



Review of Results

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Reviews of Results (RoRs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent (via the post-results services request form) is required in all cases before a request for an RoR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.

If a concern is raised about a particular examination result by the candidate, they should approach a member of the subject team in the first instance for advice on the feasibility of requesting a review of results.

Where a concern is identified by the head of subject or another member of the centre staff, the candidate will be contacted at the earliest opportunity by the member of staff raising the concern to advise them of their findings and give advice on the most appropriate service available.

Candidates are responsible for fees in respect of Services 1 and 2, these are payable in advance and upon receipt, within the published deadlines, a request will be made to the awarding body on their behalf.

Fees in respect of Service 3 – review of moderation will be the responsibility of the centre.

If the candidate (or his/her parent/carer) is advised by staff at the centre that an enquiry about results may not be appropriate and wishes to continue with a service 1 or 2 enquiry they will be informed that they do so at their own risk and will be required to confirm this in writing via the Post Results Services form.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against a centre decision not to support a review, an internal appeal can be submitted to the centre by completing an **internal appeals form** at least 5 calendar days prior to the internal deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an RoR.

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.

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.

An **internal appeals form** should be completed and submitted to the centre within 5 calendar 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. 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 office). 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.