



Joint Council for
Qualifications

GCSE, GCE

Post-Results Services

- **Clerical re-checks**
- **Reviews of marking**
- **Access to scripts**

**Information and guidance to centres for
examinations taken in:**

November 2020 examination series

Produced on behalf of:



Awarding body contact points

Awarding body	On line registration, submission and information Please submit requests on-line	Telephone number	Postal address (only make requests by form if on-line application is not possible)
AQA	e-AQA Select e-aqa link https://www.aqa.org.uk/contact-us/secure-services/eaqa	Tel: 0800 197 7162	Where centres are unable to submit a request using e-AQA they should contact AQA on 0800 197 7162
OCR	Interchange www.ocr.org.uk To register please visit www.ocr.org.uk or contact the OCR Customer Support Centre on 01223 553998	Tel: 01223 553998	Where centres are unable to submit a request using Interchange, they should contact the OCR Customer Support Centre on 01223 553998
Pearson	Edexcel Online www.edexcelonline.com To register for Edexcel Online please go to: qualifications.pearson.com/en/contact.us.html	Telephone: Home centres: 0344 463 2535 International centres: +44 (0) 1204 770696	Where centres are unable to submit a request using Edexcel Online, they should contact the Customer Service team by telephone: Home centres: 0344 463 2535 International centres: +44 (0) 1204 770696
WJEC	WJEC Secure Website www.wjecservices.co.uk To register please send an e-mail request to securewebsite@wjec.co.uk quoting centre number, centre name and contact name.	Tel: 01443 845619	Post-Results Services WJEC Unit A16/17 Gwaelod Y Garth Road Treforest Industrial Estate Pontypridd Rhondda Cynon Taf CF37 5XF

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SECTION ONE: General

1. Introduction

1.1 This booklet contains three sections:

- **Section One** provides an overview of the post-results services process;
- **Section Two** refers to Reviews of Results (clerical re-check, review of marking and Appeals);
- **Section Three** refers to Access to Scripts.

1.2 This booklet sets out the common arrangements for post-results services. However, awarding bodies may offer additional post-results services. As the awarding bodies will publish their own administrative guidelines on post-results services, **please read this booklet together with the information issued by the awarding bodies**. Centres should refer to awarding bodies' websites.

1.3 This booklet **does not** cover missing and incomplete results services (MIRs) which address results reported as:

- 'No Result' (X);
- 'Partial Absence' (e.g. D#);
- 'Pending' (Q).

To query such a result, please refer to the relevant documentation supplied by the individual awarding body.

The awarding body will investigate the query and will report the outcome without charge. Most queries can be resolved on the designated results day through processing checks.

1.4 Candidates following **unitised GCSE[†], GCE AS and GCE A-level specifications** who have achieved enough unit results for a qualification award, but have not claimed certification, may do so retrospectively through their centre. **The centre must submit the request to the relevant awarding body before the published deadline for the series concerned.** Each awarding body will publish its own administrative guidelines, which will detail the method of submitting requests and any fee for this service.

[†]Centres following unitised GCSE specifications in Wales and Northern Ireland.

1.5 Where a centre has concerns about the marking of a component, reviews should be submitted as soon as possible for all candidates who wish to challenge the marking of the paper. This will enable the awarding body to take a holistic view of the quality of marking and initiate any investigative action which may be required in a timely fashion.

Candidates **must** provide their written consent for reviews of marking.

Important: Awarding bodies and UCAS strongly advise candidates and/or their centres to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body will not inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at:

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/results/exam-reviews-and-appeals>

2. Key dates and deadlines for the November 2020 series

2.1 To enable awarding bodies to provide an efficient service, it is essential that centres meet the following deadlines. Please note that requests **must** be submitted to awarding bodies by the relevant closing date.

Centres must submit requests on-line via the awarding bodies' extranet sites.

