



EAR form - Enquiries About Results

(for office use only)

Centre code

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When completing this application form please refer to the guidance notes on page 2 of this form. Centres should only use one form per candidate (except for group re-marks – please use additional candidate sheet on page 3). Applications will only be accepted from centres (for internal candidates) or private candidates.

Please note that ALL fields are mandatory.

Centre name

Address

Postcode

Email

Enquiry service required

Candidate number

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Candidate name

Award entry code

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Award name/level

Date of exam (if applicable)

| | | | | | | | | | |
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| D | D | / | M | M | / | Y | Y | Y | Y |
|---|---|---|---|---|---|---|---|---|---|

Fee payable

£

Signature:

Date:

Name:

Head of Centre / Examinations Officer / Private Candidate (delete as appropriate)

Enquiries about results

Pearson provides a result enquiry service to centres. On request candidate scripts can be checked to confirm the accuracy of the results issued. The four categories of service available are

Service 1 (Clerical re-check)

Re-check of all clerical procedures leading to the issue of a result. This service will include:

- that all parts of the script have been marked
- the totalling of marks
- the recording of marks
- the application of any adjustment

Service 2 (Re-mark)

Re-mark of externally assessed components of an examination. This service will include:

- the clerical re-checks detailed in service 1
- the re-assessment of components by a senior examiner
- the provision of an individual candidate report detailing the performance of the candidate in the examination

Service 3 (Group re-mark)

Re-mark of externally assessed components of an examination for a group of candidates. (Minimum of 5 candidates) This service will include:

- the clerical re-checks detailed in service 1
- the re-assessment of all scripts within the group by a senior examiner
- the provision of a single report detailing the performance of the group as a whole

Service 4 (Re-moderation UK ONLY)

Re-moderation of an internally assessed unit based on the same sample of work originally moderated. This service will include:

- the clerical re-check of marks and adjustments
- the review of the original moderation adjustments
- the provision of a single report detailing the accuracy of the internal assessment
- Fee - £150 GBP

Submission of requests

- Applications must be submitted within eight weeks of the results being issued.
- All enquiries about published results must be made using the services described above.
- All enquiries must be submitted by the Head of Centre, an authorised member of staff at the centre or by a private candidate through the co-ordinating authority if overseas.
- The published results enquiry services are the only mechanism by which concerns will be addressed.
- All applications should be made using **Form EAR** to LCCIPRS@pearson.com and must give full details including centre name, centre code, candidate name, candidate number, award name, code and level.
- Fees are published in the appropriate country fee sheet and are also available from the customer service team.
- If an enquiry raises the results of some or all candidates revised results slips and certificates will be issued and part or the entire fee will be waived.
- Pearson will provide service 1, 2 and 3 enquiry outcomes within 30 calendar days from receipt.
- Pearson will provide service 4 enquiry outcomes within 40 calendar days from the moderator receiving the sample.

