



LSEC - Access to Scripts, Reviews of Results and Appeals Procedures

London South East Colleges - All Campuses

LSEC - Access to Scripts, Reviews of Results and Appeals Procedures

Centre Name	London South East Colleges - All Campuses
Centre Number	14213
Date policy first created	06/11/2023
Current policy approved by	Jane Webb - Director of MIS and Planning & Funding
Current policy reviewed by	Lorna Hunt - Exam Manager
Date of next review	06/11/2024

Key staff involved in the policy

Role	Name
Head of Centre	Sam Parrett - Group Principal & CEO
Senior leader(s)	Asfa Sohail - Executive Principal and Chief Learning Officer Fadia Clarke - Deputy Principal, Study Programmes Jane Webb - Director of MIS and Planning & Funding
Exams officer	Lorna Hunt - Exam Manager
Other staff (if applicable)	Kim Cardwell - Exam Team Leader Katie McAuley - Exam Team Leader

These procedures are reviewed and updated annually to ensure that London South East Colleges - All Campuses 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 London South East Colleges - All Campuses 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 visiting the LSEC website, exams page. The procedure and the services available with deadlines are also in the student handbook and Exam policy, Exam office and sharepoint page.

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 5.1)

At London South East Colleges - All Campuses :

- 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 via the website and enclosed with your results slip will be information on remarks and certificates.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged

(where applicable) are provided by The exam office, The English and Maths department and the LSEC website. This will be the day after results are issued..

Dealing with requests

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

At London South East Colleges - All Campuses the process to request a service is to fill in a form at the exam office and make payment for the service required.

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)

London South East Colleges - All Campuses 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)

Additional centre-specific actions:

Submitting requests

London South East Colleges - All Campuses 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)

Additional centre-specific actions:

Applications have to be submitted by 3.00pm on the LSEC closing date advertised.

Dealing with outcomes

London South East Colleges - All Campuses 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 Email to your LSEC email address.

Additional centre-specific actions:

Appeals need to EARS outcome need to be agreed by Head of centre and requested within the timeframe stated by the awarding body.

Managing disputes

At London South East Colleges - All Campuses any dispute/disagreement will be managed in accordance with the guidelines as listed on the LSCE Complaints procedure BC-2-001..

Additional centre-specific actions:

Changes 2023/2024

No changes applicable.

Centre-specific changes

Upon review in September 2023, no centre-specific updates or changes were applicable.