



Joint Council for
Qualifications^{CIC}

GCSE, GCE, Projects (including Extended Project) Post-Results Services

- Clerical re-checks
- Reviews of marking
- Reviews of moderation
- Access to scripts

Information and guidance to centres – June 2023 and November 2023
examination series

Produced on behalf of:



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 is not possible)
AQA	Centre Services https://onlineservices.aqa.org.uk/	0800 197 7162	Where centres are unable to submit a request using Centre Services, they should contact AQA by phone
CCEA	www.ccea.org.uk To register please go online or contact the Centre Support Section on 028 9026 1200 ext 2410 or 2443 or email centresupport@ccea.org.uk	Tel: 028 9026 1451 Fax: 028 9026 1290	CCEA Clarendon Dock 29 Clarendon Road Belfast BT1 3BG
City & Guilds	www.cityandguilds.com For information please email technical.quality@cityandguilds.com	0300 303 53 52	Where centres are unable to submit a request online, they should contact City & Guilds by phone
OCR	Interchange www.ocr.org.uk To register please visit www.ocr.org.uk or contact the OCR Customer Support Centre by phone	01223 553998	Where centres are unable to submit a request using Interchange, they should contact the OCR Customer Support Centre by phone
Pearson	Edexcel Online www.edexcelonline.com To register for Edexcel Online please go to: https://qualifications.pearson.com/en/contact-us.html	Home centres: 0344 463 2535 International centres: +44 (0) 1204 770696	Where centres are unable to submit a request using Edexcel Online, they should contact the Customer Service team by phone
WJEC	WJEC Secure Website www.wjecservices.co.uk To register please send an email request to securewebsite@wjec.co.uk quoting centre number, centre name and contact name	01443 845619	Post-Results Services WJEC Unit A16/17 Gwaelod Y Garth Road Treforest Industrial Estate Pontypridd Rhondda Cynon Taf CF37 5XF

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Section One: General

1. Introduction

2. Key dates and deadlines for the June 2023 and November 2023 series

3. Fees

1. Introduction

1.1 This booklet contains three sections:

- **Section One:** provides an overview of the post-results services process;
- **Section Two:** refers to Reviews of Results (clerical re-check, review of marking and appeals);
- **Section Three:** refers to Access to Scripts.

1.2 This booklet sets out the common arrangements for post-results services. However, awarding bodies may offer additional post-results services. As the awarding bodies will publish their own administrative guidelines on post-results services, please read this booklet together with the information issued by the awarding bodies. Centres should refer to awarding bodies' websites.

1.3 This booklet **does not** cover missing and incomplete results services (MIRs) which address results reported as:

- 'No Result' (X);
- 'Partial Absence' (e.g. D#);
- 'Pending' (Q).

To query such a result, please refer to the relevant documentation supplied by the individual awarding body.

The awarding body will investigate the query and will report the outcome without charge. Most queries can be resolved on the designated results day through processing checks.

1.4 Candidates following unitised GCSE, GCE AS and GCE A-level specifications[†] who have achieved enough unit results for a qualification award, but have not claimed certification, may do so retrospectively through their centre. The centre **must** submit the request to the relevant awarding body **before** the published deadline for the series concerned. Each awarding body will publish its own administrative guidelines, which will detail the method of submitting requests and any fee for this service.

[†]Centres following unitised GCSE, GCE AS and GCE A-level specifications in Wales and Northern Ireland.

1.5 Where a centre has concerns about the marking of a component, reviews should be submitted as soon as possible for all candidates who wish to request a review. This will enable the awarding body to take a holistic view of the quality of marking and initiate any investigative action which may be required in a timely fashion.

Candidates **must** provide their written consent for reviews of marking.

Important: Awarding bodies strongly advise candidates and/or their centres to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body **will not** inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at:

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/results/exam-reviews-and-appeals>

2. Key dates and deadlines for the June 2023 and November 2023 series

2.1 To enable awarding bodies to provide an efficient service, it is essential that centres meet the following deadlines and key dates. Requests **must** be submitted to awarding bodies by the relevant closing date.

Centres **must** submit requests online via the awarding bodies' extranet sites.

2.2 Key dates and deadlines for the June 2023 series

Key date	Reviews of Results (RoRs)	Access to Scripts (ATS)
17 August	<ul style="list-style-type: none"> Issue of GCE AS and A-level results Issue of Extended Project results Clerical re-checks, reviews of marking and reviews of moderation may be requested now 	GCE AS and A-level scripts <ul style="list-style-type: none"> Centres may request copies of GCE AS and A-level scripts to support reviews of marking and/or teaching and learning
24 August	<ul style="list-style-type: none"> Issue of GCSE results Issue of Foundation and Higher Project results Clerical re-checks, reviews of marking and reviews of moderation may be requested now 	GCSE scripts <ul style="list-style-type: none"> Centres may request copies of GCSE scripts to support reviews of marking and/or teaching and learning
24 August	<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for Priority Service 2 reviews of marking (GCE A-level qualifications only) 	
31 August		<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for copies of GCE AS and A-level scripts to support reviews of marking (Two weeks after the publication of GCE AS and A-level results)
7 September		<ul style="list-style-type: none"> Latest date by which centres will receive copies of GCE AS and A-level scripts to support reviews of marking (Three weeks prior to the deadline for requesting GCE AS and A-level Reviews of Results)
7 September		<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for copies of GCSE scripts to support reviews of marking (Two weeks after the publication of GCSE results)
14 September		<ul style="list-style-type: none"> Latest date by which centres will receive copies of GCSE scripts to support reviews of marking (Two weeks prior to the deadline for requesting GCSE Reviews of Results)
20 September	<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for late subject awards (Unitised GCSE, GCE AS and A-level qualifications in Wales and Northern Ireland) 	
28 September	<ul style="list-style-type: none"> DEADLINE for GCE AS and A-level Reviews of Results (RoRs): Last date for awarding bodies to receive requests (Three weeks after centres have received copies of GCE AS and A-level scripts to support reviews of marking) DEADLINE for GCSE Reviews of Results (RoRs): Last date for awarding bodies to receive requests (Two weeks after centres have received copies of GCSE scripts to support reviews of marking) 	<ul style="list-style-type: none"> DEADLINE for awarding bodies to receive requests for copies of GCE AS and A-level scripts to support teaching and learning (Six weeks after the publication of GCE AS and A-level results) DEADLINE for awarding bodies to receive requests for copies of GCSE scripts to support teaching and learning (Five weeks after the publication of GCSE results)

