OCR      Pearson      WJEC

## Clerical re-checks, reviews of marking and appeals

### Candidate consent form

#### Information for candidates

The following information explains what may happen following a clerical re-check, a review of marking and any subsequent appeal.

If your school or college submits a request for a clerical re-check or a review of the original marking, and then a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

Your original mark is lowered, so your final grade may be lower than the original grade you received.

Your original mark is confirmed as correct, so there is no change to your grade.

Your original mark is raised, so your final grade may be higher than the original grade you received.

To proceed with the clerical re-check or review of marking, you **must** sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the clerical re-check or review of marking being submitted.

#### Candidate consent form

Centre number	Centre name
Candidate number	Candidate name

Details of review (awarding body, qualification level, subject title, component/unit)

.....

.....

I give my consent to the head of my school or college to submit a clerical re-check or a review of marking for the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me 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 for this subject.

Signed: ..... Date: .....

This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal.

**Appendix B – Access to Scripts – Candidate consent form for access to and use of examination scripts**