

# Blackfen School for Girls



## Examinations Policy Enquiries About Results and Appeals

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	Date	Name	Signature
Policy Date	September 2023		
Review Date	September 2024		
Review Period	Annually		
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## Examinations policy: Enquiries About Results and Appeals

This policy covers appeals made against the examination board marking of **GCSE, A Level, Cambridge National and BTEC** qualifications. The appeals process is directed by the JCQ publication: “A guide to the awarding bodies’ appeals processes”.

### Rationale

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.

### Outcomes

- Students understand how to request an appeal regarding the external assessment outcomes from examination boards and how fees for appeals are levied.
- Blackfen School follows the JCQ protocols in lodging student appeals.
- Outcomes of appeals are received promptly by the school and communicated to students.

### Procedures

Teachers, parents and students should note that appeals may only be made against **the process of marking** that led to the award of a mark or grade and not against the actual mark or grade.

## SECTION 1 - FEES AND ELIGIBILITY

Post Results Services are available to candidates sitting GCSE, GCE, Principal Learning & Projects (including Extended Project) and BTEC (NQF) Level 2 external assessment only.

The cost of Enquiries About Results (EAR) services are paid by the school where this is the recommended action by Subject or Faculty Leaders or the Leadership Team. EAR services are paid by the student where this is **not** the recommended action of the Subject or Faculty Leader or the Leadership Team. Please see the associated costs in Section 3.

1. In line with Blackfen School’s ‘Charging and Remissions’ policy (Public examinations), fees for ‘EAR’ 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.

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2. Blackfen School can pursue an 'Enquiry About Result' on behalf of a single candidate or a whole cohort who have not achieved the grade(s) that were expected of them. The school must receive written permission from each candidate concerned before processing a request for clerical re-checks or post-results reviews of marking.

3. Students making 'EAR' requests must understand that their marks for examination questions or sections in an examination paper may change and this may result in subject grades overall or for specified units/modules being raised or lowered.

## SECTION 2 – 'ENQUIRY ABOUT RESULTS' SERVICES

There are six 'Enquiry About Result' services available:

1. Clerical checks – may take up to 20 days for completion

The following checks are made:

- All parts of the script have been marked
- Accurate totalling of marks
- Accurate recording of marks

2. Review of original marking – may take up to 20 days for completion

- A clerical check (see above)
- Review of marking by a senior examiner
- A photocopy of the reviewed script may be requested. This action incurs further charges and no further changes may be made to the script after this stage.

3. Priority review of marking – may take up to 18 days for completion

- This service is applicable for A-level examinations and is actioned by in line with advice from the Senior Leadership team, Faculty and/or Subject leaders.

4. Review of original moderation – may take up to 40 days for completion

- Coursework/controlled assessments marks are checked by an examiner.

5. Access to original scripts

- Students' original scripts are returned to Blackfen School from Examination Boards after the deadline for 'Enquiries About Results' has expired. Once an original script has been ordered, it may not be subject to further 'EAR' action set out in Points 1 – 4 above.

6. Access to photocopies of scripts

- This service is available for A-Level scripts only. Once the requested A-level script(s) has been dispatched or emailed by Examination Boards, it is not possible to cancel or refund the application for photocopies of scripts. Once an original script has been ordered, it may not be subject to further 'EAR' action set out in Points 1 – 4 above.

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## FEES CHARGED FOR 'ENQUIRY ABOUT RESULTS' SERVICES (EARs)

### 1. Clerical checks

Clerical check	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£11.90	£11.90	£11.90	£11.90	28.9.23
AQA	£8.70	£8.70	n/a	n/a	
OCR	£10.00	£10.00	n/a	n/a	
WJEC	£11.00	£11.00	n/a	n/a	

### 2. Review of original marking

Review of original marking	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£49.40	£42.40	£42.40	£49.20	28.9.23
AQA	£46.75	£40.35	n/a	n/a	
OCR	£57.50	£57.50	n/a	n/a	
WJEC	£46.00	£40.00	n/a	n/a	

### 3. Priority review of marking

Priority review of marking	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£58.70	£48.70	£48.70	£58.70	24/08/23
AQA	£52.85	n/a	n/a	n/a	
OCR	£70.75	n/a	n/a	n/a	
WJEC	£55.00	n/a	n/a	n/a	

\*Edexcel Deadline: GCE / Level 3 – 24/08/23

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## 4. Review of moderation

Review of moderation	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£236 Minimum (up to 5 candidates) and £18.30 for each additional candidate	£236 Minimum (up to 5 candidates) and £18.30 for each additional candidate	£236 Minimum (up to 5 candidates) and £18.30 for each additional candidate	£236 Minimum (up to 5 candidates) and £18.30 for each additional candidate	28/09/23
AQA	£256.90 cohort	£230.50 cohort	n/a	n/a	
OCR	£266.00 cohort	£266.00 cohort	n/a	n/a	
WJEC	£32.00 per student	£32.00 per student	n/a	n/a	

## 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	28/09/23**
AQA	Free	Free	n/a	n/a	
OCR	Free	Free	n/a	n/a	
WJEC	Free	Free	n/a	n/a	

\*\* Inc Priority copy without review/clerical check GCE deadline 31/08/23 GCSE 07/09/23

## 6. Access to copies of reviewed scripts (ATS)

Access to copies of scripts	GCE	GCSE	BTEC Level 1 & 2	BTEC Level 3	Deadline
Edexcel	£13.10	£13.10	£13.10	£13.10	28.9.23
AQA	Free	Free	n/a	n/a	
OCR	Free	Free	n/a	n/a	
WJEC	Free	Free	n/a	n/a	

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## SECTION 3 – PROCESS FOR MAKING AN APPEAL AND REQUESTING AN ENQUIRY ABOUT RESULTS (EARs)

**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.

### Key roles

**Examinations Team:** To ensure that all Appeals and Enquiries About Results are logged accurately and communicated to the correct personnel; to undertake communication with examination boards in a timely manner; to ensure that the Appeals procedure is run according to examination board and JCQ protocols.

**Faculty Leaders:** To support and guide Subject Leaders in following the protocols of this policy accurately; to keep the Leadership Team line manager informed.

**Subject Leaders:** To ensure that they reply to student enquiries about Appeals within 48 hours in order to meet examination board deadlines.

**Students:** To take responsibility for meeting deadlines for submitting an Appeal to the Examinations Office.

**Parents/Carers:** To make enquiries about the grade awarded by the examination board promptly, and in acceptable manner to the Subject Leader and to follow the advice provided.