Please refer to the awarding bodies' websites for key dates and deadlines for other qualifications

2.3 Key dates and deadlines for the GCSE November 2023 examination series

- The final closing date for awarding bodies to receive requests for copies of scripts to support reviews of marking is 25 January 2024, two weeks after the publication of results.
- The final closing date for Review of Results Services (RoRs) is 15 February 2024, five weeks after the publication of results.
- The final closing date for awarding bodies to receive requests for copies of scripts to support teaching and learning is 15 February 2024, five weeks after the publication of results.

2.4 Requests received after the respective closing date will not be accepted.

Further information can be found in **section 4.5 - Acknowledgement**.

2.5 The receipt of scripts may be delayed if a centre has requested a review of marking in the same unit/component. In exceptional cases, where results have been issued after the normal publication date, the closing date for requests will be extended by the same period as the delay.

3. Fees

- 3.1 Fees for post-results services (Access to Scripts, clerical re-checks, reviews of marking and reviews of moderation) are set independently and published by awarding bodies.

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 Relevant centre staff **must** be fully aware of the post-results process, including the published deadlines for clerical re-checks, reviews of marking and reviews of moderation.

Centres **must** make candidates aware of the arrangements for clerical re-checks, reviews of marking and reviews of moderation prior to the issue of results. Where requested, centres must also provide candidates, as soon as possible, with written information on the arrangements.

Senior members of centre staff **must** be accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates **must** be informed of the periods during which centre staff will be available so that they may plan accordingly.

For internal candidates, awarding bodies will **only** accept requests for reviews of marking from centres and not from candidates or their parents. Centres **must** ensure that they have a process in place for internal candidates to appeal the centre's decision not to pursue a review of marking.

Private candidates are encouraged to submit requests for reviews of marking via their centre. However, they may submit a request directly to an awarding body. Private candidates are identified by the centre when submitting entries. Awarding bodies will use this information to validate requests that come directly from candidates. The awarding body will advise private candidates of the process for reviews of marking.

4.2 Candidate consent

4.2.1 Centres **must** obtain written candidate consent for clerical re-checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. **Failure to do so is considered centre malpractice.**

Candidate consent for clerical re-checks and reviews of marking **must** be obtained after the publication of results.

- Candidates **must** be informed that their marks and subject grades could go down as well as up and **must** provide their written consent **before** a request is submitted. (A suggested form for centres to use is included as **Appendix A**. Written consent from the candidate is also acceptable by email.)
- An online request carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed request form does likewise.)
- Consent forms or emails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to request such documentation.

4.2.2 Written candidate consent is **not** required for a review of moderation.

Candidates' marks may be lowered but their published subject grades **will not** be lowered in the series concerned. However, centres should be aware that a lowered mark may be carried forward to future certification. For example, if a non-examination assessment mark which contributes to an AS award (**unitised GCE AS qualification**) is lowered because of a review of moderation, the AS grade will be protected, but the lower mark will contribute to any subsequent A-level award (**unitised GCE A-level qualification**).

Centres must therefore ensure that candidates are made aware that a mark for a NEA component may be lowered which could affect future certification.

4.3 Review of Results services

4.3.1 Service 1 (Clerical re-check)

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2**).
- The request **must** be received by the awarding body by **28 September 2023**.
- The deadline for completion is within 10 calendar days of the awarding body receiving the request.

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome of the clerical re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).

4.3.2 Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the mark scheme has been applied correctly.

A marking error can occur because of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers **will not** re-mark the script. They will only act to correct any errors identified in the original marking.

The service is available for externally assessed components of both unitised and linear GCE AS, A-level and GCSE specifications.

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2**).
- The request **must** be received by the awarding body by **28 September 2023**.
- The deadline for completion is within 20 calendar days of the awarding body receiving the request.

This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above.

Where a centre is concerned about the marking of an entire centre cohort, please refer to section 4.7.

Centres are strongly advised to submit requests for reviews of marking for any candidate, by subject, for whom they have concerns at the earliest opportunity. This should include all components/units, looking at the subject, where the centre considers a marking error may have occurred. The awarding body will then be able to take a holistic view of the quality of marking and initiate any investigative action which may be required in a timely fashion.

Changes to candidates' results arising from a review of marking **cannot** lead to a subsequent late request for a review of moderation.

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.

This is a priority review of the original marking to ensure that the mark scheme has been applied correctly.

A marking error can occur because of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers **will not** re-mark the script. They will only act to correct any errors identified in the original marking.

Important: Awarding bodies strongly advise candidates and/or their centres to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body **will not** inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at:

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/results/exam-reviews-and-appeals>

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2**).
- The request **must** be received by the awarding body no later than **24 August 2023** (seven days after the publication of GCE A-level results).
- The deadline for completion is within 15 calendar days of the awarding body receiving the request.

Centres are strongly advised to submit requests for reviews of marking for any candidate, by subject, for whom they have concerns at the earliest opportunity. This is particularly so regarding priority reviews of marking where the candidate's university or college place may be at stake. This should include all components/units, looking at the subject as a whole, where the centre considers a marking error has occurred. The awarding body will then be able to take a holistic view of the quality of marking and initiate any investigative action which may be required in a timely fashion.

