

NQF BTECs from 2012 and 2013

**Post results services
January 2014**

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1. Service Types

1.1. EAR Service 1: Clerical check

This service constitutes a check of all clerical procedures which lead to the issue of a result. This service might be considered when anomalous results have been issued for one learner, compared to the rest of the cohort.

This service includes a check on the following:

- all parts of the test have been marked
- the totalling of marks
- the recording of marks
- the application of any adjustments
- the application of grade thresholds

Learners' grades can go up or down.

1.2. EAR Service 2: Post-results review of marking of externally assessed units

This service will include:

- the clerical re-check (Service 1)
- the review of marking of the unit by a senior examiner
- if requested, a copy of the reviewed script(s) for those units included in ATS. A fee is levied for this additional service.

Learners' grades can go up or down.

1.3. EAR Service 2 (2P: Post-results review of marking of externally assessed units

This post-results review of marking service offers the same services as outlined above but we aim to complete the enquiry within 18 days of acknowledging the request.

This service is only available if the following criteria are met:

- the enquiry is about a Level 3 unit
- a learner's place in further/higher education depends on the outcome
- applications must be submitted before the deadline to receive Priority Service 2 applications.

All applications not meeting the above criteria will be treated as normal Service 2 requests.

This service is only available for the June examination series.

1.4. EAR Service 3: Post-results review of moderation of internally assessed/externally moderated coursework units

This service constitutes a review of moderation of a centre's coursework by a senior moderator. The service is not available to individual learners.

Please note that learners' marks may be lowered following a review of moderation, but their published unit 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.

The review of moderation will:

- be undertaken on the original sample of learners' work and will replicate the original moderation procedure
- not be undertaken for the work of an individual learner or for the work of learners not in the original sample
- include feedback similar to that provided following the original moderation
- not be undertaken when the centre's marks were accepted at the original moderation.

1.5. Access to Scripts Services

Due to the nature of onscreen, on demand testing the 'Access to Scripts' (ATS) service is not available for any onscreen, on demand test.

Where possible, the ATS service is available for all NQF BTEC externally assessed components.

Please check the table of services at the end of this section of the manual for component availability before completing an ATS request.

Once scripts have been despatched, or electronic copies of scripts in a PDF format have been made available, they cannot be returned to Pearson with a request for a refund.

Copied scripts

Copied scripts are available to allow centres to make a decision on whether to submit an EAR Service 2 request.

Please note that these advance copy services are NOT available if requesting Priority Service 2 Enquiries About Results. If a learner requests a Priority Service 2 Enquiry About Results, an application for a photocopy script must not be made. Centres should progress straight to a Priority Service 2 Enquiry About Results.

Copies of reviewed scripts

If requested, a copy of the reviewed script(s) for those units included in the Access to Scripts service can be made available once the post-results review of marking is complete. This will include any annotations that may have been made by the examiner when reviewing the script.

This request needs to be made at the same time as the Enquiry About Results is made. This can be done by ticking the 'ATSPE' box when submitting your request.

A fee is levied for this additional service.

Original scripts

An original script service is available for all units with an ATS facility.

Please note that Pearson cannot provide original scripts for papers that were marked online. Instead, an electronic copy of the script in PDF format will be made available to the centre.

Once an original script has been returned to a centre its security is compromised and it can no longer be subject to an enquiry or investigation.

Original scripts/PDFs will not be made available to centres before the deadline for receipt of Enquiries About Results. Centres may, however, request copies of reviewed scripts at the same time as requesting an Enquiry About Results.

Where appropriate, examiners may write comments on traditionally marked scripts indicating the way in which learners 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 online do not show any comments when they are returned to centres.

1.6. Extensions to Enquiries About Results

Where Pearson is satisfied that an EAR has revealed a demonstrable trend of significant under-marking of a centre cohort, it will seek to address the issue via an 'extended review of marking'. Such an extended review of marking may take one of the following courses of action as appropriate:

- a partial extended review of marking of learners' entire scripts, or of selected questions or sections of a paper
- a total extended review of marking of all learners in the centre cohort
- a statistical adjustment to the raw marks of the remaining learners.

