



Examinations Policy

Enquiries About Results and Appeals

Headteacher: Ms C Senior
Chair of Governors: Mr W Stone

	Date	Name	Signature
Policy Date	September 2025		
Review Date	September 2026		
Review Period	Annually		
Lead Person	DHT, Curriculum	Fiona Minnis	
Prepared by	DHT	Fiona Minnis	
Verified by	Headteacher	Carrie Senior	
Approved by	Chair of Governors	William Stone	

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Examinations policy: Enquiries About Results and Appeals

1. Introduction and purpose

This policy outlines Blackfen School for Girls' approach to Enquiries About Results and Appeals, also known as Post-Results Services. It ensures that:

- Students and parents understand the options available after results are issued
- The school follows JCQ regulations and awarding body requirements
- Decisions about submitting enquiries are made fairly and transparently
- All enquiries are processed correctly and within required deadlines

The purpose of the 'Enquiries About Results and Appeals' policy is to ensure Blackfen School's compliance with JCQ's General Regulations for Approved Centres (section 5.8) that the centre will draw to the attention of candidates and their parents/carers the appeals procedure which will cover concerns about the external marking of examinations by an examination board.

Policy scope: This policy applies to all external examinations and assessments where post-results services are available, including GCSEs, A-levels, and vocational qualifications.

2. Regulatory framework

This policy is based on the following JCQ publications for 2025-2026:

Primary References:

- Post-Results Services (PRS) (JCQ, 2025-2026)
- Instructions for Conducting Examinations (ICE) (JCQ, 2025-2026) Chapter 5: Results and post-results services

Supporting References:

- General Regulations for Approved Centres (JCQ, 2025-2026)
- Suspected Malpractice: Policies and Procedures (JCQ, 2025-2026)
- Individual awarding body post-results services guidance

Other Relevant Legislation:

- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Equality Act 2010

3. Types of Post-Results Services

3.1 Service 1: Clerical Re-check (formerly Review of Marking - Clerical Check)

What it is: A clerical re-check verifies that:

- All parts of the script have been marked
- All marks have been recorded correctly
- The totalling of marks is accurate
- The marks have been transferred correctly to the awarding body's system

What it does NOT include:

- Any re-marking of the candidate's work
- Any review of marking judgements

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When to consider:

- When marks appear to be missing or incorrectly totalled
- When the result is significantly different from expected performance
- When there are concerns about administrative errors

Outcome possibilities:

- Mark confirmed (no change)
- Mark increased
- Mark decreased (rare, as this is a clerical check only)

3.2 Service 2: Review of marking

What it is: A review of marking involves a senior examiner reviewing the original marking to ensure:

- The marking scheme has been applied correctly
- All parts of the answer have been considered
- The marks awarded are appropriate

Types of Service 2:

Priority Service 2:

- Faster turnaround time (typically within 2 weeks of results)
- Available for a limited period after results day
- Higher cost
- Suitable when results are needed urgently (e.g., for university applications)

Standard Service 2:

- Standard turnaround time (typically within 4-6 weeks)
- Available for a longer period after results
- Standard cost
- Suitable when urgency is not a factor

What it does NOT include:

- Remarking of the entire script by a different examiner (this is Service 3)
- Changes to marking schemes or grade boundaries

When to consider:

- When the result is significantly different from expected performance
- When internal assessment or mock results suggest a higher grade
- When the candidate's performance in other subjects suggests an error
- When specific marking appears inconsistent or incorrect

Outcome possibilities:

- Mark confirmed (no change)
- Mark increased (grade may or may not change)
- Mark decreased (grade may be lowered)

Important: If the mark decreases, the lower mark and grade will stand.

3.3 Service 3: Review of moderation

What it is: A review of moderation applies to internally assessed components (e.g., coursework, NEA, controlled assessments) where the centre's marking has been moderated by the awarding body.

A senior moderator will review:

- Whether the moderation was carried out correctly

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- Whether the moderation adjustments were appropriate
- Whether the marking standards were applied correctly

When to consider:

- When the moderation adjustment seems excessive or inappropriate
- When the centre's marking standards have been questioned
- When the adjustment significantly affects candidate grades

Outcome possibilities:

- Moderation confirmed (no change)
- Moderation adjustment reduced (marks increased)
- Moderation adjustment increased (marks decreased)

Important: This affects all candidates in the cohort for that component, not just individual candidates.

