



## **Results Day & Post-Results Service Policy**

**2021 - 2022**

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## Results Day & Post-Results Service Policy

### Purpose of The Policy

This policy details how Denton Community College manages the process of Results Day and the process of dealing with Post Results Services including access to scripts, enquires about results and appeals to the awarding bodies.

### Key Staff Involved In The Results Day & Post-Results Service Policy

ROLE
Head of Centre
Senior Leadership Team Members
Heads of Subject
Examinations Manager
Facilities Team

### Internal Assessment

Heads of Subject:

- Ensure teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies.
- Ensures work is returned to candidates or disposed of according to the requirements.

### Managing Results Day(s)

Senior Leadership Team:

- Identify centre staff who will be involved in the main summer results day(s) and their role.
- Ensures senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of enquiries and ensures candidates are informed senior members of staff will only be available during the school opening times to the public on results days.

Exams Manager:

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Works with senior leaders to ensure procedures for managing the main summer results day(s) (a results day programme) are in place.

Facilities Team:

- Ensure the centre is open and accessible to centre staff and candidates, as required.

### Accessing Results

Exams Manager:

- Informs candidates in advance of when and how results will be released to them.
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body.
- Resolves any missing or incomplete results with awarding bodies.
- Issues statements of results to candidates on results day.
- Provides summaries of results for relevant centre staff on issue of results day.

## Post-Results Services

Head of Centre:

- Understands that in the event of an awarding body initiating a *review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised.
- Identify the budget to which fees should be charged.

Exams Manager:

- Ensures an internal appeals procedure is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal.
- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged.
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met.
- Provides a process to record requests for services and collect candidate informed consent (after the publication of results) and fees where relevant.
- Submits requests to awarding bodies to meet the external deadline.
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes.
- Updates centre results information, where applicable.

Teaching Staff:

- Meet internal deadlines to request the services and gain relevant candidate informed consent.

Candidates:

- Meet internal deadlines to request the services.
- Provide informed consent and fees, where relevant.

## Appeals & Complaints

Following the RoR (Review of Results) outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the outcome of an RoR, but the candidate is not satisfied, they may make a further representation to the Head of Centre. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the centre within 10 working days of the notification of the outcome of the enquiry. Subject to the Head of Centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 working days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission of the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.



# Internal Appeals Form

## 2021 / 2022



This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- Internally Assessed Marks
- The Centre Decision Not to Support an Enquiry About Results
- The Outcome of An Enquiry About Results

Candidate Surname		Candidate First Name	
Awarding Body		Exam Paper Code	
Qualification Type & Subject		Exam Paper Title	

Please state the grounds for your appeal below:

*Continue overleaf if necessary*

### Appeal Against Internally Assessed Marks

#### Appellant declaration

By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding body's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.

Signature:

Date of signature:

### Appeal Against The Centre Decision Not To Support An Enquiry About Results

#### Appellant declaration

By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.

Signature:

Date of signature:

### Appeal Against The Outcome Of An Enquiry About Results

#### Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:



# Complaint / Appeals Form

## 2021 / 2022



This form should be completed in all cases to lodge a Complaint and/or Appeal.

Please tick to indicate what the appeal is against:

- Complaint / Appeal against a centre's delivery of a qualification
- Complaint / Appeal against a centre's administration of a qualification

<b>Candidate Surname</b>		<b>Candidate First Name</b>	
<b>Awarding Body</b>		<b>Exam Paper Code</b>	
<b>Qualification Type &amp; Subject</b>		<b>Exam Paper Title</b>	

Please state the grounds for your appeal below:

*If your complaint/appeal is lengthy please write as bullet points; please keep to the point and include relevant detail such as dates, names etc. and provide any evidence you may have to support what you say.  
Your complaint/appeal should identify the centre's failure to follow procedures as set out in the relevant policy, and/or issues in teaching and learning which have impacted the candidate.*

*Continue overleaf if necessary*

Detail any steps you have already taken to resolve the issue(s) and what you would consider to be a good resolution to the issue(s):

**Signature:**

**Date of signature:**



# Complaints & Appeals Log

2021 / 2022



On receipt, all appeals will be assigned a reference number and logged.

The outcome of any reviews of the centre's marking will be made known to the Head of Centre and will be logged. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately and then noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date