

## Post-Results Services

Information and guidance centre → June 2024 and November 2024

# Awarding body contact points

Awarding body	Online registration, submission and information Please submit requests online	Telephone number	Postal address  (Only make requests by form if online application aren't available)
AQA	Centre Service <a href="https://onlineservices.aqa.org.uk/">https://onlineservices.aqa.org.uk/</a>	0800 197 7162	Where centres are unable to submit a request using Centre Service, the head centre can contact AQA by phone
CCEA	<a href="http://www.ccea.org.uk">www.ccea.org.uk</a> For information please email <a href="mailto:postresults@ccea.org.uk">postresults@ccea.org.uk</a>	Tel: 028 9026 1451	CCEA Clarendon Dock 29 Clarendon Road Belfast BT1 3BG
City & Guilds	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> For information please email <a href="mailto:technical.quality@cityandguilds.com">technical.quality@cityandguilds.com</a>	0300 303 53 52	Where centres are unable to submit a request online, the head centre can contact City & Guilds by phone
OCR	In e-change <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> To register please visit <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> contact the OCR Customer Services Centre by phone	01223 553998	Where centres are unable to submit a request using In e-change, the head centre can contact the OCR Customer Services Centre by phone
Pearson	Edexcel Online <a href="http://www.edexcelonline.c75">www.edexcelonline.c75</a> BDC BT/T1Q 1 Tf8 O O 8 244.692 529.id cont8Ce/  _____ _____		

# Contents

## Section One: General

1. Introduction	1
2. Key dates and deadlines for the June 2024 and November 2024 series	2
3. Fees	3

## Section Two: Reviews of Results (RoRs) and appeals

4. Reviews of Results (RoRs)	5
4.1 Centre review facilities	5
4.2 Candidate confirmation	5
4.3 Review of Results process	6
4.4 Submission of queries	9
4.5 Acknowledgements	10
4.6 Outcome of review	10
4.7 Centre responsibility for the marking fact sheet	10
4.8 Uniform Mark Scale (UMS) marking in graded GCE AS, A-level and GCSE qualification	11
4.9 Candidate malpractice	11
5. Appeals	12

## Section Three: Access to Scripts

6. Access to Scripts (ATS)	14
6.1 Arrangements for access to marked examination scripts	14
6.2	

# Section One: General

1. Introduction

2. Key dates and deadlines for the June 2024 and November 2024 series

3. Fees





## 3. Fees

- 3.1 Fee for service (Acceptance, Scribble, clerical re-check, reissue of marking and reissue from de-ration) are independent and published by adding below.

## Section Two : Reviews of Results (RoRs) and appeals

4. Reviews of Results (RoRs)

5. Appeals



## 4. Reviews of Results (RoRs)

### 4.1 Centre responsibilities

4.1.1 Release an centre **must** be fully aware of the requirements, including the published deadline for clerical re-check, re-entries for marking and re-entries for moderation.

Centres **must** make candidates aware of the arrangements for clerical re-check, re-entries for marking and re-entries for moderation prior to the release of the list. Candidates **must** be notified in writing in advance of the arrangements.

Senior members of centre **must** be available candidates immediately after the publication of the list to have the list made, and decisions made on the basis of the re-entries for marking. Candidates **must** be informed of the re-entries for marking which centre **will** be available to have the mark list amended.

Final internal candidates, a candidate who **only** accepted re-entries for marking from centre and non-final candidates re-entries for marking. Centres **must** ensure that the candidate is in place for internal candidates to appear at the centre's decision re-entries for marking.

Private candidate arrangements must be agreed with the re-entries for marking via the centre. However, the mark list is direct and a candidate must be notified. Private candidate arrangements must be agreed with the centre. A candidate who is not eligible for marking must be notified. The arrangements will advise private candidate re-entries for marking.

### 4.2 Candidate consent

4.2.1 Centres **must** obtain written candidate consent for clerical re-check and re-entries for marking, as well as the candidate's mark and subject grade made available. **Failure to do so is considered centre malpractice.**

Candidate consent for clerical re-check and re-entries for marking **must** be obtained after the publication of the list.

Candidates **must** be informed of the re-entries for marking and subject grade candidate's consent **before** arrangements are made. (A signed form for centre re-entries included in **Appendix A**. Written consent for marking candidates is also available by email.)

An online re-entries for marking consent form is available to have the candidate's consent obtained. (The form is a signed re-entries for marking form like the one.)

Consent for email from candidate **must** be obtained by the centre and kept for a minimum of 12 months from the date of the clerical re-check re-entries for marking and re-entries for marking. The arrangements will advise private candidate re-entries for marking.

