Post-Results Services and Appeals Procedures

Dibden Park School

Document control	Details
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Operational lead	Examinations Officer
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Our vision

Dibden Park School supports every child and young person to feel safe, be heard, discover their worth, develop their strengths and create a limitless future.



Respect | Engage | Belong | Independence | Ambition

Learn Now, Succeed Together, Grow Forever

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1. Purpose and scope

These procedures explain how Dibden Park School handles candidates' requests for access to examination scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to awarding

organisations after results are issued. They set out how candidates receive information, how requests are considered and submitted, and how decisions and outcomes are communicated.

The procedures apply to internal candidates and, where relevant, private candidates entered through the school for GCE, GCSE and other qualifications covered by the relevant awarding organisation. They must be read with the current JCQ Post-results services guidance, the JCQ guide to awarding organisations' appeals processes and the awarding organisation's own requirements.

Published deadlines, services, fees and qualification coverage can vary by awarding organisation and examination series. The Examinations Officer will check the current requirements for each request. The school's Internal Appeals Procedure applies if an internal candidate disagrees with the school's decision not to support a post-results request or appeal.

2. Post-results services

- Access to Scripts (ATS) provides a copy of a marked examination script. Candidates may request a script for teaching and learning or to help decide whether to seek a review of marking. Availability and deadlines vary by awarding organisation and qualification.
- A clerical re-check checks that all parts of the script have been marked and that marks have been totalled and recorded correctly. It is not a review of the examiner's academic judgement.
- A review of marking checks whether the original marking was carried out in accordance with the mark scheme and procedures. It is not a re-mark. The reviewer corrects errors identified in the original marking; a mark or grade may go up, go down or stay the same.
- A review of moderation applies to a centre's internally assessed work where moderation has been applied. It reviews the moderation process and outcome, rather than providing an individual re-mark. A candidate's mark may be lowered, although the published subject grade for that series will not be lowered; the adjusted mark may affect future certification.
- An appeal is a formal challenge to an awarding organisation decision after the relevant post-results service has concluded. It must be based on permitted grounds, such as an identified marking or moderation error or failure to apply procedures consistently, properly or fairly. An appeal is not a further marking exercise.

3. Roles and responsibilities

- The Headteacher, as Head of Centre, oversees compliance, makes the final decision on whether the school will support an appeal on behalf of an internal candidate, and submits any appeal that the school agrees to pursue.
- The Examinations Officer maintains the post-results calendar and current awarding organisation instructions, makes submission arrangements, checks candidate consent, submits authorised requests, retains evidence and communicates receipt and outcomes.
- Senior leaders and relevant subject staff are available to discuss results with candidates immediately after results are published. Subject staff provide an informed view of the result, the relevant assessment evidence and whether there are reasonable grounds for a request.
- Candidates decide whether to request a clerical re-check or review of marking after receiving information about the service and the possibility that the mark or grade could be lowered. Candidates submit requests promptly and provide the required written consent.
- For an internal candidate, the Headteacher or an appropriate senior leader considers the evidence and the candidate's request impartially. A person directly involved in the matter should not make the final decision where this would compromise impartiality.

4. Candidate information and support

Before results are issued, the Examinations Officer provides candidates with written information about available post-results services, how to request them, the relevant service deadlines, any fees, the

possibility of a mark or grade being lowered, and the periods when senior staff will be available. The information is made accessible to candidates and families or carers as appropriate.

Senior members of staff are available immediately after results publication so candidates can discuss results and decide whether to request a service. The school will explain the difference between a clerical re-check, a review of marking and access to a script, and will not promise that a request will result in a higher mark or grade. The school will also advise candidates to contact a university, college or other destination directly if a pending review could affect a place or offer.

Internal candidates must make post-results requests through the school; awarding organisations do not normally accept requests directly from internal candidates or their parents/carers. Private candidates are told that they may submit requests for access to scripts, clerical re-checks and reviews of marking directly to the awarding organisation, or ask the school to submit them on their behalf. Any request the school agrees to submit for a private candidate will be handled in accordance with the same published requirements.

5. Requesting a post-results service

A candidate makes a request to the Examinations Officer using Appendix A or the school's approved secure method. The request identifies the candidate, qualification, subject, component or unit, result, service requested and reason for the request where relevant. The school records the date received and checks the applicable awarding organisation service and deadline.

For ATS, written permission is obtained from the candidate only after results have been issued. The candidate may request anonymity before a script is used for teaching and learning. Scripts are handled securely and may only be seen by teachers who are members of staff at the centre or an eligible consortium centre, or returned directly to the candidate, in accordance with the awarding organisation's rules. A hard-copy original script returned to the centre under ATS cannot then be used as the basis for a review of marking or a subsequent appeal. The candidate should request ATS early enough for the script to arrive before the relevant review deadline.

