



Joint Council for  
Qualifications

**GCSE, GCE,  
Projects (including Extended Project)**

## **Post-Results Services**

- Clerical checks
- Reviews of marking
- Reviews of moderation
- Access to scripts

**Information and guidance to centres for  
examinations taken in:**

**June 2017 and November 2017 examination  
series**

Produced on behalf of:



### Awarding body contact points

| Awarding Body | ON-LINE REGISTRATION,<br>SUBMISSION AND<br>INFORMATION<br><br>PLEASE SUBMIT REQUESTS<br>ON-LINE   | Telephone Number<br>Fax Number<br><br>(only make requests by<br>form if on-line application<br>is not possible) | Postal Address<br><br>(only make requests by form<br>if on-line application is not<br>possible)   |
|---------------|---|---|---|
| AQA           | e-AQA<br><a href="http://www.aqa.org.uk">www.aqa.org.uk</a><br>Select e-aqa link<br><br>To register, go on-line or tel:<br>0844 209 6614  | Tel: 0800 197 7162  | Where centres are unable to<br>submit a request using e-AQA<br>they should contact AQA on<br>0800 197 7162  |
| CCEA          | <a href="http://www.ccea.org.uk">www.ccea.org.uk</a><br><br>To register please go on-line or<br>contact the Centre Support<br>Section on 028 9026 1200 ext<br>2410 or 2443 or e-mail<br><a href="mailto:centresupport@ccea.org.uk">centresupport@ccea.org.uk</a>                      | Tel: 028 9026 1451<br><br>Fax: 028 9026 1290  | CCEA<br>Clarendon Dock<br>29 Clarendon Road<br>Belfast<br>BT1 3BG   |
| City & Guilds | <a href="http://www.cityandguilds.com">www.cityandguilds.com</a><br><br>For information please e-mail<br><a href="mailto:policy@cityandguilds.com">policy@cityandguilds.com</a>   | Tel: 020 7294 2772<br><br>Fax: 020 7294 2416  | City & Guilds<br>1 Giltspur Street<br>London<br>EC1A 9DD  |
| OCR           | Interchange<br><a href="http://www.ocr.org.uk">www.ocr.org.uk</a><br><br>To register please visit<br><a href="http://www.ocr.org.uk">www.ocr.org.uk</a> or contact the<br>OCR Customer Contact Centre on<br>01223 553998  | Tel: 01223 553998   | Where centres are unable to<br>submit a request using<br>Interchange they should contact<br>the OCR Customer Contact<br>Centre on 01223 553998  |
| Pearson       | Edexcel Online<br><a href="http://www.edexcelonline.com">www.edexcelonline.com</a><br><br>To register for Edexcel Online<br>please contact Edexcel Online<br>Support on 0844 576 0024 or<br><a href="http://www.edexcel.com/help">www.edexcel.com/help</a>                            | Telephone:<br><br>Home centres:<br>0844 463 2535<br><br>International centres:<br>+44 (0) 1204 770696           | Where centres are unable to<br>submit a request using Edexcel<br>Online, they should contact the<br>Customer Service team by<br>telephone:<br><br>Home centres:<br>0844 463 2535<br><br>International centres:<br>+44 (0) 1204 770696 |
| WJEC          | WJEC Secure Website<br><a href="http://www.wjecservices.co.uk">www.wjecservices.co.uk</a><br><br>To register please send an e-mail<br>request to<br><a href="mailto:securewebsite@wjec.co.uk">securewebsite@wjec.co.uk</a><br>quoting centre number, centre<br>name and contact name. | Tel: 01443 845619   | Post-Results Services<br>WJEC<br>Unit A16/17<br>Gwaelod Y Garth Road<br>Treforest Industrial Estate<br>Pontypridd<br>Rhondda Cynon Taf<br>CF37 5XF  |

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## SECTION ONE: General

### 1. Introduction

1.1 This booklet contains three sections:

- **Section One** provides an overview of the post-results services process;
- **Section Two** refers to Enquiries about Results (clerical re-check, review of marking, review of moderation) and Appeals;
- **Section Three** refers to Access to Scripts.