4.2.2 Written candidate consent is **not** required for re-entries for marking. Candidate's mark made available by the centre will be subject to the centre's policy. However, centre should be aware that a candidate who has a failed mark may be carried forward to the next session. Furthermore, if a candidate's mark is not made available to the centre (AS a candidate (unitised GCE AS qualification) is not required because of the re-entries for marking, the AS grade will be re-entries for marking, but the re-entries for marking will be available to the centre (unitised GCE A-level qualification).

Centres must ensure that candidates are made aware of the mark for a NEA candidate made available which candidate's re-entries for marking.



Centre are engaged in developing the marking process for candidates, both before, during and after the examination. This includes all members of staff, including the subject leader.

#### 4.3.3 Priority Service 2 (Review of marking)

The service is available for externally assessed components of both unitised and linear GCE A-level specifications. It is also available for Level 3 Vocational and Technical qualifications.

This is a voluntary service of the original marking. It has been agreed that a marking error can occur because of:

- an administrative error;

- a failure to apply the marking scheme correctly; or

- an unreasonable exercise of academic judgement.

The awarding body will retain the right to cancel the marking process and to re-mark the work. The awarding body will not accept an error identified in the original marking.

If a GCE A-level or Level 3 VETQ candidate is thinking of having a Private Service 2 re-evaluation of marking, please refer to the relevant awarding body's website and the implications of re-evaluation of the results.

#### 4.3.4 Service 3 (Review of moderation)

This service is for the original moderator when the awarding body criteria has been fair, reliable and consistent applied. It **is not** a re-moderation of candidate work. The awarding body will have retained the original candidate form data in accordance and consistent.

Please note that if a candidate's internal award mark (candidate's own estimate in an exam) has been accepted in a change of an awarding body, this service **will not** be available.

Submit the request online.

Candidate consent is **not** required (see section 4.2).

The request **must** be submitted to the awarding body by **26 September 2024**.

The deadline for completion is 35 calendar days after the re-evaluation.

## 4.4 Submission of requests

Centres **must** submit requests online via the awarding body's e-portal.

4.4.1 Centres **cannot** alter requests in the original marking can only be addressed through the e-portal service.

4.4.2 Where a centre is unable to use an awarding body's e-portal, the centre **must** contact the individual awarding body immediately by telephone.

4.4.3 Letterbox centres **cannot**

## 4.5 Acknowledgement

- 4.5.1 All requests will be acknowledged within 7 working days.
- 4.5.2 If an acknowledgment is not received within the period, centres should request the request has not been received and **must** contact the awarding body **immediately**. Centres should always regularly check the progress of the request.
- 4.5.3 If contact is not made in line with the deadline for submission of the request, the awarding body is not obliged to proceed with the request.

## 4.6 Outcome of reviews

- 4.6.1 The outcome for each review will be confirmed by the review officer awarding body.
- 4.6.2 The awarding body will provide a reason for the decision for a review of marking. If the mark has changed, the reason will either be that an administrative error has occurred or the awarding body has applied the marking error. A marking error would occur where an examiner has not correctly applied the marking scheme or an error has occurred, i.e.
- if the 'right' mark is given in a task where the 'right' is 'wrong' mark;
  - if there has been an unreasonable error of academic judgement.
- 4.6.3 The awarding body will confirm the marking for a review of marking:
- no change to the original marking decision;
  - an increase in the original marking decision;
  - reinstatement of the original mark.
- For the awarding body will provide a reason.
- 4.6.4 Where a grade change and a certificate has been issued, a replacement will be issued showing the revised grade once the centre has received the original certificate the awarding body.
- 4.6.5 UCAS will be advised of any change to GCE and Level 3 VET grade. (Centres **must** familiarise themselves with UCAS arrangements : <https://www.ucas.com/advisers/?tile=tile-471>).







## Section Three: Access to Scripts

### 6. Access to Scripts (ATS)

Centre must complete the following activities:  
the activities of marketing; and/or  
teaching and learning.

Centre **must** submit the online declaration by the relevant date.

The deadline for completion of teaching and learning is **26 September 2024**. Centre should be aware that the following activities will not be available after **26 September 2024**.

Centre **must** be fully aware of the guidelines concerning the arrangements.

Centre **must**



## 6.3 Copies of scripts to support reviews of marking

### 6.3.1



# Appendices

Appendix A – Clerical re-checks, reviews of marking and appeals – candidate consent form

Appendix B – Access to Scripts – Candidate consent form for access to and use of examination scripts

# Appendix A – Clerical re-checks, reviews of marking and appeals – Candidate consent form



AQA      City & Guilds      CCEA      OCR      Pearson      WJEC

## Clerical re-checks, reviews of marking and appeals

### 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.

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 – Access to Scripts – Candidate consent form for**