Pearson monitors the outcome of all EARs. However, if a centre feels there is a demonstrable trend of significant under-marking on a paper it must raise the matter with Pearson within 14 days of the receipt of the last relevant review of marking result confirmation.

Pearson will authorise an extended review of marking only if it accepts that a demonstrable trend of significant under-marking has been revealed. 'Significant under-marking' is generally defined as a change of more than 5% of the total raw mark for the paper.

We hold the following criteria in mind when deciding upon an extended review of marking:

- review of marking evidence is required from paid requests from a representative sample of 10% of the centre's cohort
- the sample should be a minimum of eight learners. In the case of very large centre entries where 10% would be more than 20, centres need not submit more than 20 requests for reviews of marking
- at least 50% of the reviewed sample must have experienced significant under-marking
- unit grade changes will not be used as a criterion to determine whether an Enquiry About Results should be extended
- the evidence of one EAR cannot be accepted as a trend.

Where Pearson initiates an extended review of marking, learners' marks and unit grades may only be confirmed or raised; marks and subject grades will not be lowered. Where Pearson initiates an extended review of marking centres will not be charged a fee.

Where Pearson initiates an extended review of marking centres will not be invoiced for those reviews requested as part of the 'representative sample'.

1.7. Appeals

Following receipt of the outcome of an EAR, the centre may wish to appeal against the decision if they remain dissatisfied. The head of centre (or designated member of the centre's senior management team or examinations manager) will be allowed 14 calendar days from the receipt of the outcome of the EAR during which an appeal may be lodged by writing to the following address:

Pearson UK Appeals Office
One90 High Holborn London
WC1V 7BH

Or by email to edexcelappeals@pearson.com.

Appeals cannot be accepted directly from learners, their parents or other third parties acting on their behalf. However, private learners may appeal directly without the support of the entering centre.

Appeals may only be lodged on the basis of whether the awarding body used procedures which were consistent with the regulatory authorities' Code of Practice, and applied its procedures properly and fairly in arriving at judgements. The appeals office may refuse to accept an appeal if no procedural grounds are specified.

The procedures which are open to investigation include the full range of processes involved in and leading to the award of grades: the setting of papers; marking and moderation; the grade award and EARs and administrative arrangements.

Note: The appeals process is not directly concerned with making judgements about the quality of learners' work, as this is the responsibility of senior examiners and moderators. Appeals do not normally involve the further review of marking or moderation of work, unless the initial appeals investigation suggests that procedures were not followed during the EAR.

Centres may also appeal against decisions taken by Pearson concerning special consideration cases, including cases where an aegrotat award has been made, and access arrangements. In these cases, the centre may contact the appeals office directly, without first requesting an EAR.

When an appeal is lodged, Pearson will carry out a preliminary appeals investigation. This will take the form of a fresh examination of all available evidence and may involve research officers, subject-related assessment staff and senior examining personnel. The EAR files and other relevant records will also be inspected for accuracy.

Each letter of appeal will be acknowledged within two working days of receipt, at which time further written guidance on the Pearson appeals process will be provided. A letter, summarising the results of the initial appeals investigation, will normally be sent within 21 calendar days of receipt of the letter of appeal. In the event that the appeals office is unable to complete its enquiries within 21 days the centre will be advised of the likely extent of any delay.

If, following the initial investigation, the centre remains dissatisfied with Pearson's response, the head of centre may request the opportunity to present the case in person at a hearing of the Pearson appeals panel. If, following an appeal hearing, the centre remains dissatisfied, it may submit an appeal to the Examinations Procedures Review Service (EPRS). There is no fee for appealing.

2. How to apply for Post-Results Services

2.1. For On-screen on demand tests

Please note that Enquiries about Results (EAR) requests for On-screen on demand tests can only be submitted within 10 days of results being issued by sending an email to: postresultsprocessing@pearson.com

You should check the table of services on page 16 before you apply, as not all services are available for each test type.

