



**Access to Scripts, Review of  
Results and Appeals  
Procedures (2025-26)**

Esher CofE High School

## Access to Scripts, Review of Results and Appeals Procedures (2025-26)

Centre name	Esher CofE High School
Centre number	64695
Date procedures first created	30/11/2023
Current procedures approved by	Miss J Turner, Assistant Headteacher
Current procedures reviewed by	Ms N Davis, Exams Officer
Date of review	17/11/2025
Date of next review	17/11/2026

### Key staff involved in the procedures

Role	Name
Head of centre	Mr A King, Headteacher
Senior leader(s)	Miss J Turner, Assistant Headteacher
Exams officer	Mrs N Davis
Other staff (if applicable)	

These procedures are reviewed and updated annually to ensure that Esher CofE High School 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 documents **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)**

Centres may request copies of scripts to support:

- reviews of marking; and/or
- teaching and learning

Requests must be submitted online via the awarding bodies' extranet sites.

Information on deadlines for Access to Scripts is found on awarding bodies' websites.

### **Reviews of Results (RoRs)**

- Service 1 (Clerical re-check): This is the only service that can be requested for multiple choice tests
- Service 2 (Review of marking): This service is available for externally assessed components of both unitised and linear GCE AS, A-level and GCSE specifications. It is also available for Level 1, 2 and 3 Vocational and Technical qualifications.
- Priority Service 2 (Review of marking): This 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. For NCFE this service only applies to T-levels.
- Service 3 (Review of moderation): A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample

Requests must be submitted online via the awarding bodies' extranet sites.

### **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 Esher CofE High School 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: The Results Guidance for Students and Parents Handbook and The Exam Candidate Handbook which is available on the Esher High website.

## **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 Esher CofE High School:

- 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 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:

- Email to students/parents, assemblies and information published on the Exams pages of the school website.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by The Exams Officer.

In the post results document, shared via email and on our website in June.

## Dealing with requests

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

At Esher CofE High School the process to request a service is:

- Review of Results

The Head of Department (HOD) will analyse results and marks and make recommendations as to whether the student should access Post Results Services (PRS). Students are made aware of the possible outcomes:

The students mark is lowered, the final grade may be lower than the original grade received;

The students mark is confirmed as correct, there is no change to grade;

The students mark is raised, so the final grade may be higher than the original grade received.

If, after considering all factors, the students wishes to proceed with PRS there are two pathways available:

The consent form to request the services and to confirm that the student is aware of the possible outcomes must be submitted and signed by the student. The form is available from HOD or the Exams Officer and must be completed, signed by the student, and returned before the internal deadline.

## Candidate consent

- Candidates must provide their **written consent** for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies **after** the publication of examination results (GR 5.13)

(As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)

Esher CofE High School 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, and any subsequent appeal, or an access to scripts service request 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 Appendix B)

Additional centre-specific actions:

N/A

## Submitting requests

Esher CofE High School 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 document **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ document **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:

N/A

## Dealing with outcomes

Esher CofE High School 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 and send a copy of the outcome from the exam board.

Additional centre-specific actions:

N/A

## Managing disputes

At Esher CofE High School any dispute/disagreement will be managed

If a candidate disagrees with a centre decision not support an application for re-check, a review of marking, a review of moderation.

The student can still apply for a re-check, a review of marking, a review of moderation. The school will do this on their behalf. In this case the student must pay the awarding body fee plus an EHS administration fee.

Students are made aware there is a greater risk of moving down a grade as, if the mark is lowered, they may fall into the grade below.

Additional centre-specific actions:

Consent form has to be given by the student to request this service.

## **Changes 2025/2026**

(Updated) Under heading **Introduction** wording updated in relation to the JCQ post-results services currently available.

(Reformatted) Under heading **The arrangements for post-results services** insert fields reformatted and require updating on reviewing and updating this procedure.

## **Centre-specific changes**

Upon Review Nov 2044 - updated name of EO

Upon Review Nov 2025 - update with who and when post results information will be shared.