

Slough and Eton Church of England Business and Enterprise College



Post Results Services Policy

This policy is reviewed annually to ensure compliance with current regulations


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Ratified by Governing Body:	
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2 Purpose of this Policy

The purpose of the policy is to ensure that JCQ guidelines for post-results services are followed.

3 Our Centre Processes:

Pre-Results Day

A post-results process for enquiries about results to be given to staff (updated each summer) which has our internal deadlines and the forms they need to complete.

Students/parents made aware through a 'results day letter' the arrangements in place during results days including the times that senior staff are available as support for enquiries about results (EAR), appeals and access to scripts (ATS).

Results Day

The school will be open on results days with senior staff available for post-results support (overseen by the Head of Centre).

Candidates will receive individual results slips on results days in person at the centre / by post to their home addresses if absent (candidates to provide a SAE)/email if exam officer notified in advance.

- EARs

- EARs may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking or a clerical error in counting total number of marks.
- If EARs are being made, candidates must complete and sign the Access to Scripts (Appendix 2) or Clerical re-checks, reviews of marking and appeals form (Appendix 3)
- Heads of Department will sign to say that they agree with the decision
- The final decision on EARs will be made by the Senior Leadership Team member overseeing Examinations
- When the centre does not uphold an EAR, a candidate may apply to have an enquiry carried out (see 'Appeals' section below). If a candidate requires this against the advice of subject staff, they will be charged.

ATS

After the release of results, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results.

If a result is queried, the exams officer, teaching staff and head of centre will investigate the feasibility of asking for a review at the centre's expense.

Centre staff may also request scripts for investigation or for teaching purposes. The consent of candidates must be obtained.

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

This procedure confirms Slough and Eton compliance with JCQ's *General Regulations for Approved Centres 2025-2026, section 5.13* that the centre has in place "a written internal appeals procedure to

manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal...”

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are informed of the arrangements for post-results services when they collect their results and the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers three services.

- ▶ Service 1 – clerical re-check
 - ▶ Service 2 – review of marking
 - ▶ Service 3 – review of moderation (this service is not available to an individual candidate)
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- Written candidate consent is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body as with these services candidates’ marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.
 - If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.
 - Teachers may request enquiries about results or access to scripts for particular students via the Examinations Officer. Their department may be liable for EAR fees.
 - All applications/requests for EARs or ATs must be made within awarding body deadlines to enable the Examinations Officer to process them.
 - Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate’s behalf.
 - The appellant will be informed of the outcome of their appeal before the internal deadline for submitting an EAR.
 - Following the EAR 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.
 - If the candidate (or their parent/carer) believes there are grounds to appeal against the centre’s decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least 10 calendar days prior to the internal deadline for submitting an EAR. The grounds for the appeal must be clearly stated. The candidate can be supported in the presentation of their case by a parent/carer/friend.
 - The Headteacher will nominate a senior member of staff, normally the SLT member with responsibility for examinations, to lead the enquiry provided that they have played no part in the original assessment process. An experienced Head of Department or School Governor to act as an independent member will also be on the panel.

- The panel will examine the reasons why the centre did not support an enquiry and their findings will be formally reported back to the candidate/parent/carer in writing, including any relevant correspondence with the awarding body.
- Records of the request for the appeal, the evidence, deliberations of the panel and the result will be kept by the Examination Officer and made available to the Awarding Body if required.

Post-Results Process

1. Exam board reviews of results

Review of marking: exam boards review their marking to ensure your work was marked accurately in line with the mark scheme

Review of moderation: exam boards review the moderation of the coursework from your school or college to ensure it was done fairly, reliably and consistently

Clerical re-check: exam boards re-check that all marks have been included and added up correctly

2. Appeal

Your school or college can only request an appeal after the exam board has reviewed your result.

A preliminary appeal can take up to 42 calendar days. If your school or college believes the preliminary appeal has not addressed the issue, it can decide to submit an application for an appeal hearing and that can take up to 70 calendar days.

Please note, appeals are not the first step in checking your grade.

3. Exam Procedures Review Service (EPRS)

Your school or college can only ask the relevant regulator to review what the exam board has done after the exam board has completed the appeal hearing.

The EPRS will look at whether the exam board has followed the regulator's rules and its own procedures. It will not review your work and cannot change your grade. The relevant regulator can ask the exam board to look at your appeal again if they think the exam board made a mistake.

Not all qualifications are covered by the EPRS so please check the relevant regulator's website (Ofqual, CCEA Regulation or Qualifications Wales) for more information.