1.2 This booklet sets out the common arrangements for post-results services. Awarding bodies may however offer additional post-results services. As the awarding bodies will publish their own administrative guidelines on post-results services, **please read this booklet together with the information issued by the awarding bodies**. Centres should refer to awarding bodies' websites.

1.3 This booklet **does not** cover missing and incomplete results services (MIRs) which address results reported as:

- 'No Result' (X);
- 'Partial Absence' (e.g. D#);
- 'Pending' (O).

To query such a result, please refer to the relevant documentation supplied by the individual awarding body.

The awarding body will investigate the query and will report the outcome without charge. Most queries can be resolved on the designated results day through processing checks.

1.4 Candidates following unitised GCSE† GCE AS and A-level specifications who have achieved sufficient unit results for an award but have not claimed certification may do so retrospectively through their centre. **The centre must submit the request to the relevant awarding body before the published deadline for the series concerned**. Each awarding body will publish its own administrative guidelines, which will detail the method of submitting requests and any fee for this service.

†Centres following unitised GCSE specifications in Wales and Northern Ireland.

1.5 In light of recent changes to post-results services, centres are strongly advised to submit enquiries about results for all candidates for whom they have concerns **at the earliest opportunity**. This will enable the awarding body to take a holistic view of the quality of marking and allow them to take any corrective action which may be required in a timely fashion.

## 2. Key dates and deadlines

2.1 To enable awarding bodies to provide an efficient service, it is essential that centres meet the following deadlines and key dates. Please note that applications **must** be submitted to awarding bodies by the relevant closing date.

Centres must submit applications on-line via the awarding bodies' extranet sites.

### 2.2 Key dates and deadlines for the June 2017 series

| KEY DATE     | ENQUIRIES ABOUT RESULTS (EAR)   | ACCESS TO SCRIPTS (ATS)   |
|--------------|---|---|
| 17 August    | <ul style="list-style-type: none"> <li>Issue of GCE AS and A-level results</li> <li>Issue of Extended Project results</li> <li>EARs may be requested now</li> </ul>   | <b>GCE AS and A-level scripts</b> <ul style="list-style-type: none"> <li>Centres may request copies of GCE AS and A-level scripts to support reviews of marking and/or teaching and learning</li> </ul> |
| 24 August    | <ul style="list-style-type: none"> <li>Issue of GCSE results</li> <li>Issue of Foundation and Higher Project results</li> <li>EARs may be requested now</li> </ul>  | <b>GCSE scripts† (†see page 3)</b> <ul style="list-style-type: none"> <li>Centres may request copies of GCSE scripts to support reviews of marking and/or teaching and learning</li> </ul>              |
| 24 August    | <ul style="list-style-type: none"> <li><b>DEADLINE</b> for Priority Service 2 reviews of marking (GCE A-level qualifications only):</li> </ul>  | <ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for copies of <b>GCE AS and A-level scripts</b> to support reviews of marking</li> </ul>                 |
| 31 August    |   | <ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for copies of <b>GCSE scripts</b> to support reviews of marking</li> </ul>                               |
| 7 September  |   | <ul style="list-style-type: none"> <li>Latest date by which centres will receive copies of scripts to support reviews of marking (GCE AS, GCE A-level and GCSE scripts )</li> </ul>                     |
| 21 September | <ul style="list-style-type: none"> <li><b>DEADLINE</b> for EARs: Last date for awarding bodies to receive applications</li> <li><b>DEADLINE</b> for awarding bodies to receive requests for late subject awards (Unitised GCSE, GCE AS and A-level qualifications)</li> </ul> |   |
| 28 September |   | <ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for copies of scripts to support teaching and learning</li> </ul>  |

