

Access to Scripts, Reviews of Results and Appeals Procedures

The Hart School

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Centre name	The Hart School
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Current procedures approved by	Jude Mahon - Vice Principal
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Key staff involved in the procedures

Role	**Name**
Head of centre	Rachael Sandham
Senior leader(s)	Anita Cleary / Ben Brennan / Heidi Goodall / Jude Mahon / Louisa Burnett / Nathan Lewis / Sandip Dosanjh / Shara Davies
Exams Officer	Fran Kinnstein
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that The Hart School 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 and reflects centre practice.

Reference in these procedures to GR and PRS refer to the JCQ documents **General Regulations for Approved Centres** and **Post-Results Services**.

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)

Centres may request copies of scripts to support:

- reviews of marking; and/or
- teaching and learning

Requests must be submitted online via the awarding bodies' extranet sites.

Information on deadlines for Access to Scripts is found on awarding bodies' websites.

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 AS, A-level and GCSE specifications. It is also available for Level 1, 2 and 3 Vocational and Technical qualifications.
- Priority Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE AS, A level and GCSE specifications. It is also available for Level 1, 2 and 3 Vocational Technical Qualifications, including T levels.
- Service 3 (Review of moderation): A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample

Requests must be submitted online via the awarding bodies' extranet sites.

Appeals:

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

Purpose of the procedures

The purpose of these procedures is to confirm how The Hart School 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:

Details of these procedures are made widely available and accessible to all candidates by signposts on the Hart School website for both students and parents/carers throughout the academic year. An Exam Handbook is given out to parents/carers throughout the academic year. An Exam Handbook is given out to students at the beginning of the spring term which contains all relevant information and again signposts to the policies held on the school website. Students are informed of Post Results Services available to them before the summer exam season begins.students at the beginning of the spring term which contains all relevant information and again signposts to the policies held on the school website. Students are informed of Post Results Services available to them before the summer exam season begins.

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 The Hart School:

- 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:

- Candidates are informed by signposts on The Hart School website for both students and parents/carers throughout the academic year. An Exam handbook is given out to students at the beginning of the Spring term which contains all relevant information and again signposts to the policies held on the school website. Students and parents/carers are advised via Arbor mail that SLT and teaching staff will be attending all results days to advise and support.

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

This information is made available to candiates and centre staff on results day/following the issue of results.

Dealing with requests

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

At The Hart School the process to request a service is:

- At The Hart School the process to request a service is by completing a 'Post-Results Services: request and consent form' available from the Exams Officer.

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)

The Hart School 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)

Additional centre-specific actions:

Not applicable

Submitting requests

The Hart School 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 organisations' 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)

Additional centre-specific actions:

Not applicable

Dealing with outcomes

The Hart School 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:

- Candidates will be notified by either email or phone to advise of outcome. Copies of the Awarding Bodies outcome will be posted upon request.

Additional centre-specific actions:

Not applicable

Managing disputes

At The Hart School any dispute/disagreement will be managed

At The Hart School 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 a clerical re-check, a review of results, a review of moderation or an appeal (GR 5.13).

Additional centre-specific actions:

Not applicable

Changes effective from 1 September 2026

(Updated) Under heading **Reviews of Results (RoRs)** updated the qualifications a Priority Service 2 (Review of marking) is available for.

(Amended) Reference to *A guide to the awarding bodies' appeals processes* amended to: A guide to the awarding organisations' appeals processes

Centre-specific changes

Upon review in September 2026, no additional centre-specific updates or changes were applicable to this document.