2.2 Key dates and deadlines for the November 2020 series

Key date	Reviews of Results (RoRs)	Access to Scripts (ATS)
17 December 2020	<ul style="list-style-type: none"> • Issue of GCE AS and A-level results • Clerical re-checks and reviews of marking may be requested now 	GCE AS and A-level scripts <ul style="list-style-type: none"> • Centres may request copies of GCE AS and A-level scripts to support reviews of marking and/or teaching and learning
14 January 2021		<ul style="list-style-type: none"> • DEADLINE for awarding bodies to receive requests for copies of GCE AS and A-level scripts to support reviews of marking
14 January 2021	<ul style="list-style-type: none"> • Issue of GCSE English Language and Mathematics results • Clerical re-checks and reviews of marking may be requested now 	GCSE English Language and Mathematics scripts <ul style="list-style-type: none"> • Centres may request copies of GCSE English Language and Mathematics scripts to support reviews of marking and/or teaching and learning
28 January 2021		<ul style="list-style-type: none"> • DEADLINE for awarding bodies to receive requests for copies of GCSE English Language and Mathematics scripts to support reviews of marking
4 February 2021	<ul style="list-style-type: none"> • DEADLINE for GCE AS and A-level Reviews of Results (RoRs): Last date for awarding bodies to receive requests 	<ul style="list-style-type: none"> • DEADLINE for awarding bodies to receive requests for copies of GCE AS and A-level scripts to support teaching and learning
11 February 2021	<ul style="list-style-type: none"> • Issue of all other GCSE results • Clerical re-checks and reviews of marking may be requested now 	
18 February 2021	<ul style="list-style-type: none"> • DEADLINE for GCSE English Language and Mathematics Reviews of Results (RoRs): Last date for awarding bodies to receive requests 	<ul style="list-style-type: none"> • DEADLINE for awarding bodies to receive requests for copies of GCSE English Language and Mathematics scripts to support teaching and learning

25 February 2021		<ul style="list-style-type: none"> • DEADLINE for awarding bodies to receive requests for copies of GCSE scripts (all other subjects) to support reviews of marking
18 March 2021	<ul style="list-style-type: none"> • DEADLINE for GCSE (all other subjects) Reviews of Results (RoRs): Last date for awarding bodies to receive requests 	<ul style="list-style-type: none"> • DEADLINE for awarding bodies to receive requests for copies of GCSE scripts (all other subjects) to support teaching and learning

2.3 **Requests received after the respective closing date will not be accepted.**
Further information can be found in **section 4.5 – Acknowledgement, page 10.**

For unitised GCSE qualifications in Wales and Northern Ireland, January 2021 examination series, please see <https://www.jcq.org.uk/wp-content/uploads/2020/08/PRS-key-dates-and-deadlines-Jan-2021.pdf>

For other qualifications and other series please see awarding body websites.

The receipt of scripts may be delayed if a centre has requested a review of marking in the same unit/component. In exceptional cases, where results have been issued after the normal publication date, the closing date for requests will be extended by the same period as the delay.

3. Fees

- 3.1 Fees for post-results services (Access to Scripts, clerical re-checks and reviews of marking) are set independently and published by the awarding bodies.

SECTION TWO: Reviews of Results (RoRs) and Appeals

4. Reviews of Results (RoRs)

4.1 Centre responsibilities

- 4.1.1 Relevant centre staff **must** be fully aware of the post-results process, **including the published deadlines for clerical re-checks and reviews of marking.**

Senior members of centre staff **must** be accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates **must** be informed of the periods during which centre staff will be available so that they may plan accordingly.

For internal candidates awarding bodies will **only** accept requests for reviews of marking from centres and not from candidates or their parents. Centres **must** ensure that they have a process in place for internal candidates to appeal the centre's decision not to pursue a review of marking.

Private candidates are encouraged to submit requests for reviews of marking via their centre. However, they may submit a request directly to an awarding body. Private candidates are identified by the centre when submitting entries. Awarding bodies will use this information to validate requests that come directly from candidates. The awarding body will advise private candidates of the process for reviews of marking.

