

Appendix II

REVIEW OF RESULTS (RoRs) (INCLUDING BTEC)

RoRs may be requested by Academy staff or candidates if there are reasonable grounds for believing there has been an error in marking. (Priority review of markings is available to candidates at AS/A level who are applying for a University place.)

ROR'S forms must be completed and signed by the candidates in all cases.

BTEC externally assessed units that are undertaken will have a limited number of RoRs available.

When the Academy does not uphold an RoRs, a candidate may apply to have an enquiry carried out against the advice of subject staff, for which they will be charged. (See Section 5: Examination fees)

SECTION ONE: Review of Results and Appeals

Review of Results (RoRs)

1.1 Centre (Chiltern Hills Academy) responsibilities

To ensure that all centre staff are fully aware of the Review of Results (RoRs) process. Chiltern Hills Academy must make candidates aware of the arrangements for Clerical re-checks, reviews of marking and reviews of moderation prior to the issue of results. Where requested, Chiltern Hills Academy must also provide candidates, as soon as possible, with a statement of the arrangements.

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 reviews of marking. 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 requests for reviews of marking from Chiltern Hills Academy and not from candidates or their parents.

Private Candidates should submit requests for reviews of marking through Chiltern Hills Academy, but they may submit a request directly to an awarding body. Awarding bodies will use the information from Chiltern Hills Academy to validate requests that come directly from private candidates. The awarding bodies will also advise private candidates of the process for reviews of marking.

1.2 Candidate consent

Chiltern Hills Academy must obtain written candidate consent for clerical 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.

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Candidates consent for clerical re-checks and reviews of marking **must** be obtained after the publication of results.

- Candidates must be informed that their marks and subject grades could go down as well as up and must provide their written consent before a request is submitted. (as per appendix II.i. Written consent from the candidate is also acceptable by email).
- Consent forms or e-mails from candidates must be retained by Chiltern Hills Academy and kept for at least six months following the outcome of the clerical re-check review of marking or any subsequent appeal. The awarding bodies reserve the right to request such documentation.
- An on-line application carries with it confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed application form does likewise.)
- Written candidate consent is not required for a moderation review 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. For example, if a non-examination assessment mark which contributes to an AS award (unitised GCE AS qualification) is lowered as a result of a moderation review, the AS grade will be protected, but the lower mark will contribute to any subsequent A-level award (unitised GCE A-level qualification).

1.3 The awarding bodies offer the following Review of Results services.

Service 1 (Clerical re-check)

This is a re-check of all clerical procedures leading to the issue of a result.

- Submit the request online.
- Candidate consent is required (see section 1.2 page 1).
- For the June 2022 examination series, the request must be received by the awarding body by 29th September 2022.
- The deadline for completion is within 10 calendar days of the awarding body receiving the request.

This service will include the following checks:

- That all parts of the script have been marked;
- The totalling of marks;
- The recording of marks;
- if requested, a copy of the re-checked script(s) for those units/components included in the Access to Scripts service.

The outcome of the clerical re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).

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Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly.

A marking error can occur because of:

- an administrative error
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer
- an unreasonable exercise of academic judgement

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking.

The service is available for externally assessed components of both unitised and linear specifications.

- Submit the application on-line.
- Candidate consent is required (see section 6.2, page 6).
- For the June 2022 examination series, the request must be received by the awarding body by 29 September 2022.
- The deadline for completion is within 20 calendar days of the awarding body receiving the request.

This service will include:

- The clerical re-checks detailed in Service 1;
- A review of marking as described above;
- If requested, a copy of the reviewed script(s) for those units/components included as part of the Access to Scripts service. (If the nature of the unit/component is such that access to scripts cannot be arranged, such as externally assessed GCE AS and GCE A2 Modern Foreign Language Speaking tests, then a report/copy of the record sheet may be requested. Awarding bodies will advise centres of the mechanism by which reports may be requested.)

Priority Service 2P (Review of marking)

This is a post-results priority review of the original marking to ensure that the agreed mark scheme has been applied correctly.

A marking error can occur because of:-

- an administrative error
- a failure to apply the mark scheme where a task has only a 'right or wrong' answer
- an unreasonable exercise of academic judgement

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking.