If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

4.3.4 Service 3 (Review of moderation)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It **is not** a re-moderation of candidates' work. The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

Please note that if your centre's internally assessed marks (coursework or non-examination assessment) have been accepted without change by 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 received by the awarding body by **28 September 2023**.
- The deadline for completion is up to 35 calendar days after the reviewer has received the original sample of work from the centre. This is due to the complexities of the process such as co-ordination between the centre and the moderator.
- Centres should inform A-level candidates that reviews of moderation may not necessarily be completed to meet individual universities' deadlines.
- The review of moderation will be undertaken on the original sample of candidates' work.
- A review of moderation **cannot** be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.

A review of moderation **cannot** be undertaken where a mark for an internally assessed component has been transferred to a subsequent series.

Centres who are in possession of the original sample of work **must** ensure it is ready for despatch. They will be provided with the details of a reviewer to whom the work should be sent. Centre assessed work **must not** be sent at the time of submitting the review of moderation.

Work submitted for a review of moderation **must**:

- be despatched to the reviewer within **three working days following the receipt of instructions from the awarding body**. Failure to meet this may delay the outcome of the review or result in the review being cancelled;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates.

This service **cannot** be undertaken on ephemeral material unless suitable evidence (such as the media recording of theatrical performances) can be provided.

Centres should note that there may be a need for them to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

Centres operating as part of a consortium **must** submit requests on behalf of all centres within the consortium. Individual centres within the consortium **cannot** request a review of moderation solely on their own behalf.

Changes to candidates' results arising from a review of moderation **cannot** lead to a subsequent late request for a review of marking of a written examination component.

4.4 Submission of requests

Centres **must** submit requests online via the awarding bodies' extranet sites.

4.4.1 Concerns about errors in the original marking can only be addressed through the published post-results services.

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

4.4.3 Letters of concern **cannot** be accepted as requests. Where centres have concerns, the published post-results services **must** be used. Centres **must not** submit letters of concern with their requests.

4.4.4 All requests for internal candidates **must** be submitted (and thus supported by the centre) by an authorised member of centre staff. Before submitting a request, centres should check all details are correct including candidate name, number and component code.

Requests for private candidates may either be submitted through the centre or submitted directly to an awarding body.

Awarding bodies **will not** accept requests submitted by any other individuals, e.g. by parents/carers.

4.4.5 Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether a review of results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support a review of results, centres should take account of all relevant factors and allow candidates or their parents/carers a reasonable opportunity to express their views. Centres are encouraged to extend the formal appeals procedure to any private candidates. As regards internal candidates, awarding bodies can only enter into discussions over post-results services with centres. Awarding bodies will accept requests for post-results services directly from private candidates.

4.4.6 Candidates **must** provide their written consent for clerical re-checks and reviews of marking after the publication of results (**see section 4.2**).

4.4.7 Requests for unitised subjects **must** be made within the enquiry period immediately following the publication of results for the unit. **Requests cannot be made retrospectively for previous series.**

4.4.8 Please see awarding body contact points (inside front cover) for details of submitting requests to awarding bodies.

4.4.9 Awarding bodies **may not** cancel an enquiry after submission.

4.5 Acknowledgement

- 4.5.1 All requests will be acknowledged within 7 working days.
- 4.5.2 If an acknowledgement is not received within this period, centres should presume that the request has not been received and **must** contact the awarding body **immediately**. Centres should also regularly check the progress of the request.
- 4.5.3 If contact is not made until after the deadline for submission of post-results services, the awarding body is not obliged to proceed with the request.

4.6 Outcome of reviews

- 4.6.1 The outcome of each review will be confirmed by the respective awarding body.
- 4.6.2 The awarding body will provide a reason for the decision of a review of marking. If the mark has changed, the reason will either be that an administrative error has occurred or there was a marking error. A marking error would occur where an examiner has not correctly applied the mark scheme or any other relevant procedure, i.e.
- if the 'right' mark was not given in a task where there is a 'right' or 'wrong' mark;
 - if there has been an unreasonable exercise of academic judgement[†].
- 4.6.3 There are three possible outcomes arising from a review of moderation:
- no change to the original moderation decision;
 - a correction to the original moderation decision;
 - reinstatement of centre marks.

For the first two outcomes awarding bodies will provide a reason.

- 4.6.4 Where a grade changes and a certificate has previously been issued, a replacement will be provided showing the revised grade once the centre has returned the original certificate to the awarding body.
- 4.6.5 UCAS will be advised of any changes to GCE grades. (Centres **must** familiarise themselves with UCAS arrangements:
<https://www.ucas.com/advisers/?tile=tile-471>).
- 4.6.6 Where there has been a reduction in marks or a downgrade following a review of marking, the request **cannot** be revoked and the original mark or grade **will not** be reinstated.

4.7 Centre concern about the marking of a cohort

- 4.7.1 If a centre has concerns about one of its component/subject cohorts, then it should submit requests for reviews of marking for **all** candidates they believe to be affected. This will enable the awarding body to take a holistic view of the quality of marking and allow them to take any corrective action which may be required in a timely fashion.
- 4.7.2 Centres **must** obtain written candidate consent for reviews of marking **after** the publication of results, as with these services, candidates' marks and subject grades may be lowered.

Candidates **must** be informed of this possible outcome and provide their written consent **before** an application is submitted. A suggested form for centres to use is included as **Appendix A**. Written consent from the candidate is also acceptable by email.

[†] An academic judgement is what is involved when assessing. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.

Consent forms or emails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

An online request carries with it confirmation to the awarding body that the candidate's written consent has been obtained. The submission of a signed request form does likewise.

4.7.3 An awarding body is obliged to take further investigative action if there is a significant trend in under or over marking.

4.7.4 Where an awarding body initiates investigative action, candidates' marks and subject grades **are not** automatically protected. Candidates' marks and subject grades may therefore be lowered, confirmed or raised.

4.8 Uniform Mark Scale (UMS) marks – unitised GCE AS, A-level and GCSE qualifications

4.8.1 An explanation of how uniform marks are calculated may be found on awarding body websites. However, the following points may be helpful.