3.4 Access to scripts

Priority Access to Scripts:

- Copies of marked scripts are returned quickly (typically within 2 weeks)
- Available for a limited period after results
- Allows the school and candidate to review marking before deciding on a review of marking
- Higher cost

Standard Access to Scripts:

- Copies of marked scripts are returned within standard timescale
- Available for a longer period after results
- Standard cost

Use:

- To help decide whether to request a review of marking
- To provide feedback to candidates on their performance
- To inform teaching and learning for future cohorts

4. Roles and responsibilities

4.1 The Examination Officers

The Examinations Officers are responsible for:

Information and guidance:

- Providing information to pupils and parents about post-results services
- Explaining the different types of services available
- Advising on deadlines and costs
- Clarifying the risks and benefits of each service

Processing enquiries:

- Receiving and recording all requests for post-results services
- Liaising with subject leaders and senior leaders about requests
- Submitting enquiries to awarding bodies within required deadlines
- Tracking the progress of all enquiries
- Communicating outcomes to candidates, parents, and relevant staff

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Financial management:

- Collecting fees from candidates (where applicable)
- Processing refunds when marks are increased
- Keeping the Finance team updated in a timely fashion

Record Keeping:

- Maintaining detailed records of all enquiries
- Recording outcomes and any grade changes
- Ensuring compliance with data protection requirements

4.2 Subject Leaders

Subject Leaders are responsible for:

Review and Recommendation:

- Reviewing candidates' scripts (where available)
- Comparing results with internal assessments and predictions
- Advising the Examinations Officers and senior leaders on whether an enquiry is appropriate
- Providing professional judgement on the likelihood of a grade change

Communication:

- Discussing options with candidates and parents
- Explaining marking standards and grade boundaries
- Supporting candidates in making informed decisions

Analysis:

- Identifying patterns or concerns across multiple candidates
- Reviewing marking standards for future teaching
- Using feedback to improve teaching and assessment

4.3 Leadership Team

The Leadership Team is responsible for:

Decision making:

- Making final decisions on school-funded enquiries
- Approving requests that may have financial or reputational implications
- Resolving disputes about whether to proceed with an enquiry

Strategic oversight:

- Monitoring patterns in results and enquiries
- Ensuring the policy is applied fairly and consistently
- Reviewing the effectiveness of the policy annually

Support:

- Supporting the Examinations Officers in managing enquiries
- Communicating with parents about significant issues
- Liaising with awarding bodies when necessary

4.4 Candidates and parents

Candidates and parents are responsible for:

Decision making:

- Making informed decisions about whether to request an enquiry
- Understanding the risks, including the possibility of a lower grade

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- Providing written consent for enquiries (see Section 6)

Financial responsibility:

- Paying fees for candidate-requested enquiries (where applicable)
- Understanding the school's policy on refunds

Timely response:

- Responding to the school's requests for information promptly
- Meeting internal deadlines for submitting requests
- Understanding that late requests may not be possible

5. Decision-making process

5.1 Who can request an enquiry about an examination result?

School-initiated enquiries: The school may initiate an enquiry when:

- There is clear evidence of a marking or administrative error
- Results are significantly inconsistent with internal assessments across multiple candidates
- There are concerns about the application of marking standards
- Professional judgement suggests a grade boundary issue

Candidate/Parent-initiated enquiries: Candidates or parents may request an enquiry when:

- They believe there has been an error in marking or administration
- Results are significantly different from expected performance
- They wish to review the marking of their work

5.2 School's decision-making criteria

In line with Blackfen School's 'Charging and Remissions' policy (Public examinations), fees for 'Enquiries About Results' services are levied in the following circumstances:

- a) The request is not approved by the relevant Subject leader, Faculty Leader or member of the Senior Leadership Team.
- b) An external student from another school requests use of Blackfen School as an examination centre and requests 'EAR' services.
- c) An ex-student of Blackfen School requests to use the school as an examination centre and requests 'EAR' services.
- d) A student currently on roll at Blackfen School sits an examination against the advice of the Subject or Faculty Leader and requests 'EAR' services.
- e) A student currently on roll at Blackfen School sits an examination with the approval of the Subject or Faculty Leader but fails to attend lessons or to complete revision and learning activities to the standard set by the school and requests 'EAR' services.

