

Procedures for how the centre will deal with candidates request for access to scripts

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Statement of intent

Oak Academy is committed to ensuring that all candidates have equal access to the range of post-results services offered by the awarding bodies. This document is produced in accordance with JCQ Post-Results Services and outlines procedures for dealing with candidates Enquiries about Results, Appeals and Access to Scripts.

The centre will ensure that the relevant information is available to all candidates (before they sit their exams) so that they are aware of what to do and who to see in the event of a query about their results. A copy of this procedure appears on the school website. A hard copy is held by the exams officer.

Senior members of centre staff will be accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of enquiries. Candidates will be informed of the periods during which centre staff will be available so that they may plan accordingly.

1. Internal appeals procedure

- 1.1 Appeals against internal assessment decisions (centre assessed marks)
- 1.2 Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Oak Academy's and internally standardised.
- 1.3 The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.
- 1.4 This procedure confirms Oak Academy's compliance with JCQ's General Regulations for Approved Centres 2023-2024 (section 5) that the centre will:
 - Have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates.
 - Before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking.
- 1.5 Deadlines for the submission of marks:
 - Date Qualification Details Exam series 15/05/2024 GCSE Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)

2. Summer 2024

- 2.1 Oak Academy is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- 2.2 Oak Academy ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCE and GCSE non-examination assessments).

- 2.3 This policy details all procedures relating to non-examination assessments [for GCSE, Btec, Cambridge Nationals], including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.
- 2.4 Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.
- 2.5 Oak Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.
- 2.6 On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.
- 2.7 Oak Academy will:
- Ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
 - Inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of their work in meeting the published assessment criteria.
 - Inform candidates that they may request copies of materials (generally as a minimum, a copy their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.
 - Having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that these will be shared under supervised conditions) within 10 calendar days.
 - Inform candidates they will not be allowed access to original assessment material unless supervised.
 - Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review they will need to explain what they believe the issue to be.
 - Provide a clear deadline for candidates to submit a request for a review of the centre's marking.
- 2.8 Requests will not be accepted after this deadline. Requests must be made in writing within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form.
- 2.9 Allow 10 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.

- 2.10 Ensure that the review of marking is conducted out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.
- 2.11 Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- 2.12 Inform the candidate in writing of the outcome of the review of the centre's marking.
- 2.13 The outcome of the review of the centre's marking will be made known to the head of centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body.
- 2.14 A written record of the review will be kept and made available to the awarding body upon request.
- 2.15 The awarding body will be informed if the centre does not accept the outcome of a review.
- 2.16 The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

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

- 3.1 This procedure confirms Oak Academy's compliance with JCQ's General Regulations for approved centres 2023-2024 (section 5) that the centre will:
 - Have available for inspection purposes and draw to the attention of candidates and their parents/carers, a written 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.

4. Following the issue of results

- 4.1 Awarding bodies make post-results services available.
- 4.2 Candidates are also made aware of the arrangements for post-results services, before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by the Exams Newsletter and Exam Assemblies.
- 4.3 If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.
- 4.4 The JCQ post-results services currently available are detailed below.
- 4.5 Review of Results (RoRs):
 - Service 1 (Clerical re-check)
 - This is the only service that can be requested for objective tests (multiple choice tests)

- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)
 - This service is only available for externally assessed components of GCE A-Level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation)
 - This service is not available to an individual candidate

5. Access to scripts (ATS)

- 5.1 Copies of scripts to support reviews of marking.
- 5.2 Copies of scripts to support teaching and learning.
- 5.3 Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.
- 5.4 For written components that contributed to the final result, Oak Academy will:
- Consider accessing the script by:
 - Requesting a priority copy of the candidates script to support a review of marking by the awarding body deadline (where the service is made available by the awarding body)
 - Viewing the candidates marked script online to consider if requesting a review of marking is appropriate (where the option is made available by the awarding body)
 - Collect informed written consent/permission from the candidate to access his/her script.
 - On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking.
 - Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified.
 - Collect informed written consent from the candidate to request to RoR service before the request is submitted.
 - Where relevant, advise an affected candidate to inform any third party (such as college/sixth form) that a review of marking has been submitted to an awarding body.
- 5.5 Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body.
- 5.6 Consent is required to confirm the candidate understands that the final subject grade and/pr 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.
- 5.7 Candidate consent must only be collected after the publication of results

6. Moderated components that have contributed to the final result

6.1 For any moderated component that have contributed to the final result, Oak Academy will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation.
- Consult the moderator's report/feedback to identify any issues raised.
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available.
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample.

6.2 Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, Oak Academy will:

- For a review of marking (RoR priority service 2), advise the candidate he/she may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre.
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of his/her script to support a review of marking by providing written permission for the centre to access the script (and any required fee) for this service to the centre to submit this request.
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for this service to the centre to submit this request.
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample.

7. External appeals

7.1 If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centres decision not to support a review of results, an internal appeal can be submitted to the centre by completing the internal appeals form at least 7 days prior to the internal deadline for submitting a request for a review of results. The appellant will be informed of the outcome of his/her appeal.

7.2 Following the RoR 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.

7.3 Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. Following this, the head of centre's decision as to whether to proceed with a

preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

- 7.4 The internal Appeals form should be completed and submitted to the centre within 7 days of the notification of the outcome of the RoR. Subject to the head of centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of receiving the outcome of the review of results process.
- 7.5 Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Appendix 1 – Appeals form

Please tick box to indicate the nature of your complaint/appeal

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centres decision not to support a clerical check, a review of marking, a review of moderation or an appeal

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Name of appellant	
Candidate name if different to complainant/appellant	
Awarding body exam paper code	
Subject exam paper title	

Please state the grounds for your appeal below:
If applicable, tick below

- Where my appeal is against an internal assessment decision I wish to request a review of the centres marking

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed.

Complainant/appellant signature:
Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure.