



HECKMONDWIKE
GRAMMAR SCHOOL

Post Results and Access to Scripts (Exams)

2024/25

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Helen Cross	
Date of next review	Dec 2025

Key staff involved in the policy/procedure

Role	Name(s)
Head of Centre	Mr Peter Roberts (Headteacher)
Exams officer line manager (Deputy Headteacher / Deputy HoC)	Mr Richard Tipler
Exams Manager	Mrs Helen Cross

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Purpose

The purpose of this policy is to set out the procedures for access to scripts, enquiries about results and appeals to the awarding bodies. (*The internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an enquiry about results on an appeal can be found in the document "Internal Appeals, Complaints and Appeals Procedure"*).

Access to Scripts, Enquiries about Results and Appeals Procedure

Applies to:

This policy applies to any candidate entered for and sitting an externally marked exam covered by JCQ regulations at Heckmondwike Grammar School.

Post Results Service

In the Information for Candidates booklets sent out with their exam entries, the candidates are guided to the examinations section of the school website for full details of the Post Result Services (PRS) available.

The [Post Results Form](#) must be completed in person or via a link is available on the website.

Access to Scripts (candidates)

All exam board scripts are free to download and may be accessed immediately (with candidate consent), at any time up to their deadline, without affecting other Post Results Services.

In the first week following the publication of results priority copies of scripts are available for all A Levels to support reviews of marking.

Once the deadline has passed for Priority Access to Scripts, the original script may be requested but these will not be sent out until after the deadline for other Post Results Services. Candidates must be aware that once the original script has been released it is no longer secure so no other Post Results Services are available.

To request their script(s) candidates must complete the Post Results Service form and if applicable make payment by the deadline set. All scripts are sent to school initially. Where it has been received electronically, the script will be forwarded to the candidate by email. All mark schemes are available from the awarding bodies website. If a script has been posted to school the candidate will be emailed to be informed that they can sign for and collect the script from reception.

Access to Scripts (Teaching and Learning)

Subject Leaders may request copies of their candidate scripts to either support the Review of Results process or for Teaching and Learning. Any cost of this will be met by the department. The request must be made using the Post Results Service form, ticked to confirm the candidate has provided their consent for their script to be accessed by Heckmondwike Grammar School and used as appropriate:

- ☐ to support Review of Marking
- ☐ Anonymised for use in the classroom
- ☐ Unchanged for use in the classroom
- ☐ To support internal moderation only

Candidates' scripts must not be used for a purpose that has not been stated and for which permission has not been granted.

Enquiries about Results – Review of Marking

Candidates must be informed that their marks and subject grades may be lowered and must provide their written consent before an application is submitted. Written consent from the candidate is also acceptable by e-mail.

Candidate requests

Following the publication of results, a review of marking may be requested. A priority service is also available in the week immediately following the publication of the A Level results.

Candidates complete a PRS form to detail the exam paper(s) they require the Post Results Service(s) for. The form also requires a signed confirmation that the candidate is aware that marks may be lost during the Review of Marking process and that grades can go down.

The fees are per exam paper. Payment must be made by either ParentPay (current students) or Zettle (external candidates) by the deadline stated on the form.

Outcomes are received electronically via the awarding bodies' secure websites. A copy of this will be emailed to the candidate, along with an updated Statement of Results if there has been a change in grade. A spreadsheet of PRS requests and results is kept up to date and emailed to all Subject Leaders and SLT at least once a week.

Centre requests

Where the Headteacher / Senior Leadership Team / Subject Leader are concerned about the results of a cohort and the candidates have been identified prior to results being handed out, Exams staff will speak to the candidates when they collect their results and to gather their consent for a Review of Marking.

Following the collection of the results, where the Subject Leader is concerned about the result(s) of a student / cohort and they wish to request a review of marking a Post Results Service form must be completed and signed by the Subject Leader to confirm that candidate consent has been obtained and that the costs will be met by the department budget. (The form should be countersigned by the Headteacher if the costs are to be met by the central budget.)

Enquiries about Results – Review of Moderation (requested by Centre)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. If the centre's NEA or coursework marks have been accepted without change by an awarding body, this service will not be available.

A completed Post Results Service form must be sent to the Exams and Data team who will submit the application online. Candidate consent is not currently required.

A review of moderation of the original sample will be undertaken and cannot include the work of a candidate not in the original sample. The target for completion is within 35 calendar days (A-level candidates should be informed that reviews of moderation may not necessarily be completed to meet individual Universities' deadlines).

Internal Appeals Procedure

In deciding whether to support an enquiry about results due consideration will be given to whether the candidate has achieved an appropriate grade reflecting their ability and how close they are to the grade boundary (determining the possibility of achieving a higher or lower grade). A teaching department may use Priority Access to Scripts prior to deciding to submit requests for several candidates if they are concerned that students have not achieved the grades that reflect their ability.

If a candidate is concerned about their own results they should first speak to their subject teacher or Subject Leader who will consider whether the candidate's result is consistent with their ability. If the Subject Leader does not agree to support an enquiry about results, the student may follow the procedure above in Enquiry about Results, Candidate Requests.

If a student or their parent / carer is dissatisfied with an examination result following the enquiries about results process, they should complete the form included in the Internal Appeals Procedure document within 5 calendar days of being sent their enquiries about results outcome. The Head of Centre will review the request, discussing as appropriate with subject staff and decide whether to

invoke the appeals procedure. The Head of Centre will provide a written response to the student or parent / carer explaining why they have or haven't support the appeal.

Appeals against the outcomes of enquiries about results

When the centre is still dissatisfied with an examination result or results following the enquiries about results process, and the Head of Centre is convinced that the awarding body has not followed due procedures, it is possible to submit an appeal to the awarding body. Appeals may only be made by the Head of Centre or a private candidate. Appeals are not accepted from internal candidates and / or their parents / carers.

The Head of Centre should submit a written request for a Stage 1 appeal to the relevant awarding body within 2 weeks of receiving the outcome of the enquiry about results. The Code of Practice issued by the regulators (Ofqual in England), states that the appeal should focus on whether an awarding body has:

- Used procedures that were consistent with the Code of Practice
- Applied its procedures properly and fairly in arriving at judgements.

On receipt by the awarding body a decision is made whether or not to accept the appeal based on:

- The grounds for appeal put forward by the centre
- Whether an enquiry about results has been completed
- The timescale of the application

Exams Office Procedures

- All Post Results Service requests are submitted online on the day of receipt of payment (or next working day as appropriate), via the awarding bodies' secure websites.
- Following each submission, a copy of the exam board acknowledgement is printed / saved as a pdf in the Exams Office file.
- Details of all requests are recorded on a spreadsheet in the Exams Office file and updated when an outcome is received. This is then shared with Subject Leaders and SLT.

Refund of Post Results Service fees

Students are required to pay up front for any services requested. In the case of a review of marking, where there is a change in overall grade the cost is refunded. In this instance we will email the student to provide bank details so that BACS payment can be processed by the Finance team.