- Raw marks are the marks that are recorded by examiners – the maximum raw mark differs according to the unit/component.
- Candidates' results in unitised subjects are reported as uniform marks – these are fixed for all units/components with equal weighting.
- Uniform marks are calculated from raw marks.
- There will not necessarily be an obvious direct relationship between raw and uniform marks.
- Small variations in raw marks may in some circumstances lead to larger UMS differences.
- Awarding bodies will monitor the outcome of reviews of marking in terms of raw marks and not uniform marks.

4.9 Candidate malpractice

4.9.1 If candidate malpractice is discovered during a review of marking or a review of moderation, the script/coursework/non-examination assessment will be processed in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*. Candidates may lose some or all of their marks, consequently affecting grades awarded.

5. Appeals

- 5.1** The appeals process is available to centres and private candidates after receiving the outcome of a review of results. Reference should be made to the JCQ publication *A guide to the awarding bodies' appeals processes*. This booklet provides full details of the awarding bodies' appeals processes and the associated timescales. It is available on the JCQ website:
- <http://www.jcq.org.uk/exams-office/appeals>
- 5.2** Appeals can only be submitted after the outcome of a review of results has been reported to the centre.
- An appeal against a review of moderation decision cannot be made on behalf of an individual candidate.
- 5.3** In the case of internal candidates, only the head of centre can submit an appeal to the relevant awarding body.
- 5.4** Appeals **must** be made in writing and clearly state the grounds for appeal.
- 5.5** Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers.

In deciding whether to support an appeal, centres should take account of all relevant factors and allow candidates or their parents/carers a reasonable opportunity to express their views. In relation to internal candidates, awarding bodies can only enter into discussions over appeals with centres. Awarding bodies will accept appeals directly from private candidates.

Section Three: Access to Scripts

6. Access to Scripts (ATS)

6. Access to Scripts (ATS)

Centres may request:

- copies of scripts to support reviews of marking which will be provided to centres no later than 7 September 2023 (GCE AS and A-level qualifications) or by 14 September 2023 (GCSE qualifications); and/or
- copies of scripts to support teaching and learning.

Centres **must** submit requests online via the awarding bodies' extranet sites.

Centre staff **must** be fully aware of the guidelines controlling these arrangements.

Centres **must** make candidates aware of the arrangements for access to scripts prior to the issue of results.

Centres **must** submit a request on behalf of a private candidate when asked to do so.

6.1 Arrangements for access to marked examination scripts

6.1.1 Awarding bodies will provide access to marked scripts for the following examinations:

- GCE AS and A-level
- GCSE.

Awarding bodies may provide access to marked scripts for other qualifications. Please refer to the awarding bodies' websites for information.

6.1.2 A 'script' refers to the written work of a candidate which has resulted from an externally assessed component.

6.1.3 Additional information on the interpretation of marked examination scripts may be found on awarding bodies' websites.

6.2 Conditions of Access to Scripts (ATS) service

Unless otherwise stated, references to 'candidates' includes both internal candidates and private candidates. Awarding bodies will only release copies of scripts to centres under the following conditions.

6.2.1 Prior written permission **must** be obtained from any candidate where the centre intends to request his/her script(s).

This permission **must only** be sought **after** the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use.

A specimen form for centre staff when seeking a candidate's written permission to request and use scripts is attached as **Appendix B**. Written consent from the candidate is also acceptable by email.

6.2.2 Scripts **must only** be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates.

6.3 Copies of scripts to support reviews of marking

Centres **must** submit requests online via the awarding bodies' extranet sites.

6.3.1 Centres will be able to request copies of GCE AS, GCE A-level and GCSE scripts before deciding whether to request a review of marking.

If a GCE A-level candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

6.3.2 Requests **must** be submitted to awarding bodies no later than:

- GCE AS and A-level scripts:
31 August 2023 – two weeks after the publication of GCE AS and A-level results;
- GCSE scripts:
7 September 2023 – two weeks after the publication of GCSE results.

6.3.3 Centres will receive the copies no later than 7 September 2023, three weeks before the deadline for reviews of marking for GCE AS and A-level qualifications, or 14 September 2023, two weeks before the deadline for reviews of marking for GCSE qualifications.

6.3.4 Requests received after the deadline **will not** be accepted.

6.3.5 A centre that requires a copy of the script which has been subject to either a clerical re-check or a review of marking should refer to the relevant awarding body's website for further information.

6.4 Copies of scripts to support teaching and learning

Centres **must** submit requests online via the awarding bodies' extranet sites.

6.4.1 Requests **must** be submitted to awarding bodies no later than:

- GCE AS and A-level scripts:
28 September 2023 – six weeks after the publication of GCE AS and A-level results;
- GCSE scripts:
28 September 2023 – five weeks after the publication of GCSE results.

6.4.2 Requests received after the deadline **will not** be accepted.

6.5 Mark schemes

6.5.1 A copy of the relevant mark scheme will be made available to centres by the awarding body, normally after the publication of results.

6.6 Disposal of scripts

6.6.1 Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they **must** ensure that the scripts are disposed of in a confidential manner.

6.6.2 With the exception of archive material, awarding bodies **do not** keep candidates' responses indefinitely. This includes examination scripts and electronic script images.

6.7 General Data Protection Regulation (GDPR)

6.7.1 Information recorded by candidates in examination scripts is exempt from Subject Access Requests under the provisions of the UK GDPR.

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 access to and use of examination scripts



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

Access to Scripts

Candidate consent form for access to and use of examination scripts

Centre number	Centre name
Candidate number	Candidate name
Qualification level/subject	Component unit/code

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom, I do not wish anyone to know they are mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom, I have no objection to other people knowing they are mine.

Signed: Date:

This form should be retained on the centre's files for at least six months.

Post-results services – summary guide summer 2023

If you're unhappy with an exam result, there are a few options available.