### **GCSE November 2017 examination series**

- 2.3 ‡For the GCSE November 2017 examination series the final closing date for awarding bodies to receive requests for copies of scripts to support reviews of marking is **18 January 2018, seven days after the publication of results.**
- 2.4 For the GCSE November 2017 examination series the final closing date for all EAR applications is **8 February 2018, four weeks after the publication of results.**
- 2.5 ‡For the GCSE November 2017 examination series the final closing date for awarding bodies to receive requests for copies of scripts to support teaching and learning is **15 February 2018, five weeks after the publication of results.**
- 2.6 **Requests received after the respective closing date will not be accepted.**  
Further information can be found in **section 4.5 – Acknowledgement, page 11.**

**For unitised GCSE qualifications in Wales and Northern Ireland, January 2018 examination series, please see <http://www.jcq.org.uk/exams-office/key-dates-and-timetables>  
For other qualifications and other series please see awarding body websites.**

‡Centres should check awarding bodies' websites as to the availability of copies of GCSE scripts.

\*The receipt of scripts may be delayed if a centre has requested a review of marking in the same unit/component.

In exceptional cases, where results have been issued after the normal publication date, the closing date for applications will be extended by the same period as the delay.

### **3. Fees**

- 3.1 Fees for post-results services (Access to Scripts and Enquiries about Results) are set independently by each individual awarding body.
- 3.2 Awarding bodies will publish their own arrangements relating to fees charged for Access to Scripts and EAR services.
- 3.3 For clerical checks and reviews of marking, the EAR fee will not be charged if subject grades are amended.
- 3.4 For reviews of moderation, the EAR fee will not be charged if centre marks are reinstated.
- 3.5 Where copies of scripts are requested as part of the Access to Scripts service, awarding bodies will normally invoice centres after the copies have been supplied.

## SECTION TWO: EARs and Appeals

### 4. Enquiries about Results (EARs)

#### 4.1 Centre responsibilities

- 4.1.1 Please ensure that all centre staff are fully aware of the Enquiry about Results process **including the published deadlines**.

Centres must make candidates aware of the arrangements for Enquiries about Results before they sit any examination(s). **These arrangements also extend to private candidates.**

Senior members of centre staff must 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 must be informed of the periods during which centre staff will be available so that they may plan accordingly.

Awarding bodies will only accept applications for reviews of marking from centres and not from candidates or their parents. Centres must ensure that they have a process in place for candidates to appeal the centre's decision not to pursue a review of marking.

#### 4.2 Candidate consent

- 4.2.1 Centres must obtain written candidate consent for clerical 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 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**. (A suggested form for centres to use is included as **Appendix A, page 19**. **Written consent from the candidate is also acceptable by e-mail.**)
- 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 enquiry about results or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.
- An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed application form does likewise.)

- 4.2.2 Written candidate consent is **not** required for a **review of moderation** as candidates' marks may be lowered but their **published subject grades will not be lowered** in the series concerned\*. However, centres should be aware that a lowered mark may be carried forward to future certification. For example, if a coursework mark which contributes to an AS award (**unitised GCE AS qualification**) is lowered as a result of a moderation review, the AS grade will be protected, but the lower mark will contribute to any subsequent A-level award (**unitised GCE A-level qualification**).

**\* In light of Ofqual's on-going reforms, centres should note that automatic protection of subject grades following a review of moderation may not apply in future examination series. Once a decision has been reached the JCQ member awarding bodies will inform centres.**



### **4.3 The awarding bodies offer the following enquiry about results services.**

#### **4.3.1 Service 1 (Clerical re-check)**

This is a re-check of all clerical procedures leading to the issue of a result.

- **Submit the application on-line.**
- Candidate consent is required **(see section 4.2, page 5)**.
- For the **June 2017 examination series**, the request **must** be received by the awarding body by **21 September 2017**.
- **The deadline for completion is within 10 calendar days of the awarding body receiving the request.**

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

**Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).**

#### 4.3.2 Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. **It is not a re-marking of the candidate's script.**

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. **Reviewers will not re-mark the script.**

**The service is available for externally assessed components of both unitised and linear specifications.**

- **Submit the application on-line.**
- Candidate consent is required and **must** be held on file by the centre (see section 4.2, page 5).
- For the **June 2017 examination series**, the request **must** be received by the awarding body by **21 September 2017**.
- **The deadline for completion is within 20 calendar days of the awarding body receiving the request.**

This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above.