4.2 Candidate consent

- 4.2.1 **Centres must obtain written candidate consent for clerical re-checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. Failure to do so is considered centre malpractice.**

Candidate consent for clerical re-checks and reviews of marking must be obtained after the publication of results.

- Candidates **must** be informed that their marks and subject grades may be lowered and **must** provide their written consent **before a request is submitted.** (A suggested form for centres to use is included as **Appendix A, page 18.** **Written consent from the candidate is also acceptable by e-mail.**)
- An on-line request carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed request form does likewise.)
- Consent forms or e-mails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to request such documentation.

4.3 Review of Results services

4.3.1 Service 1 (Clerical re-check)

- **Submit the request on-line.**
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2, page 6**).
- The request **must** be received by the awarding body as per the relevant deadline on **page 3 or 4**.
- **The deadline for completion is within 10 calendar days of the awarding body receiving the request (excluding the period 24 December 2020 – 1 January 2021).**

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome of the clerical re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).

4.3.2 Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the mark scheme has been applied correctly.

A marking error can occur as a result of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. **Reviewers will not re-mark the script.** They will only act to correct any errors identified in the original marking.

The service is available for externally assessed components of both unitised and linear GCE and GCSE specifications.

- **Submit the request on-line.**
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2, page 6**).
- The request **must** be received by the awarding body as per the relevant deadline on **page 3 or 4**.
- **The deadline for completion is within 20 calendar days of the awarding body receiving the request (excluding the period 24 December 2020 – 1 January 2021).**

This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above.

Where a centre is concerned about the marking of an entire centre cohort, please refer to section 4.7, page 12.

Centres are strongly advised to submit requests for reviews of marking for any candidate, by subject, for whom they have concerns at the earliest opportunity. This should include all components/units, looking at the subject as a whole, where the centre considers a marking error may have occurred. The awarding body will then be able to take a holistic view of the quality of marking and initiate any investigative action which may be required in a timely fashion.

4.4 Submission of requests

Centres must submit requests on-line via the awarding bodies' extranet sites.

- 4.4.1 The published post-results services are the only mechanism by which concerns about errors in the original marking will be addressed.
- 4.4.2 Where a centre is unable to use an awarding body's extranet site, the centre **must** contact the individual awarding body immediately by telephone.
- 4.4.3 Letters of concern **cannot** be accepted as requests. Centres with such concerns **must** use the published post-results services. **Centres must not submit letters of concern with their requests.**
- 4.4.4 All requests for internal candidates **must** be submitted (and thus supported by the centre) by an authorised member of centre staff. Before submitting a request, centres should check all details are correct including candidate name, number and component code.
- Requests for private candidates may either be submitted through the centre or submitted directly to an awarding body.
- Awarding bodies will **not** accept requests submitted by any other individuals, e.g. by parents/carers.
- 4.4.5 Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether a review of results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support a review of results, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Centres are encouraged to extend the formal appeals procedure to any private candidates. **As regards internal candidates, awarding bodies can only enter into discussions over post-results services with centres. Awarding bodies will accept requests for post-results services directly from private candidates.**
- 4.4.6 **Candidates must provide their written consent for clerical re-checks and reviews of marking after the publication of results (see section 4.2, page 6, on candidate consent).**
- 4.4.7 Requests for unitised subjects **must** be made within the enquiry period immediately following the publication of results for the unit. **Requests cannot be made retrospectively for previous series.**
- 4.4.8 Please see awarding body contact points (inside front cover) for details of submitting requests to awarding bodies.
- 4.4.9 Awarding bodies may not cancel an enquiry after submission.

4.5 Acknowledgement

- 4.5.1 All requests will be acknowledged within **7 working days**.

- 4.5.2 If an acknowledgement is not received within this period, centres should presume that the request has not been received and **must** contact the awarding body **immediately**. Centres should also regularly check the progress of the request.

- 4.5.3 If contact is not made until after the deadline for submission of post-results services, the awarding body is not obliged to proceed with the request on-line.