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This service is available if the following criteria is met:

- The enquiry is about an examination for a Level 3 qualification
- A candidate's place in further/higher education is dependent upon the outcome.
- Submit the application on-line.
- Candidate consent is required (see section 6.2, page 6).
- For June 2022 examination series, the request must be received by the awarding body by 25 August 2022.
- The deadline for completion is within 15 calendar days of the awarding body receiving the request.

Any applications not meeting these criteria will be treated as normal Service 2 requests.

Service 3 (Moderation review)

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. Please note that if Chiltern Hills Academy's internally assessed marks (coursework or non examination assessment) have been accepted without change by an awarding body, this service will not be available.

- Submit the application on-line.
- Candidate consent is not required (see section 1.2).
- For the June 2022 examination series, the request must be received by the awarding body by 29 September 2022.
- The deadline for completion is within 35 calendar days of the reviewer has received the original sample of work from Chiltern Hills Academy.
- The moderation review will be undertaken on the original sample of candidates' work.
- The moderation review may include feedback similar to that provided following the original moderation.
- A moderation review cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.
- A moderation review cannot be undertaken where a mark for an internally assessed component has been transferred to a subsequent series.

Chiltern Hills Academy must ensure the original sample of work is ready for despatch and they will be provided with the details of a moderator to whom the work should be sent. Centre assessed work should not be sent at the time of submitting the application.

Work submitted for a moderation review must:

- be despatched to the moderator within three working days – failure to meet this undertaking may delay the outcome of the enquiry or result in the enquiry being cancelled;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates.

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This service cannot be undertaken on ephemeral material unless suitable evidence (such as the media recording of theatrical performances) can be provided. Centres should note that there may be a need for them to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

1.5 Submission of requests

Chiltern Hills Academy must submit requests on-line via the awarding bodies' extranet sites.

- The published post results services are the only mechanism by which concerns about results will be addressed.
- Where Chiltern Hills are unable to use an awarding body's extranet site, the centre must contact the individual awarding body immediately by telephone.
- Letters of concern cannot be accepted as applications for RoRs services. Centres with such concerns must use the published enquiry about results procedures. Centres must not submit letters of concern with their applications.
- All requests must be submitted (and thus supported by the centre) either by the head of centre or an authorised member of centre staff. A private candidate may submit a request directly to the relevant awarding body. Awarding bodies will not accept applications submitted by any other individuals, e.g. by candidates entered through a centre or by parents.
- Candidates must provide their written consent for clerical checks and mark reviews (see section 1.2, page 1, on candidate consent).
- Awarding bodies may not cancel an enquiry after submission

Outcome of enquiries

- The outcome of each review will be confirmed by the respective awarding body.
- The awarding body will provide a reason for the decision of a review of marking. If the mark has changed, the reasons will be either that an administrative error has occurred or there was a marking error.
- Where a grade changes and a certificate has previously been issued, once the centre has returned the original certificate to the awarding body a replacement will be issued showing the revised grade.
- UCAS will be advised of any changes to GCE qualification grades.
- Where there has been a downgrade or a reduction in marks, the request cannot be revoked and the original higher grade will not be reinstated.

1.6 Candidate malpractice

- If candidate malpractice is discovered during a review of marking or a moderation review, the script/controlled assessment/coursework will be processed in accordance with the JCQ document Suspected Malpractice in Examinations and Assessments – Policies and Procedures. Candidates may lose some or all of their marks, consequently affecting grades awarded.

SECTION 2: Appeals

- The appeals process is available to centres or private candidates who remain dissatisfied after receiving the outcome of an enquiry about results. Centres or private candidates should refer to the JCQ publication A guide to the awarding bodies' appeals processes which is available on the JCQ website <http://www.jcq.org.uk/exams-office/appeals>
- The above-mentioned booklet provides full details of the awarding bodies' appeals processes.
- Appeals can only be submitted after the outcome of an enquiry about results has been reported to the centre or private candidate. Where an original hard copy script has been returned to a centre or a private candidate as part of an enquiry about results, its security is compromised and it cannot be subject to an appeal.
- An appeal against a moderation decision cannot be made on behalf of an individual candidate.
- Appeals must be submitted to the relevant awarding body within 14 calendar days of the notification of the outcome of the enquiry.
- Only the head of centre or a private candidate can submit an appeal to the relevant awarding body.
- Appeals must be made in writing and clearly state the grounds for appeal.

Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld. Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres and private candidates

SECTION THREE: Access to Scripts

Access to Scripts (ATS)

Chiltern Hills Academy may request

- Copies of scripts to support reviews of marking which will be provided to centres no later than 8 September 2022 (GCE AS and A-Level qualification) or by 15 September 2022 (GCSE qualifications) and or
- Copies of scripts to support teaching and learning.
- Chiltern Hills Academy must submit applications on-line via the awarding bodies' extranet sites.
- Chiltern Hills Academy must make candidates aware of the arrangements for access to scripts prior to the issue of results.

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- Chiltern Hills Academy must submit a request on behalf of a private candidate when asked to do so.

Arrangements for access to marked examination scripts

Awarding bodies will provide examination centres and their candidates with access to marked scripts for the following examinations:

- GCE AS and A-level
- GCSE
- A 'script' refers to the written work of a candidate that has resulted from an externally assessed component.
- Additional information on the interpretation of marked examination scripts may be found on awarding bodies' websites.

Conditions of Access to Scripts (ATS) service

- Awarding bodies will only release scripts to centres under the following conditions:
- 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.
- A specimen form for centre staff when seeking a candidate's written permission to request and use scripts is attached as appendix II.ii. Written consent from the candidate is also acceptable by email.
- Scripts must only be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates. The originals of scripts that are or have been the subject of any malpractice investigation can be withheld by an awarding body. In these circumstances, a photocopy of the scripts may be requested. Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results.
- Informing staff and candidates of the ATS service
- Chiltern Hills Academy staff must be fully aware of the guidelines controlling these arrangements. Chiltern Hills Academy must make candidates aware of the arrangements for access to scripts before candidates sit any examination(s) to which these arrangements apply.
- Requesting priority copies of scripts to support enquiries about results
- Centres must submit applications on-line via the awarding bodies' extranet sites
- Requests for scripts for teaching and learning should be submitted no later than 29 September 2022. Requests after this deadline will not be accepted.

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Priority Access to Scripts (ATS)

This is a post-results priority access to scripts service without review or clerical check which allows you to get a copy of the original marked script to help you decide whether to request a review of results. This is available for GCE and GCSE with some exam boards.

This service is available if the following criteria is met:

- The enquiry is about an examination for a Level 3 qualification
- A candidate's place in further/higher education is dependent upon the outcome.
- For June 2022 examination series, the request must be received by the awarding body by 1 September 2022 for GCE or 8 September for GCSE.

Appendix II.i

AQA

City &
Guilds

CCEA

OCR

Pearson

WJEC



Clerical re-checks, reviews of marking and appeals

Candidate consent form

Information for candidates

The following information explains what may happen following an enquiry about a result and any subsequent appeal.

If your school or college submits a request for a clerical re-check or a review of the original marking and then a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

To proceed with the clerical re-check or review of marking, you must sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the clerical re-check or review of marking being submitted.

Candidate consent form	
Centre Number	Centre Name
Candidate Number	Candidate Name

Details of review (Awarding Body, Qualification level, Subject title, component/unit)

.....

.....

I give my consent to the head of school or college to submit a clerical re-check or review of marking for the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me following clerical re-check or review of marking and any subsequent appeal may be lower than, higher than, or the same as the grade which was originally awarded for this subject.

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Signed: Date:

This form should be retained on the centre's files for at least six months following the outcome of the enquiry about results or any subsequent appeal.

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AQA

City &
Guilds

CCEA

OCR

Pearson

WJEC



ACCESS TO SCRIPTS

Candidate consent form for access to and use of examination scripts

Centre Number	Centre Name
Candidate Number	Candidate Name
Qualification level/subject	Component/unit code

I consent to my scripts being accessed by Chiltern Hills Academy.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom I do not wish anyone to know it is mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.

Signed: Date:

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

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AQA City & Guilds CCEA OCR Pearson WJEC



Notes for guidance – Access to Scripts service

How are scripts marked?