**If a centre is concerned about the marking of an entire centre cohort, you must refer to section 4.7, page 13.**

**Changes to candidates' results arising from a review of marking cannot lead to a subsequent late request for a review of moderation.**

#### 4.3.3 Priority Service 2 (Review of marking)

This is a priority post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. **It is not a re-marking of the candidate's script.**

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. **Reviewers will not re-mark the script.**

**The service is available for externally assessed components of both unitised and linear GCE specifications.**

**It is only available if a GCE A-level candidate's place in higher education is dependent on the outcome.**

**Any applications not meeting this criteria will be treated as normal Service 2 requests.**

- **Submit the application on-line.**
- Candidate consent is required (see section 4.2, page 5).
- For the **June 2017 examination series**, the request **must** be received by the awarding body no later than **24 August 2017 (seven days after the publication of GCE A-level results)**.
- **The deadline for completion is within 15 calendar days of the awarding body receiving the request.**

**If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.**

#### 4.3.4 Service 3 (Review of moderation)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. **It is not a re-moderation of candidates' work.** The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

**Please note that if your centre's internally assessed marks (controlled assessment, coursework or non-examination assessment) have been accepted without change by an awarding body, this service will not be available.**

- **Submit the application on-line.**
- Candidate consent is **not** required (see section 4.2, page 5).
- For the **June 2017 examination series**, the request **must** be received by the awarding body by **21 September 2017**.
- **The deadline for completion is within 35 calendar days of the moderator receiving the original sample of work from the centre.**
- **The review of moderation will be undertaken on the original sample of candidates' work.**
- **A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.**

**A review of moderation cannot be undertaken where a controlled assessment mark has been transferred to a subsequent series, e.g. from June 2016 to June 2017.**

**Centres who are in possession of the original sample of work must ensure it is ready for despatch and they will be provided with the details of a moderator to whom the work should be sent. Centre assessed work must not be sent at the time of submitting the application.**

Work submitted for a review of moderation **must**:

- be despatched to the moderator within **three working days – failure to meet this undertaking may delay the outcome of the review or result in the review being cancelled**;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates.

This service cannot be undertaken on ephemeral material unless suitable evidence (such as the video taping of theatrical performances) can be provided. Centres should note that there may be a need for them to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

**Centres operating as part of a consortium must submit requests on behalf of all centres within the consortium. Individual centres within the consortium cannot request a review of moderation solely on their own behalf.**

**Changes to candidates' results arising from a review of moderation cannot lead to a subsequent late request for a review of marking of a written examination component.**

#### 4.4 Submission of requests

Centres **must** submit requests on-line via the awarding bodies' extranet sites.

4.4.1 **The published EAR services are the only mechanism by which concerns about results will be addressed.**

4.4.2 Where a centre is unable to use an awarding body's extranet site, the centre **must** contact the individual awarding body immediately by telephone.

4.4.3 Letters of concern **cannot** be accepted as applications for EAR services. Centres with such concerns **must** use the published enquiry about results procedures. **Centres must not submit letters of concern with their applications.**

4.4.4 All requests **must** be submitted (and thus supported by the centre) either by the head of centre or an authorised member of centre staff. Awarding bodies will **not** accept applications submitted by any other individuals, e.g. by candidates entered through a centre or by parents.

4.4.5 Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an enquiry about results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an enquiry about results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. **Awarding bodies can only enter into discussions over enquiries about results with centres.**

4.4.6 **Candidates must provide their written consent for clerical checks and reviews of marking after the publication of results (see section 4.2, page 5, on candidate consent).**

4.4.7 Applications for unitised subjects **must** be made within the enquiry period immediately following the publication of results for the unit. **Applications cannot be made retrospectively for previous series.**

4.4.8 Please see awarding body contact points (inside front cover) for details of submitting requests to awarding bodies.

