



**Bluecoat Beechdale
Academy**

Believe, Belong, Achieve

BLUECOAT BEECHDALE ACADEMY

CENTRE PROCEDURES FOR DEALING WITH CANDIDATE POST RESULTS REQUESTS

2025/2026

This procedure is reviewed and updated annually to ensure that appeals against any decision at Bluecoat Beechdale Academy not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations. Reference in this procedure to GR refers to the JCQ document **General Regulations for Approved Centres**.

Introduction

Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at Bluecoat Beechdale Academy).

If teaching staff at Bluecoat Beechdale Academy or a candidate (or their parent/carer) have a concern that a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

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.

Access to Scripts (ATS):

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

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Bluecoat Beechdale Academy for dealing with candidate appeals relating to any centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal. This procedure ensures compliance with JCQ regulations (GR 5.13) which state that centres must have available for inspection 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 an application for a clerical re-check, a review of marking, a review of moderation or an appeal.

Access to scripts, Review of Results and appeals procedures.

Following the issue of results, Access to scripts and Review of Results may be requested by centre staff or candidates if there are reasonable grounds for believing there has been an error in marking. Candidates will be informed of:

- when, where and with whom they will have the opportunity to discuss their results
- the post-results services that will be made available to them by awarding bodies
- how they request a service
- the deadlines that have to be met
- how they are informed of the outcome of their request
- the internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a review of results or an appeal

Candidates will be made aware of the arrangements for post-results services before they sit any examinations and that senior members of centre staff will be accessible on results day to discuss any concerns regarding candidates' results and make decisions whether to submit a request for review of results.

The centre will treat all candidates equally, including private candidates, throughout the examination process. This would also extend to post-results services and appeals.

Candidate consent

Consent from a candidate to request a post-results service must only be obtained **after** the candidates have received their results.

Centres must obtain written candidate consent for clerical re-checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. Failure to do so will be considered centre malpractice. Candidate consent for clerical re-checks and reviews of marking must be obtained after the publication of results.

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.**

Written candidate consent is **not** required for a **review of moderation** as candidates' marks may be lowered but...

A candidate has the right to instruct their centre not to request their script(s)... Prior written permission must therefore be obtained from any candidate where the centre intends to request his/her script(s)... This permission must be sought only after the candidates have received their results for the respective examination series.

Candidates who grant their permission have the right to anonymity of their scripts before use... **Written consent from the candidate is also acceptable by e-mail.**

Evidence of candidate consent must be retained for the required period.

Consent forms or e-mails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

Submitting requests to the awarding body

Requests/applications for RoRs and ATS will be submitted online via the individual awarding body secure extranet site by the relevant deadline.

Administering post-results services:

- Collect any requests for RoRs or ATS to your internal deadline.
- Ensure appropriate candidate written consent/permission is obtained.
- Charge fee(s) where appropriate.
- Submit requests online to the awarding body by the required deadline, track to conclusion.
- Ensure acknowledgement is given for the submission of requests on or before the deadline, if not contact the awarding body
- RoR outcome: inform the candidate of the outcome of the review and the timeline for appeal (providing the candidate with a direct copy of the awarding body's outcome is normally sufficient)
- ATS outcome: provide the candidate/teacher with the script provided by the awarding body (note the urgency where a copy of a script has been provided to support a review of marking)
- Where a RoR outcome changes a result, update the centre's result records (MIS users - alternatively obtain an updated results file from the awarding body where available)
- Keep consent/permission forms/emails on file.
- Ensure retention periods for signed consent forms or e-mails from candidates are understood.

Dealing with outcomes

Bluecoat Beechdale Academy 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 an email/post a copy of the outcome notification form from the awarding body if the grade is changed.

Managing disputes

At Bluecoat Beechdale Academy any dispute/disagreement will be managed in accordance with the internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or appeal. (GR 5.13).