4.6 Outcome of reviews

- 4.6.1 The outcome of each review will be confirmed by the respective awarding body.
- 4.6.2 The awarding body will provide a reason for the decision of a review of marking. If the mark has changed, the reason will either be that an administrative error has occurred or there was a marking error. A marking error would occur where an examiner has not correctly applied the mark scheme or any other relevant procedure, i.e.
- if the 'right' mark was not given in a task where there is a 'right' or 'wrong' mark;
 - if there has been an unreasonable exercise of academic judgement†.
- 4.6.3 Where a grade changes and a certificate has previously been issued, a replacement will be provided showing the revised grade once the centre has returned the original certificate to the awarding body.
- 4.6.4 UCAS will be advised of any changes to GCE grades. (Centres **must** familiarise themselves with UCAS arrangements: <https://www.ucas.com/advisers/?tile=tile-471>.)
- 4.6.5 **Where there has been a reduction in marks or a downgrade following a review of marking, the request cannot be revoked and the original mark or grade will not be reinstated.**

†An academic judgement is what is involved when assessing. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.

4.7 Centre concern about the marking of a cohort

4.7.1 If a centre has concerns about one of its component/subject cohorts, then it should submit requests for reviews of marking for **all** candidates they believe to be affected. This will enable the awarding body to take a holistic view of the quality of marking and allow them to take any corrective action which may be required in a timely fashion.

Candidates **must** provide their written consent for reviews of marking.

4.7.2 **Centres must obtain written candidate consent for reviews of marking after the publication of results, as with these services candidates' marks and subject grades may be lowered.**

- Candidates **must** be informed of this possible outcome and provide their written consent before an application is submitted. A suggested form for centres to use is included as **Appendix A, page 18. Written consent from the candidate is also acceptable by e-mail.**
- Consent forms or e-mails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.
- An on-line request carries with it confirmation to the awarding body that the candidate's written consent has been obtained. The submission of a signed request form does likewise.

4.7.3 An awarding body is obliged to take further investigative action if there is evidence to support this, such as a significant trend in under or over marking.

4.7.4 **Where an awarding body initiates investigative action candidates' marks and subject grades are not automatically protected. Candidates' marks and subject grades may therefore be lowered, confirmed or raised.**

4.8 Uniform Mark Scale (UMS) Marks – unitised GCE and GCSE specifications

4.8.1 An explanation of how uniform marks are calculated may be found on awarding body websites, however, the following points may be helpful.

- Raw marks are the marks that are recorded by examiners. The maximum raw mark differs according to the unit/component.
- Candidates' results in unitised subjects are reported as uniform marks. These are fixed for all units/components with equal weighting.
- Uniform marks are calculated from raw marks.
- There will not necessarily be an obvious direct relationship between raw and uniform marks.
- Small variations in raw marks may in some circumstances lead to larger UMS differences.
- **Awarding bodies will monitor the outcome of reviews of marking in terms of raw marks and not uniform marks.**

4.9 Candidate malpractice

4.9.1 If candidate malpractice is discovered during a review of marking, the script will be processed in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*. Candidates may lose some or all of their marks, consequently affecting grades awarded.

5. Appeals

- 5.1 The appeals process is available to centres and private candidates **after receiving the outcome of a review of results**. Reference should be made to the JCQ publication *A guide to the awarding bodies' appeals processes*. This booklet provides full details of the awarding bodies' appeals processes and the associated timescales. It is available on the JCQ website: <http://www.jcq.org.uk/exams-office/appeals>
- 5.2 **Appeals can only be submitted after the outcome of a review of results has been reported to the centre.**
- 5.3 **In the case of internal candidates, only the head of centre can submit an appeal to the relevant awarding body.**
- 5.4 Appeals **must** be made in writing and clearly state the grounds for appeal.
- 5.5 Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers.

In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. In relation to internal candidates, awarding bodies can only enter into discussions over appeals with centres. Awarding bodies will accept appeals directly from private candidates.

