



Access to Scripts, Reviews of Results and Appeals Procedures (Exams)

Document Control

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1. Access to Scripts, Reviews of Results and Appeals Procedures

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| Centre name | Vega College |
| Centre number | 11000502 |
| Date procedures first created | September 2025 |
| Current procedures approved by | Clare Taylor |
| Current procedures reviewed by | Gill Galloway |
| Date of review | January 2026 |
| Date of next review | January 2027 |

2. Key staff involved in the procedures

| Role | Name |
|-----------------------------|---|
| Head of centre | Gill Galloway |
| Senior leader(s) | Ed Chapman, Gill Galloway, Clare Taylor |
| Exams officer | Clare Taylor |
| Other staff (if applicable) | Samuel Race Lisa Lewkowicz |

These procedures are reviewed and updated annually to ensure that Vega College 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**.

3. Introduction

3.1 Following the issue of results, awarding bodies make post-results services available. The JCQ post-results services currently available are detailed below.

3.2 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 multiple choice tests
- Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE A-level specifications, GCSE specifications and Level 1, 2 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 and Level 3 Vocational and Technical qualifications.
- Service 3 (Review of moderation): This service is not available to an individual candidate

3.3 Appeals:

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

4. Purpose of the procedures

4.1 The purpose of these procedures is to confirm how Vega College 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: Candidate Exam booklet

5. 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 Vega College:

- 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:
- Candidate Exam booklet

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by:

- Candidate Exam booklet
- Sent to students before results day

6. Dealing with requests

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

At Vega College the process to request a service is:

- By completing a Post results service request, consent and payment form available from the exams officer and senior leaders

7. 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)

Vega College 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)

8. Submitting requests

Vega College 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)

9. Dealing with outcomes

Vega College 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: telephone by subject leader

10. Managing disputes

At Vega College any dispute/disagreement will be managed in accordance with internal appeals procedure to manage dispute when candidate disagrees with the centre decision.