The email needs to include the following information:

- Centre number
- Learner Registration number
- Test/unit code
- Date of test

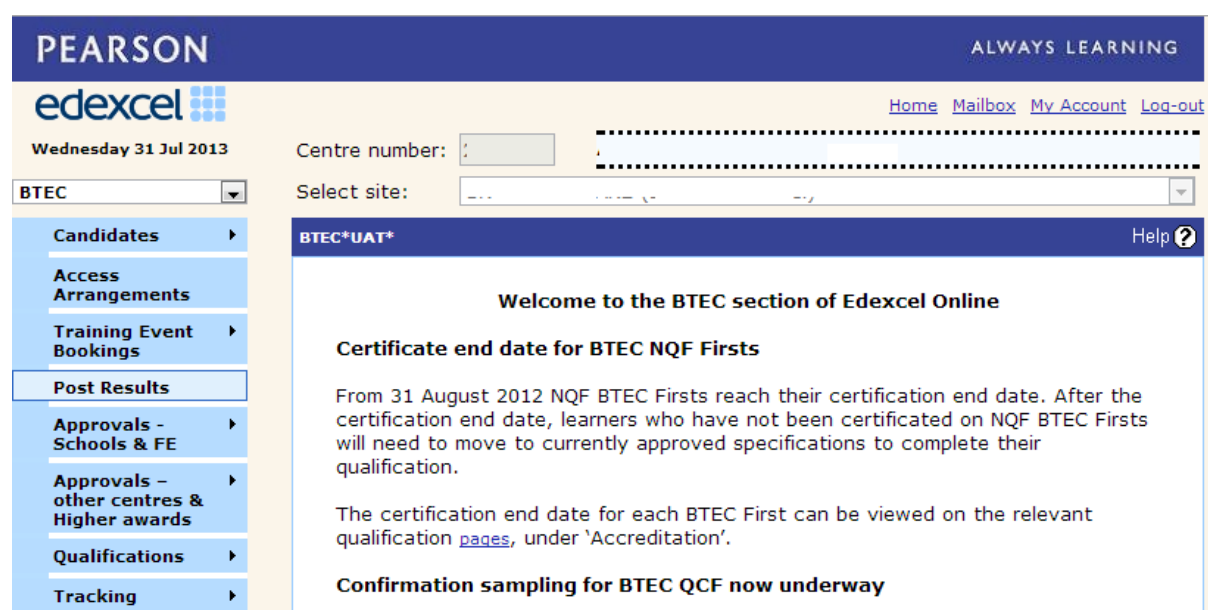
You are advised to submit applications at the earliest opportunity, as applications cannot be made after the deadline. All Post Results applications received outside this window will not be accepted.

2.2. For all other externally assessed unit types

Please note that Enquiries About Results and Access to Scripts can only be submitted using Edexcel Online. Centres are advised to submit applications at the earliest opportunity, as applications cannot be accepted after the published closing date. All applications submitted will be automatically acknowledged online. If the acknowledgement is not available on the same day as the application is made, please contact Pearson immediately.

For general Post-results Services and for querying Missing or Incomplete results (MIRs), please contact us on 0844 463 2535.

How to use Edexcel Online to submit Post-results Services (PRS) requests



The screenshot shows the Edexcel Online interface. At the top, the Pearson logo and 'ALWAYS LEARNING' tagline are visible. Below this, the 'edexcel' logo is on the left, and navigation links for 'Home', 'Mailbox', 'My Account', and 'Log-out' are on the right. The date 'Wednesday 31 Jul 2013' is displayed. A 'Centre number' field is partially filled. Below this, a 'Select site' dropdown menu is shown. On the left, a vertical navigation menu includes options like 'Candidates', 'Access Arrangements', 'Training Event Bookings', 'Post Results' (which is highlighted), 'Approvals - Schools & FE', 'Approvals - other centres & Higher awards', 'Qualifications', and 'Tracking'. The main content area, titled 'BTEC*UAT*', contains a 'Welcome to the BTEC section of Edexcel Online' message. It features a section titled 'Certificate end date for BTEC NQF Firsts' with a paragraph explaining that from 31 August 2012, NQF BTEC Firsts reach their certification end date, and learners not certified by then must move to approved specifications. It also mentions that the certification end date can be viewed on relevant qualification pages under 'Accreditation'. A final section is titled 'Confirmation sampling for BTEC QCF now underway'.

Click on the Post Results menu option.
You will then be on the PRS Homepage.

