

Post-results services and appeals 2024/25

These procedures are reviewed and updated annually to ensure that Colchester Institute 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 publications **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):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Reviews of Results (RoRs):

- Service 1 (Clerical re-check) - This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) - This service is not available to an individual candidate

Appeals:

- The appeals process is available after receiving the outcome of a review of results

The arrangements for post-results services

Details of the post-results services are widely available on the Colchester Institute website within the dedicated Examinations Information page. Candidates are also signposted to the arrangements for post-results services in their pre-exam information (GR 5.13), which is sent either by email or as part of a student wide communication from the Marketing Department.

It is important to note that the appeals process is only available after receiving the outcome of a review of results (PRS 5.1)

At Colchester Institute:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- 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 department and are available on the Colchester Institute website.

Dealing with requests

All post-results service requests from internal candidates must be made through the centre (GR 5.13). The process for this can be found here: [Examinations Information - Colchester Institute](#)

Candidate consent

- As part of the request, candidates must complete an online form to provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Colchester Institute will:

- Ensure written candidate consent has been provided in all cases before a request for a clerical re-check, a review of marking or an access to scripts service 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 provided
- Only collect candidate consent after the publication of results
- Retain consent forms 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 6.2)

Submitting requests

Colchester Institute 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 publication Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ publication **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)

Dealing with outcomes

Colchester Institute 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)

Managing Appeals

At Colchester Institute the Appeals process is managed by the Quality Team. If candidates wish to appeal an exam result or an outcome following the post-results service an [Exam Result Query Form](#) **must be completed within 5 days** of receiving the result or outcome.

Candidates will be reminded that as a result of the appeal process, their grade can go down, up or remain the same.