If you're a learner, the best thing to do is to speak to your school or college about your options. You might decide to see a copy of your exam paper, ask for a review of marking, or resit the exam.

Post-results services process flow charts on pages 2 and 3:

Review of marking and access to scripts

Request access to scripts on Centre Services to decide on reviews of marking and to support your teaching and learning.

Access to scripts services are free for a [Priority copy of marked paper](#) and our [Original marked paper](#) services.

We'll email exams officers when the marked paper is available on Centre Services.

Scripts will show the learner's written answers and the examiner's comments and marks.

If you're concerned that the examiner has made a mistake marking your student's script, you can consider requesting a review of marking. If a [Review of marking](#) leads to an overall subject grade change, we won't charge for it.

Deadlines for access to scripts requests:

- **31 August 2023** – Priority copy of marked paper (AS, A-level, AQA Certificate Level 3, Applied General qualifications)
- **7 September 2023** – Priority copy of marked paper (GCSE)
- **28 September 2023** – Original marked paper (for all qualifications).

Tip: if a university or college place is pending, go straight to [Priority review of marking](#).

Deadlines for review of marking requests:

- **24 August 2023** – Priority review of marking (AS, A-level, AQA Certificate Level 3, Applied General qualifications)
- **28 September 2023** – Review of marking (non-priority) (for all qualifications).

Enhanced results analysis (ERA)

Use our online ERA tools in Results on [Centre Services](#) to dig deeper into your results and see how your school, subject, class and individual learners have performed.

You can download results into a spreadsheet and review graphs for teaching and learning purposes and use these in your school SLT reports.

Find out more: [aqa.org.uk/era](https://www.aqa.org.uk/era)

Missing results

Exams officers can email us to query any [missing or incomplete results](#):

- **No Result (X)** – learner was absent for all parts of the exam
- **Pending (Q)** – no result has been issued as the marks for one or more components of the exam are not available.

We'll look into these as quickly as possible, and let you know the outcome. We'll update Centre Services within 24 hours and tell UCAS if necessary.

Tip: please tell us if there are any missing A-level results - we'll always prioritise results where a university or college place depends on the outcome.

Moderation review

If your school or college's internally assessed non-exam assessment (NEA) mark was adjusted during moderation, you can request a [Moderation review](#) on [Centre Services](#) to check the assessment criteria was applied fairly, reliably and consistently to the national standard.

- Moderation reviews are only available for whole NEA subject units, not individual learners.
- Learners' marks may be lowered, but the published grade will not be lowered for the current exam series.
- Lowered marks may be carried forward to future certification.
- We'll email exams officers when your Review of Moderation outcome is available to view on Centre Services. The outcome letter will give details of any mark/grade adjustments. The Review of Moderation feedback report will be sent to the Exams Officer's email address when the outcome is available.
- If your school or college mark is reinstated as a result of a Moderation review, we won't charge for it.

Deadline for requests: **28 September 2023**

This takes up to 35 calendar days from when the reviewer receives the original sample from the school.

Did you know?

Question papers

If you didn't get a chance to see the exam paper or insert on the day of the exam, exams officers can download copies of the papers from [Centre Services](#) 10 days after the exam. You can use these with your students for any future mock assessments and teaching and learning purposes. Remember, all exam papers and inserts must be kept secure in your classrooms. You can download summer 2023 question papers and mark schemes from Centre Services on results day.

Reports on the exam

For most components, the Lead Examiner produces an examiners' report from results day. The report is based on observations of a wide range of learner responses to questions and provides great insight into how the exams went including common misconceptions – and can help you and your students prepare for the next exams. The majority of reports will be available on [Centre Services](#) from results days (available from August and September).

Useful links

- [Post-results services](#)
- [Grade boundaries \(from 8.00 am on results day\)](#)
- [Certification and late awards](#)
- [Appeals](#)
- [Resits](#)
- [JCQ post-results services document](#)
- [Contact us](#)

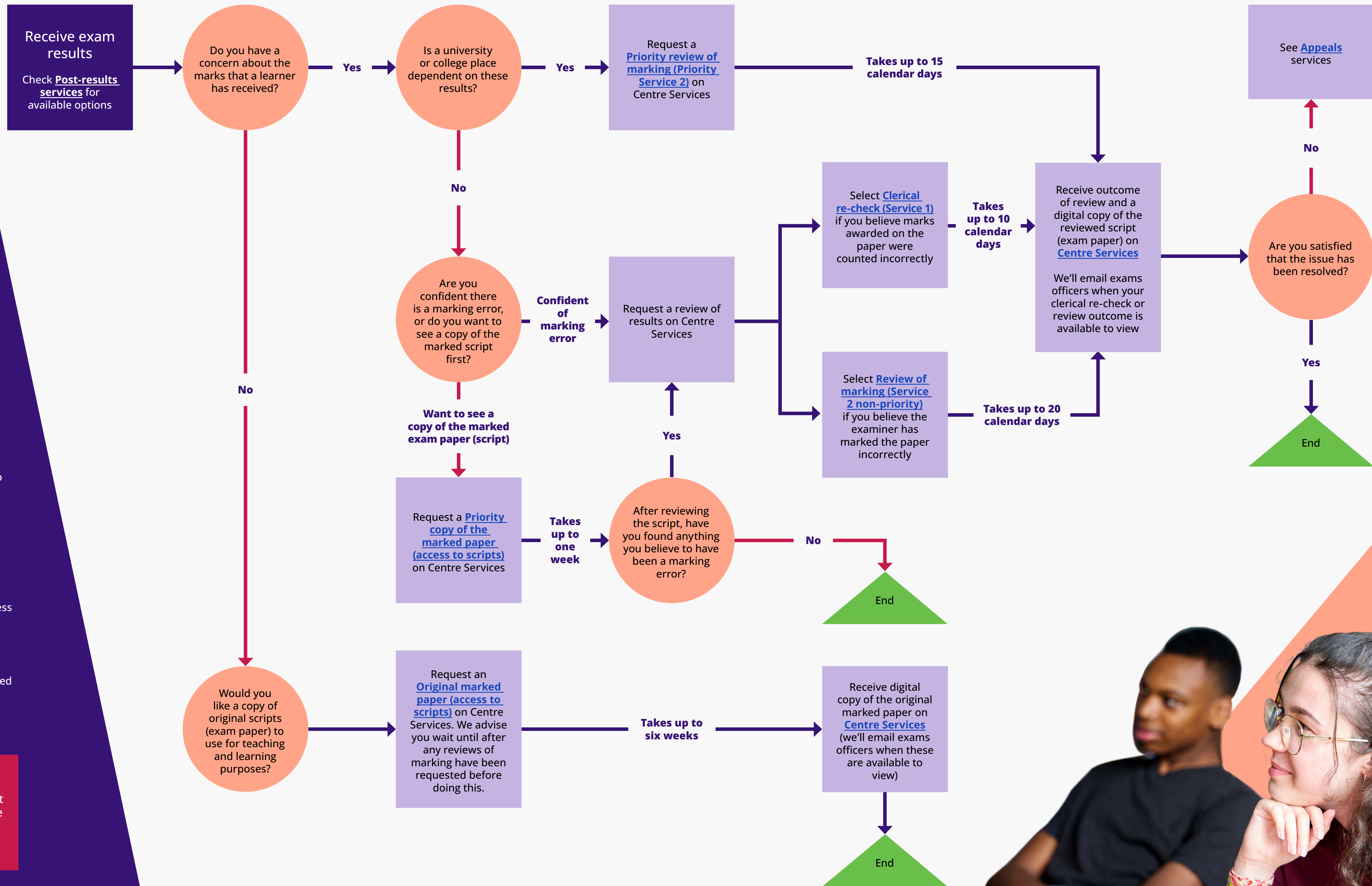
A-level summer 2023: Post-results services