4.4.9 Awarding bodies may not cancel an enquiry after submission.

#### 4.5 Acknowledgement

4.5.1 All applications will be acknowledged within **7 working days**.

4.5.2 If an acknowledgement is not received within this period, centres should presume that the application has not been received and **must** contact the awarding body **immediately**. Centres should also regularly check the progress of the application.

4.5.3 If contact is not made until after the deadline for submission of enquiries about results, the awarding body is not obliged to proceed with the application on-line.

## 4.6 Outcome of enquiries

4.6.1 The outcome of each enquiry will be confirmed by the respective awarding body.

4.6.2 The awarding body will provide a reason for the decision of a review of marking. If the mark has changed the reason will either be that an administrative error has occurred or there was a marking error. A marking error would occur where an examiner has not correctly applied the mark scheme or any other relevant procedure, i.e.

- if the 'right' mark was not given in a task where there is a 'right' or 'wrong' mark;
- if there has been an unreasonable exercise of academic judgement†.

If there is a disparity of two qualification grades or more between the original marker and the reviewer, the awarding body will automatically provide the centre with specific details.

4.6.3 The centre will be issued with a report providing feedback on the review of moderation. If centre-marks are reinstated, feedback will not be provided.

4.6.4 Where a grade changes and a certificate has previously been issued, once the centre has returned the original certificate to the awarding body a replacement will be issued showing the revised grade.

4.6.5 UCAS will be advised of any changes to GCE qualification grades. (Centres **must** familiarise themselves with UCAS arrangements - <https://www.ucas.com/advisers/?tile=tile-471>).

4.6.6 **Where there has been a reduction in marks or a downgrade, the request cannot be revoked and the original mark or grade cannot be reinstated.**

†An academic judgement is what is involved when marking and grading assessments. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.

#### **4.7 If a centre is concerned about the marking of a centre cohort**

**4.7.1 If a centre has concerns about one of its component/subject cohorts, then it should submit requests for reviews of marking for all candidates they believe to be affected.** This will enable the awarding body to take a holistic view of the quality of marking and allow them to take any corrective action which may be required in a timely fashion.

**4.7.2 Centres must obtain written candidate consent for reviews of marking after the publication of results, as with these services, candidates' marks and subject grades may be lowered.**

- Candidates **must** be informed of this possible outcome and provide their written consent before an application is submitted. A suggested form for centres to use is included as **Appendix A, page 19. Written consent from the candidate is also acceptable by e-mail.**
- 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 review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.
- An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. The submission of a signed application form does likewise.

**4.7.3 Centres need to be aware that an awarding body is obliged to take further investigative action if there is evidence to support this.**

**4.7.4 Where an awarding body takes further investigative action candidates' marks and subject grades are not automatically protected. Candidates' marks and subject grades may therefore be lowered, confirmed or raised.**

**4.7.5 Where an awarding body takes further investigative action, centres will not be charged a fee.**



## 4.8 Uniform Mark Scale (UMS) Marks – unitised GCE and GCSE specifications

4.8.1 An explanation of how uniform marks are calculated may be found on awarding body websites. However, the following points may be helpful.

- Raw marks are the marks that are recorded on scripts by examiners – the maximum raw mark differs according to the unit/component.
- Candidates' results in unitised subjects are reported as uniform marks – these are fixed for all units/components with equal weighting.
- Uniform marks are calculated from raw marks.
- There will not necessarily be an obvious direct relationship between raw and uniform marks.
- Small variations in raw marks may lead to larger UMS differences.
- **Awarding bodies will monitor the outcome of reviews of marking in terms of raw marks and not uniform marks.**

## 4.9 Candidate malpractice

4.9.1 If candidate malpractice is discovered during a review of marking or a review of moderation, the script/controlled assessment/coursework/non-examination assessment will be processed in accordance with the JCQ document *Suspected Malpractice in Examinations and Assessments – Policies and Procedures*. Candidates may lose some or all of their marks, consequently affecting grades awarded.

