



Access to Scripts, Reviews of Results and Appeals Procedure

Southend High School for Girls

Access to Scripts, Reviews of Results and Appeals Procedure

Centre name	Southend High School for Girls
Centre number	16607
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Current procedures approved by	Governors
Current procedures reviewed by	Lesley McFee; Helen Riebold and Jason Carey
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Key staff involved in the procedures

Role	Name
Head of centre	Jason Carey
Senior leader(s)	Jason Carey; Helen Riebold; Penny Bowman; Anna Leman; Isobel Boyson; Rebecca McMahon and Robert Prior
Exams officer	Lesley McFee
Other staff (if applicable)	Not applicable

These procedures are reviewed and updated annually to ensure that Southend High School for Girls deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in accordance with current requirements and regulations.

Reference in these procedures to GR and PRS refer to the JCQ documents **General Regulations for Approved Centres** and **Post-Results Services**.

Introduction

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

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

Access to Scripts (ATS)

Centres may request copies of scripts to support:

- reviews of marking; and/or
- teaching and learning

Requests must be submitted online via the awarding bodies' extranet sites.

Information on deadlines for Access to Scripts is found on awarding bodies' websites.

Reviews of Results (RoRs)

- Service 1 (Clerical re-check): This is the only service that can be requested for multiple choice tests
- Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE AS, A-level and GCSE specifications. It is also available for Level 1, 2 and 3 Vocational and Technical qualifications.
- Priority Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications. It is also available for Level 3 Vocational and Technical qualifications. For NCFE this service only applies to T-levels.
- Service 3 (Review of moderation): A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample

Requests must be submitted online via the awarding bodies' extranet sites.

Appeals:

- The appeals process is available after receiving the outcome of a review of results

Purpose of the procedures

The purpose of these procedures is to confirm how Southend High School for Girls deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in compliance with JCQ regulations (GR 5.13).

Details of these procedures are made widely available and accessible to all candidates by:

a variety of communications.

Assemblies are held prior to candidates leaving school, informing them of the post results services, their timelines and results collection process.

An email is also sent out from SLT prior to their Results Day reminding them of the post results services, and results day information.

SHSG also produce information sheets for all the post results services in hard copy, which are published on the examination notice board. Individual copies of the paperwork are also given to students with their statement of results.

Appeals procedures are published on the school's website.

The arrangements for post-results services

- Candidates must be made aware of the arrangements for post-results services prior to the issue of results (GR 5.13)
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (PRS 4.3)
- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At Southend High School for Girls:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking (GR 5.13, PRS 4.1)

Candidates are made aware/informed by:

- a variety of communications.

Assemblies are held prior to candidates leaving school, informing them of the post results services, timelines and results collection process.

An email is also sent out from SLT to candidates prior to their Results Day reminding them of the post results services, and results day information.

SHSG also produce information sheets for all the post results services in hard copy, which are published on the examination notice board. Individual copies of the paperwork are also given to students with their statement of results.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Isobel Boyson, Director of Sixth Form.

prior to the issue of results

Dealing with requests

- All post-results service requests from internal candidates must be made through the centre (GR 5.13)

At Southend High School for Girls the process to request a service is:

- candidate must come into SHSG and complete a 'post results services request' consent and payment form available from the Exams Officer.

Candidate consent

- Candidates must provide their **written consent** for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies **after** the publication of examination results (GR 5.13)

(As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)

Southend High School for Girls will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking, and any subsequent appeal, or an access to scripts service request is submitted to the awarding body

- Acquire informed candidate consent 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
- Only collect candidate consent **after** the publication of results
- Retain consent forms or e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal (PRS 4.2)
- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS Appendix B)

Additional centre-specific actions:

Not applicable

Submitting requests

Southend High School for Girls will:

- Submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ document **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ document **A guide to the awarding bodies' appeals processes** (GR 5.13)
- Confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post-results services and regularly check the progress of the request online (PRS 4.5)

Additional centre-specific actions:

Not applicable

Dealing with outcomes

Southend High School for Girls will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible (GR 5.13)

Candidates will be notified by:

- telephone or emailed a copy of the outcome notification from the awarding body.

Additional centre-specific actions:

Not applicable

Managing disputes

At Southend High School for Girls any dispute/disagreement will be managed in accordance with the 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 (GR 5.13).

Additional centre-specific actions:

Not applicable

Changes 2025/2026

(Updated) Under heading **Introduction** wording updated in relation to the JCQ post-results services currently available.

(Reformatted) Under heading **The arrangements for post-results services** insert fields reformatted and require updating on reviewing and updating this procedure.

Centre-specific changes

Upon review in December 2025, no Centre-specific updates or changes were applicable to this policy.