



Access to scripts, review of results and appeals procedure

2025/26

This policy is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Claire Conley-Harper	
Date of next review	October 2026

Key staff involved in this procedure

Role	Name(s)
Head of centre	Nigel Wright
SLT member(s)	Claire Conley-Harper
Exams officer	Milena David

Purpose of the Procedure

Oakmoor School is committed to ensuring that all candidates have equal access to the range of post-results services offered by the awarding bodies. This document is produced in accordance with the JCQ Post-Results Services and outlines procedures for dealing with candidate's enquiries about result, appeals and Access to scripts.

- Oakmoor School will ensure that the relevant information is available to all candidates so that they are aware of what to do and who to see in the event of a query about their results.
- Senior members of staff will be accessible to candidates on Results Day, so that results may be discussed and decisions made on the submission of enquiries.

Services Provide

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):

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

Review of Results (RoRs):

- Service 1 (Clerical re-check): this is 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 GCSE specifications and Level 1,2 Vocational and Technical qualifications
- Service 3 (Review of moderation): This service is not available to an individual candidate

Appeals:

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

The arrangements for post-results services

Fees for post-results services are set independently by each individual awarding body. Awarding bodies will publish their own arrangements relating to fee charge for ATS, RoRs and Review of Moderation. Where there is a change of grades, fees will be refunded.

Oakmoor School will inform the candidate as soon as possible about the outcome of the enquiry.

Review of Marking

Students who would like their papers to be reviewed, should be aware that marks and therefore grades may stay the same, be improved or be lowered following the review. This applies to a module grade as well as an overall subject grade. In the majority of cases reviewing results in no change.

Students wishing to have a paper reviewed should complete the Review of Marking form and submit the request to the Exams Officer within the internal deadline, via the email address exams@oakmoor.hants.sch.uk

Please note that students cannot request an individual review for non-examined assessments (NEA). This includes all elements of assessment in Art and Photography, and any other subject coursework assessments. If the centre's internally assessed marks have been accepted without change by the awarding body, a review of moderation will also not be available.

See cost table below, which also contains links to downloadable forms (when available). Please email the Exams Officer exams@oakmoor.hants.sch.uk with any queries.

Access to scripts

Centre may request:

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

Request must be submitted via awarding body online platform. Students can ask to see their scripts for all GCSE papers they have sat during the last exams season, however an administration fee may be charged.

Students who would like to see their papers before asking for a review of marking, should complete the ATS request form. Request forms should be returned to the Examinations Officer by the date shown on the form.

Students who would like to see their original script but do not need it for a review, should download a non-priority script request form. This should be completed and returned to the Examinations Officer by the date shown on the form. Please email the Exams Officer exams@oakmoor.hants.sch.uk with any queries.

Where teaching staff intend to use students' for teaching purposes or as an example for other students, written permission must be sought before any script can be access. This permission will be only sought after the candidates have received their results for the examinations series concerned.

Candidates who grant their permission have the right to anonymity of the scripts before use, Teachers using scripts for teaching and learning purposes must ensure that any information that can identify a candidate is removed before use.

Scripts must only be seen by teachers who are members of staff at Oakmoor School or returned directly to candidates. Staff will ensure that the scripts are stored securely.

The original scripts that are or have been subject to any malpractice investigation can be withheld by an awarding body. In these circumstances a photocopy of the scripts may be requested, however the exams boards may reserve the right to refused such request.

Review of Moderation

Review of moderation can be requested for internally-assessed components, however this service is not available if no adjustment was made to the centre's marks as a result of the original moderation.

A review of moderation is **not** available for an individual candidate.

Appeals

In the event where Oakmoor School and the candidate/parent/carer disagree about auctioning a post-results service request and all reasonable measures have failed to resolve the dispute, an appeal must be made in writing to the Head of Centre. Oakmoor School has a separate procedure for dealing with internal appeals. The appeal process is available to centres who remain dissatisfied after receiving the outcome of an enquiry about their results. Centre should refer to the JCQ publication a guide to the awarding bodies' appeals processes which is available on the JCQ website.

www.jcq.org.uk/exams-office/appeals

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

- The grounds for appeal must relate to the awarding body's procedure or the application of these post-result service procedures and do not generally involve further reviews of marking candidate's work
- Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre
- Appeals must be submitted to the relevant awarding body within 14 calendar days of the notification of the outcome of the enquiry

- Appeals must be made in writing and clearly state the grounds for appeal
- Only the Head of Centre can submit an appeal to the relevant awarding body
- Awarding bodies can only enter into discussions over appeals with centres
- Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld

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 the examination results

Disposal of Scripts

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

Centres should note that awarding bodies will destroy all remaining scripts after those required for ATS, ROM have been extracted and Appeals deadline and processes have been completed.

2026 charges for enquiries about results

(Dates may be subject to change)

Downloadable form	Final deadline	ALL Boards
Priority request for copy script	TBC	TBC
Non-priority Review of Marking	TBC	TBC
Non-priority Review of Marking with access to script (use form as above)	TBC	TBC
Non-priority request for return of script_	TBC	TBC

The above fees include an administration charge.