

Access to Scripts, Reviews of Results & Appeals Procedures 2024-25

For the attention of: All Staff
Produced by: Group Exams Manager
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Vision, Purpose & Values

Our Vision

Our students will be recognised locally & nationally for their positive impact on the communities and industries in which they choose to work.

Our Purpose

To inspire our students to gain the skills, knowledge and behaviours they need to be resilient and thrive in an ever-changing world.

Our Values

Excellence: A culture of creativity, high expectations, ambition and aspiration

Respect: Showing fairness, courtesy and mutual respect to each other and our environment

Integrity: Honesty, openness and trust at the heart of College life

Diversity: Celebrating diversity and inclusivity as a key to our success

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1. Key Staff Involved in ATS/ ROMM Procedures

Role	Name(s)
Head of Centre	Gillian May
Principals	Amanda Down & Anne Entwistle
Exams Manager	Fatima Rana
Deputy Exams Managers	Simmi Pawar, Kofil Chowdhury & Amanda Flemington
Exams Officers	Claire Burt, Harriet Wigmore-Welsh, Rob Cura, Jalisa Ogundelu

These procedures are reviewed and updated annually to ensure that Windsor Forest Colleges Group 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 publications **General Regulations for Approved Centres** and **Post-Results Services**.

2. 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):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Reviews 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 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

- Service 3 (Review of moderation) - This service is not available to an individual candidate

Appeals:

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

3. Purpose of the Procedures

The purpose of these procedures is to confirm how Windsor Forest Colleges Group 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).

4. 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 Windsor Forest Colleges Group:

- 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/accessible 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 posters on the exams notice board, via email prior to the release of results and on results days and information on the intranet and website.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the exams department on the day of release of results.

5. Dealing with Requests

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

Windsor Forest Colleges Group will:

- Ensure candidates 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)
- 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 6.2)

6. Submitting Requests

Windsor Forest Colleges Group 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 publication **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ publication **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)

Procedures for Windsor Forest Colleges Group:

It is recommended that the student request copies of scripts prior to a review of marking request to ascertain if a review of marking is worthwhile:

- Students must request their own scripts. Requests cannot come from tutor, parents or any other person

- Requests can be made by email. The relevant JCQ form may be issued to the learner for completion
- Scripts are requested through the AO portal and can be sent direct to the student via email.

It is not necessary to request scripts prior to requesting a review of marking:

- Students must make their own requests for ROMM.
- Requests can be made by email. The relevant JCQ form may be issued to the learner for completion
- The learner is made aware again of costs associated with the request, what the review will be made up of and the grade changes that can occur (grades may go up or down or remain the same)
- Students must confirm which paper/s they wish to be reviewed
- Requests are submitted electronically by the exams team to the awarding body once payment is received from the student

7. Dealing with Outcomes

Windsor Forest Colleges Group 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 email as to the outcome of their request.
- Any grade changes will be reported to MIS by the exams team.
- Any reviewed papers will be passed to the student as soon as received.

If the grade goes up, any fees paid will be reimbursed using the payment method originally used

8. Managing Disputes

- At Windsor Forest Colleges Group any dispute/disagreement will be managed in accordance with the internal appeals procedure (found in staff links) and the JCQ guidance:

https://www.jcq.org.uk/wp-content/uploads/2023/06/Appeals_Booklet_2023_FINAL.pdf