Review and priority review of results and access to scripts AS and A-level, AQA Certificate Level 3, AQA Certificate Level 3 Applied General examined components

- A-level results day: **17 August 2023**
- Deadline for Priority review of marking: **24 August 2023**
- Deadline for Priority access to scripts: **31 August 2023**
- Deadline for Original marked paper (access to scripts): **28 September 2023**
- All access to scripts requests are free
- Deadline for Non-priority review of marking: **28 September 2023**
- All reviews of marking include a copy of the reviewed script at no additional cost
- if you request an Original marked paper (access to scripts), you can still request a Review of marking; however, this may take longer to process, so we advise that you only request these after reviews of marking are complete
- Cohort review is not available for any examined component – see [Moderation review](#)

Priority review of marking is not available for GCSE or other level 2 qualifications

Remember, there is no grade protection for clerical re-checks, reviews of marking or any subsequent appeal. This means that learners' marks and subject grades may be lowered, confirmed or raised as a result. You must seek learners' **consent** before submitting a request.

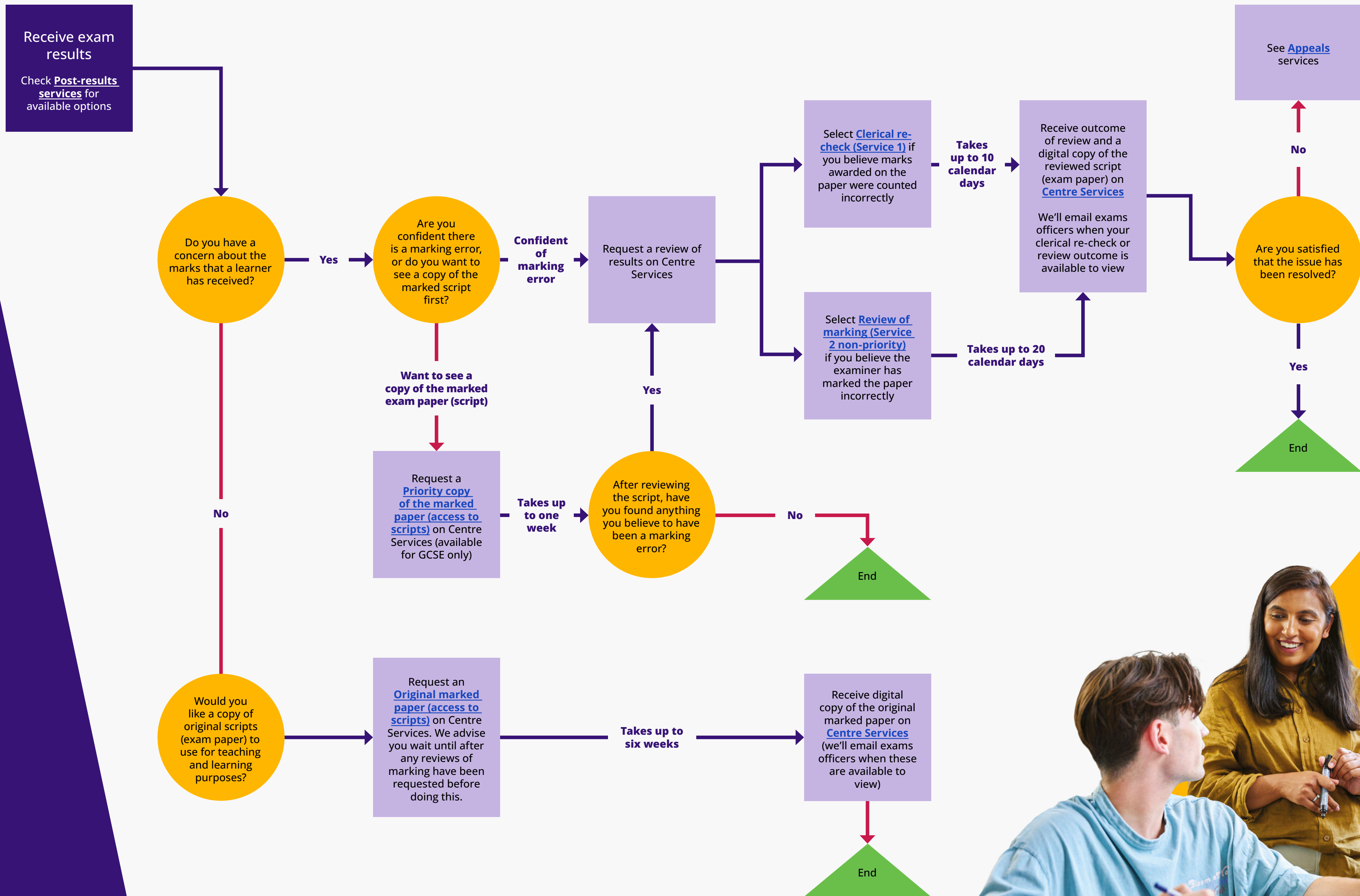


GCSE summer 2023: Post-results services

Review of results and access to scripts
GCSE, AQA Certificates (except
Level 3), ELC, FCSE, Functional Skills
examined components

- GCSE results day: **24 August 2023**
- Deadline for Priority access to scripts: **7 September 2023** (GCSE only)
- Deadline for Original marked paper (access to scripts): **28 September 2023**
- All access to scripts requests are free of charge
- Deadline for Review of results: **28 September 2023**
- All reviews of results include a copy of the reviewed script at no additional cost
- If you request an Original marked paper (access to scripts), you can still request a Review of marking; however, this may take longer to process, so we advise that you only request these after reviews of marking are complete
- Cohort review is not available for any examined component – see [Moderation review](#)




Remember, there is no grade protection for clerical re-checks, reviews of marking or any subsequent appeal. This means that learners' marks and subject grades may be lowered, confirmed or raised as a result. You must seek learners' **consent** before submitting a request.





Pearson

Reviews of Marking & Moderation Fees

 Service	 What is the fee?*	 You will not be charged...
Access to Scripts (Our ATS service allows you to request copies of your candidates' marked exam papers)	FREE**	...this service is FREE!
Service 1 clerical check (a check of all clerical procedures which lead to us issuing a result)	£12.50	...if an overall grade has been issued for the qualification and this is changed as a result of a clerical check or a review of marking
Service 2 review of marking (a check that our examiners have marked externally assessed components correctly)	All BTEC and Edexcel Level 1 and Level 2 components, and BTEC Level 3 components/ papers £44.50 All Edexcel Level 3 components/papers £51.70	...if an overall grade has not been issued for the qualification and a unit grade changes as a result of a clerical check or a review of marking