Other decision-making criteria applied by the school:

There is evidence of error:

- Significant discrepancy between result and internal assessments
- Inconsistency with performance in other subjects
- Specific concerns about marking identified in the script
- Pattern of similar issues across multiple candidates

Professional judgement:

- Subject leader's assessment of the likelihood of success
- Review of the candidate's script (where available)

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- Comparison with marking standards and grade boundaries
- Historical success rate of enquiries in similar circumstances

Impact:

- Whether the enquiry could affect university or college places
- Whether the result affects progression to the next stage of education
- The importance of the qualification to the candidate's future plans

Cost-benefit analysis:

- The cost of the enquiry relative to the likelihood of success
- The potential impact of a grade change
- The risk of a mark decrease

5.3 When the school will fund enquiries

The school will fund enquiries when:

Clear administrative error:

- There is clear evidence of a clerical error (Service I)
- Marks appear to be missing or incorrectly totalled
- There is an obvious discrepancy that suggests an administrative error

Centre error:

- The school has made an error in submitting marks or information
- Internal assessment marks were submitted incorrectly
- There was an error in the administration of the examination

Multiple candidates affected:

- A pattern of unexpected results suggests a systemic issue
- Multiple candidates in the same subject have similar concerns
- There is evidence of inconsistent marking across a cohort

Exceptional circumstances:

- The result significantly affects a candidate's future and there is strong evidence of error
- The candidate cannot afford the fee and there is clear evidence to support an enquiry
- Senior leaders determine there are exceptional circumstances

5.4 When candidates must fund enquiries about examination results

Candidates will be required to fund enquiries when:

- The school does not believe there is sufficient evidence of error
- The request is based primarily on the candidate's disappointment with their grade
- The candidate wishes to proceed against the school's professional advice
- The enquiry is speculative without clear evidence of error

Fee structure:

- Candidates pay the full awarding body fee **in advance**
- If the mark is increased, the fee will be refunded by the awarding body
- If the mark is confirmed or decreased, the fee is not refunded
- The school does not charge any additional administration fees

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6. Consent and written agreements

6.1 Candidate consent requirements

Written consent must be obtained:

Before submitting any enquiry about results (except Service I clerical re-checks), the school must obtain written consent from the candidate.

Consent form must include:

- The type of service being requested
- The component(s) being reviewed
- Clear explanation that the mark and grade may go down as well as up
- Confirmation that if the mark decreases, the lower mark and grade will stand
- Acknowledgement that the candidate understands the risks
- Candidate's signature and date
- Parent/guardian signature (for candidates under 18)

When consent is not required:

- Service I (clerical re-check) - this only checks for administrative errors
- When the school is conducting a review of its own internal assessment processes

6.2 Consent for candidates who have left the school

For candidates who have left the school:

- The school will make reasonable efforts to contact them
- Consent must still be obtained before proceeding
- Contact may be via email, post, or phone
- A reasonable deadline will be set for response
- If no response is received, the enquiry will not proceed

6.3 Written agreement for candidate-funded enquiries

When a candidate is funding an enquiry, a written agreement must be signed that includes:

Financial terms:

- The exact fee to be paid
- Payment deadline
- Refund policy if mark increases
- Confirmation that fees are non-refundable if mark is confirmed or decreased

Understanding of risks:

- Acknowledgement that the grade may decrease
- Understanding that a lower grade will stand
- Confirmation that the school has advised on the likelihood of success

Process and timeline:

- Expected timeline for the enquiry
- How the outcome will be communicated
- What happens if the deadline is missed

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7. Process for requesting results enquiry or an Appeal

7.1 Important Notes:

- Deadlines are working days (Monday to Friday, excluding bank holidays)
- Deadlines are counted from the date results are issued to candidates
- Internal deadlines allow time for the school to process requests and obtain necessary approvals
- Awarding body deadlines are strict and cannot be extended
- Specific dates are published annually by JCQ and awarding bodies

Stage 1: Students must contact the Subject Leader of the qualification whose grading they are appealing. Students are not permitted to make direct representations to an examination board, so all appeals must be made through the school's Examination Office.

- If the Subject Leader supports the Appeal, the school will pay the fees of the Appeal (or Enquiry About Results).
- If the student *does not* contact the Subject Leader, and chooses to work independently with the Exams Office, then the student must pay the cost of the Appeal.
- If the Subject Leader *does not* support the Appeal, then the student must pay the cost of the Appeal if they decide to continue with the Appeals process for themselves.

Stage 2: The Examinations Office must receive written confirmation from the Subject Leader that the Appeal has been approved, e.g. email verification. The school will pay a fee for a preliminary appeal which must be submitted to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results. The Examinations Office requires 48 hours' notice to process appeals. The Examinations Office does not open at weekends or on bank holidays, so it is the responsibility of the student to ensure that they meet the deadline for making an appeal.

