

A guide to administering post-results services

Post-results services are offered by awarding bodies after the issue of exam results. This guide provides a brief overview to support exams officers in understanding these services and how to effectively plan and prepare to administer them.

This guide will be fully updated for the Summer 2019 exam series in May 2019 following the publication of the JCQ booklet *Post-Results Services June 2019 and November 2019*

Please also refer to [A guide to preparing for a results day](#)

Understanding post-results services

The primary source of guidance and information which must be **fully** understood and followed is provided for centres in the current JCQ [Post-results services \(PRS\)](#) publication and in post-results services information provided by awarding bodies.

*“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. ...”* [PRS 1.2]

There are currently two main services provided – **Reviews of Results (RoRs)** and **Access to Scripts (ATS)**. These services are normally available at individual unit/component level of each qualification.

1. RoRs services offer clerical re-checks, reviews of marking and reviews of moderation [Refer to [PRS 4](#)]

An **appeals** process is offered where a centre is dissatisfied with the outcome of a RoR and can provide appropriate grounds for appeal. [Refer to [PRS 5](#)]

2. ATS services provide access to marked exam scripts [Refer to [PRS 6](#)]

Fully research information provided by JCQ and awarding bodies to understand what is involved in each of the services.

Additional services are also provided.

3. Missing and incomplete results services (MIRs) are provided for any results reported as X (no result), # (partial absence), Q (pending) or a missing result [Refer to [PRS 1.3](#)]
4. Late subject award (also known as late certification/cash-in) [Refer to [PRS 1.4](#)]

Planning

Briefing candidates

Ensure candidates are made aware of

- ▶ the availability of relevant staff with whom results may be discussed
- ▶ the arrangements for post-results services

Note “Centres must make candidates aware of the arrangements for clerical re-checks, reviews of marking and reviews of moderation before they sit any examination(s). These arrangements also extend to private candidates...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 enquiries. 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 applications 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...” [PRS 4.1]

“Centre staff must be fully aware of the guidelines controlling these arrangements. Centres must make candidates aware of the arrangements for access to scripts before candidates sit any examination(s) to which these arrangements apply ...” [PRS 6]

Key dates

Determine relevant dates and deadlines relating to post-results services for the qualification(s) in question (and associated exam series).

Consult JCQ and awarding body key dates information to identify deadlines to apply for/request these services.

As example, the following table details the JCQ key deadlines relating to the November 2018 exam series taken directly from the [PRS](#) booklet (2. Key dates and deadlines).

An individual awarding body may already offer a *Priority Service 2 review of marking* for GCSE (an Ofqual condition that must be in place by 2020 and therefore not yet highlighted in current JCQ information).

Key date	Description and notes
24/01/2019	‡For the GCSE November 2018 examination series the final closing date for awarding bodies to receive requests for copies of scripts to support reviews of marking is 24 January 2019, seven days after the publication of results.
14/02/2019	For the GCSE November 2018 examination series the final closing date for Review of Results Services (RoRs) is 14 February 2019, four weeks after the publication of results.
21/02/2019	‡For the GCSE November 2018 examination series the final closing date for awarding bodies to receive requests for copies of scripts to support teaching and learning is 21 February 2019, five weeks after the publication of results.
	<p>Requests received after the respective closing date will not be accepted. Further information can be found in section 4.5 – Acknowledgement, page 11.</p> <p>For unitted GCSE qualifications in Wales and Northern Ireland, January 2019 examination series, please see http://www.jcq.org.uk/exams-office/key-datesand-timetables</p> <p>For other qualifications and other series please see awarding body websites.</p> <p>‡Centres should check awarding bodies’ websites as to the availability of copies of GCSE scripts.</p> <p>*The receipt of scripts may be delayed if a centre has requested a review of marking in the same unit/component.</p> <p>In exceptional cases, where results have been issued after the normal publication date, the closing date for applications will be extended by the same period as the delay.</p>

Fees

Collate information from awarding bodies on their PRS deadlines, fees and charges. There are no common fees* - fees are individual to each awarding body. Fee information normally

relates to the cost of the service for each individual unit/component that makes up the qualification.