Service P2 priority review of marking (this service is the same as Service 2, but is processed faster)	All Edexcel Level 1 and Level 2 components/ papers £51.10 All BTEC and Edexcel Level 3 components/ papers £61.60	
Service 3 review of moderation (where we've adjusted centre marks during moderation, this service checks that our moderator has made an accurate judgement on the centre's ability to mark the work to the national standard)	All components/ papers £247.80***	...if centre marks are reinstated as a result of the review of moderation.

*All fees are for Edexcel and BTEC qualifications, for UK centres, with the exception of A Level and GCSE Drama. Full details, and all fees (including International), are available here <https://qualifications.pearson.com/en/support/support-topics/results-certification/post-results-services/post-results-fees-august-2023.html>

**To request a candidate's script after a post-result service amend, a fee of £13.80 will apply.

***Minimum fee for up to 5 candidates in the sample. £19.20 per candidate thereafter.

Post-Results Services Fees June 2023

Post-Results Services: AS and A Level, Cambridge Nationals, Cambridge Technicals (2016), Entry Level, FSMQ, GCSE, Core Maths, Projects

The following fees apply to the June 2023 series for the qualifications above, as applicable.

	Fee for review (£) (Linear = per component; Unitised = per unit)	Fee for review including copy of script (£)
Reviews of results		
Clerical re-checks		
Service 1: Clerical re-check – per candidate*	10.00	24.75
Reviews of marking		
Priority Service 2: Review of marking – per candidate (Level 3 qualifications, including Cambridge Technicals, in the June series only)	70.75	85.50
Service 2: Review of marking – per candidate	57.50	72.25
Service 2a: Review of marking with individual report (exceptions only**) – per candidate	124.50	
Service 2b: Review of marking with group report (exceptions only**)		
For first 5 candidates	266.00	
Each extra candidate (max 15)	57.50	
Reviews of moderation		
Service 3: Review of moderation (internally marked coursework components only)	266.00	

*This service is free of charge for Cambridge Technicals. When requesting a clerical re-check including a copy script, the fee would be £14.75

**Service 2a and 2b reports are available for Cambridge Technicals and general qualification units/components that are not available through the access to scripts provision.

Access to scripts	Fee (£)
Priority scripts to support reviews of marking (Cambridge Technicals)	Free
Non-priority scripts to support teaching and learning (Cambridge Technicals)	Free

Access to scripts to support reviews of marking and teaching and learning for AS and A Level, Cambridge Nationals, FSMQ, GCSE, Core Maths is **free**.

Copies of scripts are available to download from our free on-demand service: [Access to Scripts](#)

Please note that our post-review of marking copy scripts service is a paid-for service, available via our secure website, Interchange.

Appeals	Fee (£)
Preliminary appeal	175.50
Appeals Hearing	250.75

Post-Results Services: Cambridge Technicals (2012), Functional Skills, Vocational Qualifications

OCR timetabled vocationally related examinations and on-demand units of vocationally related qualifications. The following fees apply from 1 August 2022 to 31 July 2023.