## 5. Appeals

- 5.1 The appeals process is available to centres who remain dissatisfied **after receiving the outcome of an enquiry about results**. Centres should refer to the JCQ publication *A guide to the awarding bodies' appeals processes* which is available on the JCQ website <http://www.jcq.org.uk/exams-office/appeals>

The above-mentioned booklet provides full details of the awarding bodies' appeals processes and the associated timescales.

- 5.2 **Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre.**

**An appeal against a moderation decision cannot be made on behalf of an individual candidate.**

- 5.3 **Only the head of centre can submit an appeal to the relevant awarding body.**

- 5.4 Appeals **must** be made in writing and clearly state the grounds for appeal.

- 5.5 Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

**Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres.**

## SECTION THREE: Access to Scripts

### 6. Access to Scripts (ATS)

Centres may request:

- copies of scripts to support reviews of marking which will be provided to centres no later than 7 September 2017; and/or
- copies of scripts to support teaching and learning.

Centres must submit requests on-line via the awarding bodies' extranet sites.

Centre staff must be fully aware of the guidelines controlling these arrangements. Centres **must** make candidates aware of the arrangements for access to scripts before candidates sit any examination(s) to which these arrangements apply.

#### 6.1 Arrangements for access to marked examination scripts

6.1.1 Awarding bodies will provide centres and their candidates with access to marked scripts for the following examinations:

- GCE AS and A-level
- GCSE

6.1.2 A 'script' refers to the written work of a candidate which has resulted from an externally assessed component. Arrangements for Access to Scripts **do not** apply to internally assessed components, orals or audio/video tapes.

6.1.3 Additional information, *Notes for guidance – Access to Scripts Service* may be found within **Appendix C, page 21**.

#### 6.2 Conditions of Access to Scripts (ATS) service

Awarding bodies will only release copies of scripts to centres under the following conditions:

6.2.1 **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.

A specimen form for centre staff when seeking a candidate's written permission to request and use scripts is attached as **Appendix B, page 20**. **Written consent from the candidate is also acceptable by e-mail.**

6.2.2 Scripts **must** only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates.

### 6.3 Copies of scripts to support reviews of marking

Centres must submit applications on-line via the awarding bodies' extranet sites.

- 6.3.1 Centres will be able to request **copies of GCE AS, GCE A-level and GCSE scripts** before deciding whether to lodge a review of marking.

**If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.**

- 6.3.2 Requests **must** be submitted to awarding bodies no later than:

**GCE AS and A-level scripts:**

**24 August 2017 – seven days after the publication of GCE AS and A-level results;**

**GCSE scripts**

**31 August 2017 – seven days after the publication of GCSE results.**

- 6.3.3 Centres will receive the copies no later than **7 September 2017 – two weeks before the deadline for reviews of marking.**

- 6.3.4 Requests received after the deadline **will not** be accepted.

- 6.3.5 A centre that requires a copy of the script which has been subject to either a clerical re-check or a review of marking should refer to the relevant awarding body's website for further information.

### 6.4 Copies of scripts to support teaching and learning

Centres must submit applications on-line via the awarding bodies' extranet sites.

- 6.4.1 Requests **must** be submitted to awarding bodies no later than **28 September 2017, one week after the closing date for reviews of marking.**

- 6.4.2 Requests received after the deadline **will not** be accepted.

### 6.5 Mark schemes

- 6.5.1 A copy of the relevant mark scheme will be made available to centres, normally via an awarding body's website after the publication of results.

## 6.6 Disposal of scripts

- 6.6.1 Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they **must** ensure that the scripts are disposed of in a confidential manner.
- 6.6.2 Centres should note that awarding bodies will destroy all scripts remaining after those required for access to scripts, reviews of marking, appeals and research purposes have been extracted. Scripts will be disposed of in a confidential manner.

## Appendix A



AQA City & Guilds CCEA OCR Pearson WJEC

### ENQUIRIES ABOUT RESULTS AND APPEALS

#### Candidate consent form

##### Information for candidates

The following information explains what may happen following an enquiry about a result and any subsequent appeal.

