SOUTH WEST ESSEX
COMMUNITY EDUCATION TRUST

Orsett Heath
Academy

Access to Scripts, Reviews of Results and Appeals Procedures

2026-2027

Centre Name	**Orsett Heath Academy**
Centre Number	**16726**
Policy reviewed by	**Fatai Adebayo**
Date of next review	**01/09/2027**

This policy is reviewed annually to ensure compliance with current regulations.

Key staff involved in the Examinations Policy:

Role	**Name**
Head of Centre	**Sian Rawson** rawsons@oha.swecet.org
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These procedures are reviewed and updated annually to ensure that Orsett Heath Academy 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 publications 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):
  - 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 objective tests (multiple choice tests)
  - Service 2 (Review of marking)
  - Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other 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.

Purpose of the procedures

The purpose of these procedures is to confirm how Orsett Heath Academy 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 email and/or letter to all pupils and parents/guardians at appropriate points in the school year (including in the information included inside the results envelopes handed on results day). The details of the procedures are included in the Candidate Exam Handbook which is published on the website.

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

At Orsett Heath Academy:

- 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/accessible 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:

Details of these procedures are made widely available and accessible to all candidates by email and/or letter to all pupils and parents/guardians at appropriate points in the school year (including in the information included inside the results envelopes handed on results day). The details of the procedures are included in the Candidate Exam Handbook which is published on the website.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by Fatai Adebayo (Exams Officer) no later than results day until the end of the third week of the September term. Responses are given via email, telephone call or in person.

Dealing with requests

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

At Orsett Heath Academy, the process to request a service is by completing a Post-Results Services Request/Consent Form and by paying the appropriate cost to the Exams Officer.

Candidate consent

Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13).

Orsett Heath Academy 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 or an access to scripts service 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 6.2)

Submitting requests

Orsett Heath Academy 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 publication Post-results services (GR 5.13)
- Submit requests for appeals in accordance with the JCQ publication 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)

Dealing with outcomes

Orsett Heath Academy 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 an initial phone call which is followed by an emailed copy of the outcome notification from the awarding body, or by being given a paper copy if they are in school at the time the outcome is received.

Managing disputes

At Orsett Heath Academy, any dispute/disagreement will be managed in accordance with the internal appeals procedure to manage disputes when a candidate disagrees with the centre decision not to support an application for a clerical recheck, a review of marking, a review of moderation or an appeal. In this instance the candidate will be permitted to submit a request which will be processed as soon as payment has been received (which is returned if the appeal proves to be successful).