Home

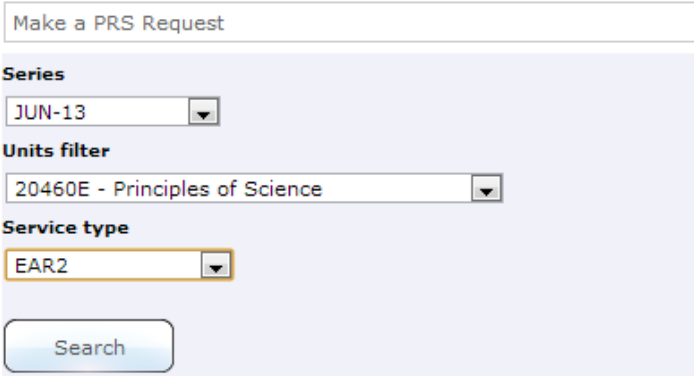
[Make a PRS Request](#)

[Search for a PRS Request](#)

Select the 'Make a PRS Request' option to go to the 'Post Results – New Request' screen.

Select the Series by using the drop down list. From the next drop down field, 'Units filter' select the Unit you need and then the required service from the 'Service Type' drop down list.

Post Results - New Request



Make a PRS Request

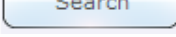
Series
JUN-13

Units filter
20460E - Principles of Science

Service type
EAR2

Search

Please note that, depending on the selected unit, the availability of the services may vary. For example an EAR2 is not available for a moderated unit and so will not be available for selection.

Once all the filters have been selected, click the  button. You will then be shown a list of learners at your centre who sat that unit; please note that if you request an EAR3 (a review of the moderation of the original sample of material), a list of the moderated learners will be shown. All learners will need to be selected for an EAR3, as you cannot request an EAR3 for an individual learner.

Here is an example of the screen you will see showing the learners who sat a particular examination:

You can search for learners by name or learner number.

Post Results - New Request

Make a PRS Request

Series
JUN-13

Units filter
20460E - Principles of Science

Service type
EAR2

Search

Candidate	Name	Unit code	Final mark	Grade	Status	
U_P00148	LAURA	20460E	1	U	Present	<input type="checkbox"/>
U_P00148	JOANNE	20460E	30	U	Present	<input type="checkbox"/>
U_P00148	JOANNE	20460E	54	U	Present	<input type="checkbox"/>
U_P00148	LAUREN	20460E	39	U	Present	<input type="checkbox"/>
U_P00148	DONNA	20460E	58	U	Present	<input type="checkbox"/>
U_P00148	ANNE	20460E	1	U	Present	<input type="checkbox"/>
U_P00148	GEORGE	20460E	59	U	Present	<input type="checkbox"/>
U_P00148	MARIA	20460E	40	U	Present	<input type="checkbox"/>
U_P0014	GAYNOR	20460E	27	U	Present	<input type="checkbox"/>
U_P0014	SUE DEAKIN	20460E	15	U	Present	<input type="checkbox"/>

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ATSPE

Submit

Once you have the list of learners who sat a particular unit, you simply select the learner (or learners) for whom you want to apply for a particular PRS service. If you would like

to add ATSPE (access to scripts post enquiry) service then use the check box available on the screen.

Finally, click the 'Submit' button.

You will then be presented with your PRS selection. This screen allows you to check what you have requested before you either click on 'Submit' or 'Cancel'.

Are you sure to make a PRS Request?

ATSPE:

Service type: EAR2

Candidate	Name	Final mark	Grade
U_P001	LAURA	46	D
U_P0014	PAUL	40	D

Page 1 of 1 View 1 - 2 of 2

After clicking the Submit button, you will be presented with the Post Results – Confirmation screen.

Post Results - Confirmation

Confirmation of your Post Results requests

Centre number: 28	Requested by: t@l0@test.com
Centre name: .LANE	Target completion date: 30 Aug 2013
Service type: EAR2	Total potential cost: £54.00
Date of request: 31 Jul 2013 11:50:48	Subsidiary service:

Ref. No.	Learner name	Candidate	Unit	Title
BEX00000098	LAURA	U_P001	20460E	Principles of Science
BEX00000099	PAUL	U_P0014	20460E	Principles of Science

Page 1 of 1 15 View 1 - 2 of 2

You can see on the screen that the system has allocated a unique PRS number to your request. Please quote this number when you contact us if you have any questions about this request. The 'Potential Cost' and 'Target Completion Date' are also shown.