Reviews of results	Fee (£)
Clerical re-checks (examined units only)	
Service 1: Clerical re-check – per candidate	Free
Reviews of marking (on-demand and examined units)	
Service 2: Post-results review without report (for an individual candidate)	57.50
Service 2a: Post-results review with individual report (for an individual candidate)	124.50
Service 2b: Post-results review with report (for a group of candidates):	
For first 5 candidates	266.00
Each extra candidate (max 15)	57.50
Reviews of moderation (Cambridge Technicals only)	
Service 3: Post-results review of moderation	266.00

Changes



Version

1.00 Original document with effect from August 2022

REVIEWS OF MARKING AND MODERATION (ROMM)

SERVICE	DESCRIPTION	COST/UNIT	APPLICATIONS DEADLINE	OUTCOME ISSUED
Service 1	Clerical re-check	£11	28 th September	Within 10 calendar days of application
Service 2	A clerical re-check, a post-results review of marking and a statement of the marks by unit/component for a candidate: GCSE and other Level 1 / Level 2 qualifications GCE and other Level 3 qualifications	£40 £46	28 th September	Within 20 calendar days of application
Service 2P	Priority Service 2 (GCE and other Level 3 qualifications only)	£55	24 th August	Within 15 calendar days of application
Service 3	Post-results review of moderation. Not available for individual candidates. Fee charged per candidate in original sample.	£32	28 th September	35 calendar days of receiving original sample
	Electronic script to be returned with review outcome	£11		

Centres must obtain written consent from a candidate for a clerical re-check and review of marking as candidates marks and grades may be lowered. A review of marking application cannot, under any circumstances, be cancelled once the review of marking outcome has been issued by WJEC.

ACCESS TO SCRIPTS (ATS) *

SERVICE	DESCRIPTION	COST/UNIT	APPLICATIONS DEADLINE	ISSUED BY
ATS (priority copy)	Priority Access to an electronic version prior to Review of Marking GCE AS/Advanced GCSE	Free Free	31 st August 7 th September	7 th September 14 th September
ATS (non-priority copy)	Access to an electronic script to support teaching and learning	Free	28 th September	3 rd November

*Centres must obtain written consent from candidates for Access to Scripts services.

SUBMISSION OF REQUESTS

- a) All requests on behalf of internal candidates must be submitted by the Head of the centre or an authorised member of centre staff.
- b) All correspondence with WJEC on behalf of internal candidates must be undertaken by the centre and not by candidates or their parents /guardians.
- c) All applications must be made online using the facility on the secure website.
- d) If the service is required in Welsh, please indicate by ticking the appropriate box.
- e) Coursework in the possession of the centre must be sent to: WJEC, Unit A16/A17, Gwaelod y Garth Road, Treforest Industrial Estate, Pontypridd, CF37 5XF
- f) Please indicate very clearly the unit/component for which the application is made.
- g) It is advisable to make applications for all units/components within a qualification at the same time as the initial application. Please note once the result of a ROMM has been issued we are unable to amend or withdraw the result.
- h) Private candidates are encouraged to seek advice and apply through their entering centre but may apply directly by e-mailing prs@wjec.co.uk stating the candidate and centre name and number.

REVIEW OF MODERATION

A post-results review of moderation of GCSE and GCE Design and Technology and Art and Design: £320 a day per centre visit (up to 30 candidates per day).
Not available for individual candidates.

MARK SCHEMES

Mark schemes will be made available via the WJEC secure website

NOTICE TO CENTRES

The work of all candidates for whom a review of marking or moderation application has been submitted must be retained by WJEC for no fewer than 12 months after the notification of the outcome of the review.

WJEC will not charge under the following circumstances

1. Where a review of marking results in the amendment of a unit grade.
2. Where a review of marking results in the amendment of a qualification grade. (Associated units in the review will also not be charged).
3. ATS priority scripts and photocopies requested at the time of the review if 1 or 2 above apply.
4. Where a review of moderation results in centre marks being reinstated.

APPEALS

SERVICE	COST/UNIT	APPLICATIONS DEADLINE
Preliminary investigation	£120	Appeals must be submitted within 30 calendar days of WJEC issuing the outcome of the ROMM.
Appeal hearing	£200	A request for a Stage 2 Appeal hearing must be made within two calendar weeks of receipt of the Stage 1 Preliminary investigation appeal outcome letter.

A fee will not be charged if the appeal is upheld.



ACCESS TO SCRIPTS

Candidate consent form for access to and use of examination scripts

Centre Number 39445	Centre Name WHITBURN CHURCH OF ENGLAND ACADEMY
Candidate Number	Candidate Name
Subject	Component/ Unit Code

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.

Signed:

Date:

This form should be retained on the centre's files for at least six months.

ATS Fees	AQA	PEARSON	OCR	WJEC
Access to scripts without a review	Free	Free	Free	Free
Copy of reviewed script	Free	£13.80	£14.75	£11

DEADLINE for exam Scripts requests **28 September 2023**



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.

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- Your original mark is raised, so your final grade may be higher than the original grade you received.

In order to proceed with the clerical re-check or review of marking, you **must** sign the form below. This tells the head of your school 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 39445	Centre Name WHITBURN CHURCH OF ENGLAND ACADEMY
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 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.

GCSE/ BTEC L2/ Cambridge Nationals – fee per unit/ component	AQA	PEARSON	OCR	WJEC
Review of marking (completed within 20 days)	£40.35	£44.50	£57.50	£40
Copy of reviewed script	Included	£13.80	£14.75	£11
DEADLINE for Review of marking – 28 SEPTEMBER 2023				



Clerical re-checks, reviews of marking and appeals

Candidate consent form

Information for candidates

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If your school 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:

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Candidate consent form

Centre Number 39445	Centre Name WHITBURN CHURCH OF ENGLAND ACADEMY
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 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.

AS / A-Level / BTEC L3 - fee per unit/ component	AQA	PEARSON	OCR
Priority review of marking (completed within 15 days)	£55.60	£61.60	£70.75
Review of marking (completed within 20 days)	£46.75	£51.70	£57.50
Copy of reviewed script	Included	£13.80	£14.75
DEADLINE for Priority Reviews – 24 AUGUST 2023			
DEADLINE for Non-priority Reviews – 28 SEPTEMBER 2023			