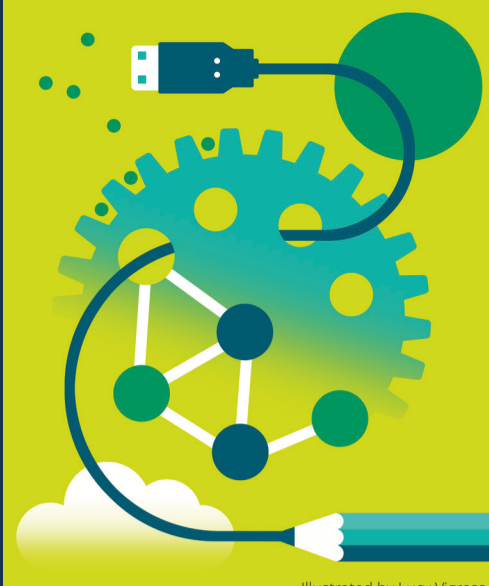


Enquiries about Results (EAR) services, which should I choose?

We take our responsibility to ensure students' results are accurate very seriously. There are quality assurance checks at every point in the exam cycle, from recruiting examiners through to setting grade boundaries. However, we know that there may be times when you doubt that the right mark has been given. In these circumstances, you could request an EAR service.



Illustrated by Lucy Vigrass

If you are from an examination centre and you have questions about your candidates' results there are different post-results **EAR services** you can use, depending on the situation. This guide explains which service to request in the different situations you might face. Please do not forget that marks can go up, stay the same, or go down as a result of these services and student consent must be given.

The **EAR services** outlined here are designed to help give you the confidence you need that the results you have are correct. Remember you can also access the question papers, mark scheme and Principal Examiner reports in order to help you understand why marks have been given. These can be found on the subject pages of qualifications.pearson.com.



What is it?



When do I use it?



Free Access to Scripts (ATS)

Our Access to Scripts (ATS) service allow you to request copies of your candidates' marked exam papers. Scripts do not have examiner annotation on them, but you can see the marks.

Copies of marked scripts will allow you to evaluate how a student performed on particular questions in relation to what they have been taught. The mark schemes that examiners have followed can be found on the subject pages and will help you determine where marks have been awarded when reviewing the scripts. If you are uncertain that the correct mark has been awarded, then you should request a clerical check or review of marking.



EAR Service 1, clerical check

A check of all clerical procedures which lead to us issuing a result. This includes making sure:

- all parts of the exam paper have been marked
- marks have been recorded/added up correctly
- special consideration has been applied (where appropriate)
- the grade boundaries have been applied accurately.

You might consider this service if the results for one candidate are unexpected compared with the rest of your centre's cohort. If, following this review, you are still not happy that the mark is the right one, then you should request a review of marking.



EAR Service 2, review of marking

A check that our examiners have marked externally assessed components correctly. This includes:

- the clerical check (EAR1) service
- a review of marking of units/components by a senior examiner.

If you are concerned that a candidate's results looks odd, you should request a review of marking. A senior examiner will review the original marking and change it if errors in the application of the mark scheme are found.



EAR2P, priority review of marking

This service is the same as the EAR2 service but is processed faster.

It is generally used when a candidate's place in further/higher education depends on the outcome. It is available when the component is from one of the following qualifications:

- Edexcel GCSE
- Edexcel International GCSE
- Edexcel Certificate
- Edexcel AEA
- Edexcel AS and A level
- Edexcel Awards in mathematics (Level 3 only).

Should a candidate get a result which they did not expect and it has put their place at FE or HE at risk, request a priority review of marking. This review will take priority over others and will be completed, and the outcome communicated to you, as quickly as possible.



EAR3, review of moderation

Where we've adjusted centre marks during moderation, this service checks that our moderator has made an accurate judgement on the centre's ability to mark the work to the national standard. This includes:

- a review of the original moderation by a senior moderator
- feedback with a similar level of detail to the original moderator report.

If we have adjusted teacher-marking on a coursework component and you do not agree with the explanation in the E9 moderator's report you should request a review of moderation. A senior moderator will check to see whether the original moderator applied the marking criteria correctly. If they did not, revised adjustments will be made, or the centre marks will be restored.



Mark Commentary*

If you request this service, we will send you copies of scripts along with a commentary explaining where marks have been awarded. Comments will demonstrate why marks have been awarded and give an idea as to how the mark could be improved in future.

This service is aimed at centres who wish to understand better how the mark scheme is applied. It could be that you have requested reviews of marking and disagree with, or do not understand, the outcome, or, you might find this information useful as an aid to future teaching and exam preparation.

* The Mark Commentary service is only available for the newly reformed Pearson Edexcel GCSE (9-1), AS and A level English qualifications, summer exam series 2017. It is a new service and is being trialled this year.