



UVHS

Internal Appeals Policy

- Post Results Services

Ulverston Victoria High School

UVHS Internal Appeals Procedure - Post Results Services

Centre name	Ulverston Victoria High School
Centre number	42351
Date procedures first created	23/10/2024
Current procedures approved by	UVHS Governors: Pastoral & Curriculum sub-committee
Current procedures reviewed by	Lisa Muldoon/Lucy Scott
Date of review	17/10/2025
Date of next review	01/12/2026

Key staff involved in the procedures

Role	Name
Head of centre	Mr Matthew Hardwick
Senior leader(s)	Lisa Muldoon - Deputy Headteacher
Exams officer	Lucy Scott

These procedures are reviewed and updated annually to ensure that Ulverston Victoria High School 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 Ulverston Victoria High School 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:

Details are provided on the school website and updated regularly.

Candidates' attention is drawn to the post results information on the website during exams assemblies

A letter containing all relevant information is emailed out to parents and students in advance of results day, a copy of this letter is included within results envelopes. This is also circulated via teams to 6th form students.

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 Ulverston Victoria High School:

- 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:

- Details are provided on the school website and updated regularly.
Candidates' attention is drawn to this information during exams assemblies.

A letter containing all relevant information including how to contact staff is emailed out to parents and students in advance of results day, a copy of this letter is included within results envelopes.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Exams office staff, this is communicated via email and also posted on the school website.

Dealing with requests

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

At Ulverston Victoria High School the process to request a service is:

- Candidates are asked to complete the on-line form (with limited permissions) accessible via the school website to request access to scripts or contact the exams office for a copy of the relevant form for reviews of marking.

Completed forms can be returned via email or in person on results day to the exams officer for processing.

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)

Ulverston Victoria High School 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:

Internal deadlines are provided to teachers and students to ensure post results requests can be processed and submitted ahead of the published exam board deadlines.

Payment details are provided within the relevant forms and requests will only be submitted to the exam boards once payment has been received.

Submitting requests

Ulverston Victoria High School 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:

Payment information is provided within the relevant forms and unless there are extenuating circumstances requests will only be submitted to the exam boards once payment has been received.

Dealing with outcomes

Ulverston Victoria High School 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:

- School email addresses are used for all communication regarding post results services

Managing disputes

At Ulverston Victoria High School any dispute/disagreement will be managed by:

The forms completed by candidates to request a review of marking/Cerical re-check state clearly that the grade could remain the same, go up or go down following a request submitted to the exam board. Students are asked to tick to confirm they are aware of this and also to confirm it is their decision to proceed with the request with this understanding, should they wish to.

Candidates are always advised to request advice from the relevant subject leader before going ahead with any request.

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

This was a new policy for 2024-25. This information was previously contained within the Exams Policy.