For clerical re-checks and reviews of marking, the school obtains the candidate's written consent after results have been published and before submitting the request. The candidate must be told in writing that marks and subject grades may go down as well as up. Consent is retained securely for at least six months after the outcome or any subsequent appeal. The school does not submit these requests without the required consent.

Candidate consent is not required for a review of moderation. The candidate is informed that a moderated mark may be lowered and that this could affect future certification, even though the published subject grade in the current series will not be lowered.

The relevant subject staff member reviews the available evidence and provides a recommendation to the Headteacher or designated senior leader. The school considers whether the request is a service the awarding organisation offers, whether there is a reasonable basis for it, the likely implications, the deadline and any fee. For a review of marking, the school may first request a script if timing allows. If the school decides not to support a request from an internal candidate, the candidate is informed promptly in writing and may use the Internal Appeals Procedure.

Once authorised, the Examinations Officer submits the request electronically using the awarding organisation's system by the published deadline, checks that submission is acknowledged, and records the reference number, service, candidate consent where required, fee and expected outcome date. If a request cannot be submitted or an acknowledgement is not received, the issue is escalated to the Headteacher and the awarding organisation before the deadline.

The Examinations Officer shares the outcome with the candidate as soon as possible and explains any change to marks or grades and any further options. The school follows awarding organisation instructions if a result changes and updates the candidate and relevant school records.

6. Appeals

An internal candidate who wishes to appeal the outcome of a clerical re-check, review of marking or review of moderation must make a written request to the Headteacher. The school will consider whether the stated grounds are permitted under the current JCQ and awarding organisation appeals process and whether the supporting evidence is sufficient. The outcome of the relevant post-results service must have been issued before an appeal can be submitted.

If the Headteacher agrees to support the appeal, the school obtains the candidate's written consent for the appeal, prepares a clear statement of the grounds and supporting documents, and submits the appeal to the awarding organisation within its published time limit. Under current JCQ guidance, an appeal is normally submitted within 30 calendar days of the post-results outcome; a request for an appeal hearing following the preliminary appeal outcome is normally due within 14 calendar days. The Examinations Officer checks the current awarding organisation procedure before every appeal.

The school explains the appeal stages and any applicable fee to the candidate. It records submission and outcome dates, keeps copies of all correspondence and communicates each outcome promptly. If the candidate disagrees with the Headteacher's decision not to support an appeal, the candidate may use the school's Internal Appeals Procedure. The Headteacher's decision is not made by a person who has an unmanaged conflict of interest.

Private candidates may submit eligible appeals directly to the awarding organisation in accordance with that organisation's process. The school will provide relevant entry and result information when requested and will follow its duties to any private candidate it has agreed to support.

7. Records and review

The Examinations Officer maintains a secure record of each request, including the candidate's written request, written consent where required, service selected, decision and rationale, applicable deadline, any fee, submission acknowledgement, correspondence and outcome. Consent forms or emails are retained for at least six months following the outcome of the service or any subsequent appeal, in line with JCQ requirements. Other records are retained in accordance with awarding organisation rules and the school's retention arrangements.

The Headteacher reviews these procedures annually and when JCQ or awarding organisations change their requirements. After each results series, the Examinations Officer reviews whether candidates received information in time, staff availability was adequate, deadlines were met and requests and outcomes were recorded correctly. Any issue is reported to the Headteacher and corrective actions are documented.

Appendix A. Candidate request and consent

Submit this form to the Examinations Officer after results are issued. The Examinations Officer will confirm the applicable service, deadline and any fee.

Information	Candidate details
Candidate name, candidate number and contact details	
Qualification, subject, awarding organisation, component/unit and result	
Service requested and reason or grounds	
Date submitted	

ATS consent: I give permission for the school to request this script after results are issued. If used for teaching and learning, I request anonymity: Yes / No.

Clerical re-check or review of marking consent: I give written consent for this request after results. I understand my mark and grade may go up, go down or stay the same.

Review of moderation: I understand a moderated mark may be lowered and affect future certification, although my published grade for this series will not be lowered.

Appeal consent: I give written consent for the school to submit an appeal on my behalf if the Headteacher supports it. I understand my result may change under awarding organisation rules.

Candidate signature: _____ Date: _____

Parent/carer signature (where requested): _____

School decision / service submitted / date / reference:

_____

Appendix B. Post-results action checklist

Use when a candidate requests a post-results service.

☐ The candidate has received written information; the qualification, result and requested service are clear.

☐ The current awarding organisation deadline, service conditions and any fee have been checked.

☐ Required consent and explanation of the risk of a lower mark have been recorded.

☐ The subject recommendation and school decision are recorded; any refusal includes the internal appeal route.

☐ The request was submitted by the deadline, acknowledgement retained, and outcome and next steps communicated.

Checked by: _____ Date: _____ Follow-up required: _____

References

- JCQ, General Regulations for Approved Centres (effective 1 September 2026), paragraphs 5.12–5.13; Post-results services (June and November 2026 series); A guide to the awarding organisations' appeals processes (effective June 2026).