SECTION THREE: Access to Scripts

6. Access to Scripts (ATS)

Centres may request:

- copies of scripts to support reviews of marking; and/or
- copies of scripts to support teaching and learning.

Centres must submit requests on-line via the awarding bodies' extranet sites.

Centre staff must be fully aware of the guidelines controlling these arrangements.

Centres must submit a request on behalf of a private candidate when asked to do so.

6.1 Arrangements for access to marked examination scripts

6.1.1 Awarding bodies will provide access to marked scripts for the following examinations:

- GCE AS and A-level
- GCSE

6.1.2 A 'script' refers to the written work of a candidate which has resulted from an externally assessed component.

6.1.3 Additional information on the interpretation of marked examination scripts may be found on awarding bodies' websites.

6.2 Conditions of Access to Scripts (ATS) service

Unless otherwise stated, references to 'candidates' includes both internal candidates and private candidates. Awarding bodies will only release copies of scripts to centres under the following conditions.

6.2.1 **Prior written permission must be obtained from any candidate where the centre intends to request his/her script(s).**

This permission must only be sought after the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use.

A specimen form for centre staff when seeking a candidate's written permission to request and use scripts is provided in **Appendix B, page 19**. **Written consent from the candidate is also acceptable by e-mail.**

6.2.2 Scripts **must** only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates.

6.3 Copies of scripts to support reviews of marking

Centres must submit requests on-line via the awarding bodies' extranet sites.

6.3.1 Centres will be able to request copies of GCE AS, GCE A-level and GCSE scripts before deciding whether to request a review of marking.

6.3.2 Requests **must** be submitted to awarding bodies no later than:

GCE AS and A-level scripts: 14 January 2021;

GCSE English Language and Mathematics scripts: 28 January 2021;

GCSE scripts (All other subjects): 25 February 2021

6.3.3 Requests received after the deadline **will not** be accepted.

6.3.4 A centre that requires a copy of the script which has been subject to either a clerical re-check or a review of marking should refer to the relevant awarding body's website for further information.

6.4 Copies of scripts to support teaching and learning

Centres must submit requests on-line via the awarding bodies' extranet sites.

6.4.1 Requests **must** be submitted to awarding bodies no later:

GCE AS and A-level scripts: 4 February 2021;

GCSE English Language and Mathematics scripts: 18 February 2021;

GCSE scripts (All other subjects): 18 March 2021.

6.4.2 Requests received after the deadline **will not** be accepted.

6.5 Mark schemes

6.5.1 A copy of the relevant mark scheme will be made available to centres by the awarding body, normally after the publication of results.

6.6 Disposal of scripts

6.6.1 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.

6.6.2 With the exception of archive material, awarding bodies do not keep candidates' responses indefinitely. This includes examination scripts and electronic script images.

6.7 General Data Protection Regulation (GDPR)

6.7.1 Examination scripts are exempt from Subject Access Requests under the provisions of the GDPR.

Appendix A - Clerical re-checks, reviews of marking and appeals



AQA City & Guilds CCEA OCR Pearson WJEC

Candidate consent form

Information for candidates

The following information explains what may happen following a clerical re-check, a review of marking and any subsequent appeal.

If your school or college submits a request for a clerical re-check or a review of the original marking, and then a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the clerical re-check or review of marking, you **must** sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the clerical re-check or review of marking being submitted.

Candidate consent form

Centre number	Centre name
Candidate number	Candidate name

Details of review (Awarding Body, Qualification level, Subject title, component/unit)

.....
.....

I give my consent to the head of my school or college to submit a clerical re-check or a review of marking for the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me 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 for this subject.

Signed: Date:

This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal.

Appendix B - Candidate consent form for access to and use of examination scripts



AQA City & Guilds CCEA OCR Pearson WJEC

Centre number	Centre name
Candidate number	Candidate name
Qualification level/subject	Component/unit code

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom, I do not wish anyone to know they are mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom, I have no objection to other people knowing they are mine.

Signed: Date:

This form should be retained on the centre's files for at least six months.