If your school or college makes an enquiry about a result, (a review of the original marking) and a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the enquiry about results, you must sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made.

##### Candidate consent form

|                  |                |
|------------------|----------------|
| Centre Number    | Centre Name    |
| Candidate Number | Candidate Name |

Details of enquiry (Awarding Body, Qualification level, Subject title, component/unit)

.....  
.....

**I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me following an enquiry about the result and any subsequent appeal may be lower than, higher than, or the same as the result which was originally awarded for this subject.**

Signed: ..... Date: .....

**This form should be retained on the centre's files for at least six months following the outcome of the enquiry about results or any subsequent appeal.**

## Appendix B



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### ACCESS TO SCRIPTS

#### Candidate consent form for access to and use of examination scripts

|                  |                     |
|------------------|---------------------|
| Centre Number    | Centre Name         |
| Candidate Number | Candidate Name      |
| Subject          | Component/unit code |

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.

Signed: ..... Date: .....

This form should be retained on the centre's files for at least six months.

## Appendix C



AQA      City & Guilds      CCEA      OCR      Pearson      WJEC

### Notes for guidance – Access to Scripts service

#### How are scripts marked?

Scripts can be marked either on-screen or traditionally.

**Where scripts are marked on-screen** they are despatched from centres, using a secure and traceable system, and delivered to a scanning centre where they are scanned into a computer system to produce an image of the candidate's answers. The scanned images of the script are then separated into 'clips' by question (or parts of questions) according to the marking process that is appropriate. These files can be processed by computer and transmitted through the internet.

The transfer of electronic files over the internet is protected by the latest encryption technology, similar to that used by modern banking systems.

The best method for each 'clip' is selected after the questions have been set and the method of marking allocated accordingly.

Questions giving rise to complex answers will be allocated to an expert examiner who will be a subject specialist; questions with single correct answers can be marked by a general marker using a tightly defined mark scheme; whilst questions with single-letter, single-word or tick box answers can be auto-marked by computer.

**Where scripts are marked traditionally** they are despatched from centres, using a secure and traceable system, and delivered to individual examiners who will mark the hard copy and return marks and scripts to the awarding body for processing.

#### Quality assurance procedures

Irrespective of the method of marking, all scripts pass through a number of quality assurance procedures. These procedures are regulated by the qualification regulators. All awarding bodies must follow these procedures.

Every script is marked by an examiner selected on the basis of his/her qualifications and experience. All examiners receive training on how to apply the mark scheme. During the marking period for traditional scripts the work of each examiner is checked at least twice by a more senior examiner. This monitoring process may result in some marks on scripts being changed. Every page of a script will show evidence of having been seen and marked.

For on-screen marking examiners and markers will read the questions or items on-screen and decide the marks. The standard of the examiners and markers is checked throughout the marking period.



## **Mark scheme**

For each written component, a copy of the mark scheme will be available via an awarding body's website after the publication of results for the series concerned. Reference to the mark scheme will show how the awarding body has arrived at the final mark for each script.

## **Use of coloured ink on traditionally marked scripts**

Examiners use red ink. Senior examiners use different coloured ink. This helps the awarding body to monitor the marking process. Some scripts will therefore have been marked in more than one colour ink. The clerical check of scripts (see below) may be in a third colour, or pencil.

When copies of scripts are returned to centres you will not be able to tell which mark is in which colour.

Where scripts are marked on-screen, a copy of the scanned image will be provided to centres. In some instances, the scanned image will be accompanied by a transcript which shows the marks awarded for each question item and the total mark for the paper.

## **Comments on traditionally marked scripts**

Where appropriate, examiners may write comments on scripts indicating the way in which candidates have met the requirements of the marking scheme. Examiners are asked to refer scripts to a more senior examiner where they are doubtful about how to apply the mark scheme. A script might have a note to that effect.

Scripts marked on-screen may not show any comments when they are returned to centres.