Identify your centre's policy regarding fees. Determine where the centre may cover the fees and the situations where the candidate will pay the fees. Establish if the individual awarding body fee will be charged to the candidate or if an average/composite fee will be levied by the centre for each service (irrespective of the awarding body).

*An individual awarding body may have the facility to offer a free service for access to certain exam scripts

Preparation

Using the information gathered on the post-results services available for the exam series and the associated deadlines, fees and charges, prepare centre specific guidance for candidates (including **private candidates**) and relevant centre staff in preparation for results day.

Identify your internal deadlines for RoRs and ATS to be requested to ensure awarding body external deadlines can be effectively met.

Consider preparing/devising a standard form to collect requests for a post-results service, to record required candidate consent/permission and to record any relevant payment of fees.

Submission of RoRs and ATS requests must be made online via the individual awarding body secure extranet site by the relevant deadline; ensure you have log-ins (username and password) to access these secure systems.

Perhaps prepare a simple spreadsheet to track to conclusion PRS submissions to, and outcomes from, awarding bodies.

Example key documents to support the completion of key tasks:

[Post-results services: deadlines, fees and charges template](#)
[Post-results services: request, consent and payment form template](#)
[Post-results services: tracking log template](#)

Candidate consent/permission

Consent/permission from a candidate must only be obtained **after** the candidate has received his/her results.

Note *“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 will be considered centre malpractice...Candidate consent for clerical re-checks and reviews of marking must be obtained after the publication of results...Written consent from the candidate is also acceptable by e-mail...”*

...Written candidate consent is not required for a review of moderation as 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...*In light of Ofqual’s on-going reforms, centres should note that automatic protection of subject grades following a review of moderation may not apply in future examination series. Once a decision has been reached the JCQ member awarding bodies will inform centres...”*

[PRS 4.2]

“A candidate has the right to instruct their centre not to request their script(s)...Prior written permission must therefore be obtained from any candidate where the centre intends to request his/her script(s)...This permission must be sought only 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...Written consent from the candidate is also acceptable by e-mail... [PRS 6.2]

Evidence of candidate consent/permission must be retained for the required period.

Note “Consent forms or e-mails 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 inspect such documentation.” [PRS 4.2.1]

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

[PRS Appendix B, Candidate consent form for access to and use of examination scripts]

Submitting requests to the awarding body

Requests/applications for RoRs and ATS must be submitted online via the individual awarding body secure extranet site by the relevant deadline. Follow any instructions issued by the awarding body on how to request post-results services.

Applications submitted will be acknowledged within 7 working days. If acknowledgement is not received, the awarding body should be contacted prior to the deadline.

Note “...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 application on-line.” [PRS 4.5]

Applications received after a deadline will not normally be accepted by the awarding body.

As good practice keep evidence that an application has been submitted. Evidence could be for example, any reference number allocated to the submitted application by the awarding body, a screenshot of the submitted application (saved to PDF or printed out) etc.

Regularly monitor the online system to check the progress of an application and track to conclusion (receipt of the outcome).

Processing requests for RoRs or ATS: a quick guide

1. Collect any requests for RoRs or ATS to your internal deadline
2. Ensure appropriate candidate written consent/permission is obtained
3. Charge fee(s) where appropriate
4. Submit requests to the awarding body online by the required deadline; track to conclusion
5. Ensure acknowledgement is given for the submission of requests on or before the deadline; if not contact the awarding body
6. For RoRs, inform the candidate of the outcome and the timeline for appeal (note the urgency for priority service 2 outcomes)
7. For ATS, provide the candidate/teacher with the script (note the urgency for copies of scripts to support reviews of marking)
8. Where a RoRs outcome changes a result, update the centre’s result records (MIS users - alternatively obtain an updated results file from the awarding body where available)
9. Keep consent/permission forms/emails on file
10. Ensure retention periods for signed consent forms or e-mails from candidates are understood