Stage 3: The Examinations Office will process the application for an Appeal on behalf of the student. If the appeal is upheld by the awarding body, the fee will be refunded and repaid to the payee: either the school, if the school paid for the Appeal; or the student, if the student paid for the Appeal. The Examinations Office will communicate the outcome of the Appeal promptly to the student.

7.2 Process timeline

Results day:

- Results issued to candidates
- Information about post-results services provided
- Initial discussions with subject leaders about potential enquiries

Days 1-2 after results:

- Candidates and parents review results
- Access to scripts requested (if required)
- Initial enquiry requests submitted to school

Days 3-7 after results:

- Recommendations made to senior leaders
- Decisions made on school-funded enquiries
- Consent forms and payment collected for candidate-funded enquiries

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By internal deadline:

- All enquiries submitted to awarding bodies
- Candidates informed of submission
- Tracking system updated

During enquiry period:

- Updates provided to candidates as required
- Liaison with awarding bodies if needed
- Monitoring of progress

After outcome:

- Results communicated to candidates promptly
- Certificates reissued if grade changes
- Refunds processed if applicable
- Records updated

8. Communication and information

8.1 Information provided to candidates

Before results day:

Candidates will be provided with information about:

- What post-results services are available
- The costs of different services
- The risks involved, particularly the possibility of grades decreasing
- How to request an enquiry
- Internal and external deadlines
- The school's policy on funding enquiries

Methods of communication:

- Assembly / Community Time presentations
- Information on the school website
- Letters/emails to parents
- Individual meetings with staff

On results day:

Candidates will receive:

- Their results
- Information about post-results services
- Contact details for Examination Officers
- Deadlines for submitting requests and the process to follow

After results day:

- Subject Leaders are available to discuss results when the term begins
- Examinations Officer are available to answer questions about post-results services after the publication of Key Stage 5 and Key Stage 4 examinations.

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8.2 Fees for Enquiries About Results and Appeals

Fees for results enquiries or appeals are not updated on a fixed annual schedule but are set independently by each awarding body. Candidates should check the specific awarding body's website or fee list for the most current details. The fees set by awarding bodies in August 2025 are shown below for illustrative purpose only.

1. Clerical checks

Clerical check	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£14.00	£14.00	£14.00	£14.00	25 th September 2025
AQA	£9.40	£9.40	n/a	n/a	
OCR	£11.50	£11.50	n/a	n/a	
WJEC	£11.00	£11.00	n/a	n/a	
NCFE	n/a	£5.00 per batch	n/a	n/a	

2. Review of original marking

Review of original marking	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£57.00	£50.00	£50.00	£57.00	25 th September 2025
AQA	£50.40	£43.50	n/a	n/a	
OCR	£65.25	£65.25	n/a	n/a	
WJEC	£49.00	£43.00	n/a	n/a	
NCFE	n/a	£50.00	n/a	n/a	

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3. Priority review of marking

Priority review of marking	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£68.00	£60.00	£60.00	£68.00	21 st August 2025
AQA	£59.90	n/a	n/a	n/a	
OCR	£80.25	n/a	n/a	n/a	
WJEC	£58.00	n/a	n/a	n/a	
NCFE	n/a	n/a	n/a	n/a	

4. Review of moderation

Review of moderation	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£274.00 Minimum (up to 5 candidates) and £20.20 for each additional candidate	£274.00 Minimum (up to 5 candidates) and £20.20 for each additional candidate	£274.00 Minimum (up to 5 candidates) and £20.20 for each additional candidate	£274.00 Minimum (up to 5 candidates) and £20.20 for each additional candidate	25 th September 2025
AQA	£291.00 cohort	£261.05 cohort	n/a	n/a	
OCR	£301.50 cohort	£301.50 cohort	n/a	n/a	
WJEC	£33.60 per student	£33.60 per student	n/a	n/a	
NCFE	n/a	£728.00	n/a	n/a	

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5. Access to original/copy of scripts (ATS)

Access to original scripts	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	Free	Free	Free	Free	25th September 2025
AQA	Free	Free	n/a	n/a	
OCR	Free	Free	n/a	n/a	
WJEC	Free	Free	n/a	n/a	
NCFE	n/a	Priority £16.50 Non-priority £13.00	n/a	n/a	

6. Access to copies of reviewed scripts (ATS)

Access to copies of scripts	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£15.00	£15.00	£15.00	£15.00	25th September 2025
AQA	Free	Free	n/a	n/a	
OCR	Free	Free	n/a	n/a	
WJEC	n/a	n/a	n/a	n/a	

WJEC do not offer a copy of reviewed scripts post review. A candidate report is printed after a Service 2 review of marking is completed which outlines any changes.