## **Clerical checks**

Scripts are checked to ensure that there are no errors in totalling and that all parts of the script have been marked. Alterations to total marks will be shown where any such mistakes have been found.

Where scripts are marked on-screen, no clerical checking is necessary as the marks for questions and items are totalled by the computer.

## **Marks for Quality of Written Communication**

Marks will be awarded in most subjects for Quality of Written Communication. Such marks are either recorded separately on scripts or clearly shown in the mark scheme.

## **Marks for Spelling, Punctuation and Grammar**

In externally assessed written examination papers of GCSE English Literature, Geography, History and Religious Studies specifications, five per cent of the total raw marks available will be awarded for the correct application of Spelling, Punctuation and Grammar.

These marks may be recorded separately on scripts.

## Other annotations on traditionally marked scripts

Some scripts may contain further indication of marking, checking or other administrative processes having been carried out, e.g. initials of examiners, examiner numbers or ink stamps such as 'KEYED IN'. A rubric infringement (e.g. too many questions answered) will normally be indicated as such.

## Examiner adjustments

The monitoring of examiners by senior examiners establishes whether the marking of each examiner is consistent, and identifies whether there is any leniency or severity in the marking. Where there is evidence of leniency or severity, marks may be adjusted. These adjustments will not be shown on the scripts. As a consequence, the mark on the script may not be the same as the final mark awarded for the paper which is normally reported to the school or college with the results. It is the mark held in an awarding body's database which goes towards the candidate's overall result.

Where scripts are marked on-screen, marking is monitored by a senior examiner and adjusted in real time.

## Special consideration

Where a school or college has asked for special consideration to be given to a candidate, an extra mark or marks may have been granted by the awarding body. Any such adjustment will not be shown on the script and, as a consequence, the mark on the script may not be the same as the mark for the paper reported with the results. It is the mark held in an awarding body's database which goes towards the candidate's overall result.

## Weighting of paper marks

For individual papers the total mark as shown on the script may be scaled. For example, a paper might be marked out of 100, but carry 25% weighting of the total marks for the subject. The mark out of 100 may have been scaled to reflect the contribution of the paper to the subject total mark. The final mark for each paper, as used by the awarding body to calculate the candidate's total marks for the subject, will normally have been provided to the school or college with the results.

## Uniform Mark Scale (UMS) – unitised GCE and GCSE specifications

Marks for question papers which are part of a unitised scheme of assessment are reported in terms of a uniform mark scale. The mark reported under the uniform mark scale may be different from the mark shown on the candidate's script. Further information about the use of UMS marks may be found on awarding bodies' websites.

## Enquiries

**The awarding bodies cannot engage in correspondence with candidates or their parents/carers relating to marked examination scripts.** The awarding bodies operate an enquiry about results service for the review of marking and checking of scripts after results have been issued. Any queries **must** be part of this formal enquiry about results process and **must** be submitted by the centre which will have full details of the services available and their costs.

## Appendix D

### Frequently asked questions

#### 1. Which service do I want?

##### 1.1 I just want to see the candidate's script and do not want a review of the original marking

You should request **a copy of the script to support teaching and learning.** (See section 6.4, page 17, for details.)

##### 1.2 I want to see a script to decide whether to have its marking reviewed

You should ask for a **copy of the script to support a review of marking.** If you want this option, see section 6.3, page 17, for details.

##### 1.3 A Higher Education place is at stake – which service shall I use?

You should apply for a **Priority Service 2 review of marking,** see section 4.3.3, page 8. This is because you only have **until 24 August 2017, seven days after the publication of GCE A-level results,** to request a Priority Service 2 review of marking. **You should refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.**

##### 1.4 If I request a copy of the script can I use that to decide whether or not to have the marking reviewed?

**Yes:** provided that your request for a review of marking is submitted by **no later than 21 September 2017.**

##### 1.5 I want to see a script after it has undergone a review of the original marking

**You should request Service 2 (a review of marking) or Priority Service 2 (a priority review of marking)** and refer to the relevant awarding body's website for information on requesting a copy of the reviewed script.