To continue :

to make another request click



to return to the main menu page click

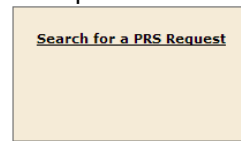


to logout of the PRS system click



Tracking the Progress of your request:

To view your acknowledgement letter, the progress of your PRS request and the



outcome letter (once the review has been completed), select: from the Home page.

You will then be shown a list of learners at your centre for whom a PRS request has been raised. The acknowledgement letter is accessible by the Download link in the letter column.

Post Results - Search requests Search:

Filtered results [Clear all](#)

Centres [Selected \(0\)](#) Tracking Date From To Status
Units [Selected \(1\)](#) Exclude Closed Requests

Ref. No. ↑	Letter	Outcome	Request Date	Candidate ↓	Centre ↓	Name ↓	Unit ↓	Title ↓	Service type	Status ↓
BEX00000098	Download		31 Jul 2013	U_P001	28110	LAURA	20460E	Principles of Scient	EAR2	ACK
BEX00000099	Download		31 Jul 2013	U_P0014	28110	PAUL	20460E	Principles of Scient	EAR2	ACK

Export Page 1 of 1 15 View 1 - 2 of 2

The Status column will inform you of the progress of the review.

ACK = acknowledged

PRG = in progress

CLD = closed.

When the PRS request has the status of **CLD**, the outcome letter will be available for you to download from the Download link in the 'Outcome' column.

3. Submission deadlines

3.1. On-screen on demand

Requests for Enquiries About Results (EAR) should be submitted within 10 days of the issue of Results.

3.2. Timetabled, Paper-based exams

Key date	Enquiries About Results (EAR)	Access to Scripts (ATS)
5 March 2014	Issue of January 2014 results	
6 March 2014	EAR services available	ATS service available
10 April 2014	Last date for Pearson to receive applications for Enquiries About Results (January 2014 examinations)	Last date for Pearson to receive ATS requests

4. Turnaround and fees

Services	Turnaround	Fee per learner
Service 1 — clerical check	20 days	£10.30
Service 2 — Post-results review of marking	30 days	£27.00
ATS — original script	n/a	£7.75
ATS — photocopy Script	n/a	£10.30 / £2.50 for Performing Arts
ATS – post EAR photocopy script	n/a	£10.30

Cancellation fee:

If the cancellation of an EAR Service 2 Post-results review of marking is requested after processing of the EAR has begun but before the EAR is completed, there will be a cancellation fee equal to 50% of the original fee. If the cancellation request is received after completion of the EAR, the full fees shown above will apply.

Waiving of EAR fees:

Centres will not be invoiced if the EAR leads to a change in the unit grade for the learner.

5. Services available - by unit

The following tables give details of the EAR services available for each unit.

Notes either refer examination officers to general points that need to be considered in order to complete an EAR request successfully for a particular service, or they highlight subjects where subject-specific guidance should be referred to.

Unit detail		Assessment Type	Enquiry about Results (EAR) Service				Access to Scripts (ATS)		Notes
Unit code	Unit name		1	2	2P	3	Original	Copy	
20560E	Unit 1: The Online World	Onscreen test	Y	Y	N	N	N	N	
20562E	Unit 2: Technology Systems	Onscreen test	Y	Y	N	N	N	N	
20586E	Unit 1: Fitness for Sport and Exercise	Onscreen test	Y	Y	N	N	N	N	
20498E	Unit 2: Finance for Business	Onscreen test	Y	Y	N	N	N	N	
21325E	Unit 9: Principles of Marketing	Timetabled, paper-based examination	Y	Y	N	N	Y	Y	
20526E	Unit 1: The Engineering World	Onscreen test	Y	Y	N	N	N	N	
21174E	Unit 9: Interpreting and Using Engineering Information	Timetabled, paper-based examination	Y	Y	N	N	Y	Y	
20544E	Unit 1: Human Lifespan Development	Timetabled, paper-based examination	Y	Y	N	N	Y	Y	
20780E	Unit 1: Child Development (Level 3 National)	Timetabled, paper-based examination	Y	Y	N	N	Y	Y	