Scripts can be marked either on-screen or traditionally.

Where scripts are marked on-screen they are despatched from centres, using a secure and traceable system, and delivered to a scanning centre where they are scanned into a computer system to produce an image of the candidate's answers. The scanned images of the script are then separated into 'clips' by question (or parts of questions) according to the marking process that is appropriate. These files can be processed by computer and transmitted through the internet.

The transfer of electronic files over the internet is protected by the latest encryption technology, similar to that used by modern banking systems.

The best method for each 'clip' is selected after the questions have been set and the method of marking allocated accordingly.

Questions giving rise to complex answers will be allocated to an expert examiner who will be a subject specialist; questions with single correct answers can be marked by a general marker using a tightly defined mark scheme; whilst questions with single-letter, single-word or tick box answers can be auto-marked by computer.

Where scripts are marked traditionally they are despatched from centres, using a secure and traceable system, and delivered to individual examiners who will mark the hard copy and return marks and scripts to the awarding body for processing.

Quality assurance procedures

Irrespective of the method of marking, all scripts pass through a number of quality assurance procedures. These procedures are regulated by the GCSE, GCE, Principal Learning and Project Code of Practice which is issued by the regulators and which all awarding bodies must follow.

Every script is marked by an examiner selected on the basis of his/her qualifications and experience. All examiners receive training on how to apply the mark scheme. During the marking period for traditional scripts the work of each examiner is checked at least twice by a more senior examiner. This monitoring process may result in some marks on scripts being changed. Every page of a script will show evidence of having been seen and marked.

For on-screen marking examiners and markers will read the questions or items on-screen and decide the marks. The standard of the examiners and markers is checked throughout the marking period.

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Mark scheme

For each written component, a copy of the mark scheme will be available via an awarding body's website after the publication of results for the series concerned. Reference to the mark scheme will show how the awarding body has arrived at the final mark for each script.

Use of coloured ink on traditionally marked scripts

Examiners use red ink. Senior examiners use different coloured ink. This helps the awarding body to monitor the marking process. Some scripts will therefore have been marked in more than one colour ink. The clerical check of scripts (see below) may be in a third colour, or pencil.

If you request copies of scripts, you will not be able to tell which mark is in which colour. (For scripts marked on-screen, a copy of the scanned image will be provided to centres. In some instances, the scanned image will be accompanied by a transcript which shows the marks awarded for each question item and the total mark for the paper.)

Comments on traditionally marked scripts

Where appropriate, examiners may write comments on scripts indicating the way in which candidates have met the requirements of the marking scheme. Examiners are asked to refer scripts to a more senior examiner where they are doubtful about how to apply the mark scheme. A script might have a note to that effect.

(Scripts marked on-screen may not show any comments when they are returned to centres.)

Clerical checks

Scripts are checked to ensure that there are no errors in totalling and that all parts of the script have been marked. Alterations to total marks will be shown where any such mistakes have been found.

Where scripts are marked on-screen, no clerical checking is necessary as the marks for questions and items are totalled by the computer.

Marks for Quality of Written Communication

The Code of Practice requires that marks be awarded in most subjects for quality of written communication. Such marks are either recorded separately on scripts or clearly shown in the mark scheme.

Marks for Spelling, Punctuation and Grammar

In externally assessed written examination papers of GCSE English Literature, Geography, History and Religious Studies specifications, five per cent of the total raw marks available will be awarded for the correct application of Spelling, Punctuation and Grammar.

These marks may be recorded separately on scripts.

Other annotations on traditionally marked scripts

Some scripts may contain further indication of marking, checking or other administrative processes having been carried out, e.g. initials of examiners, examiner numbers or ink stamps such as 'KEYED IN'. A rubric infringement (e.g. too many questions answered) will normally be indicated as such.

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Examiner adjustments

The monitoring of examiners by senior examiners establishes whether the marking of each examiner is consistent, and identifies whether there is any leniency or severity in the marking. Where there is evidence of leniency or severity, marks may be adjusted. These adjustments will not be shown on the scripts. As a consequence, the mark on the script may not be the same as the final mark awarded for the paper which is normally reported to the school or college with the results. It is the mark held in an awarding body's database which goes towards the candidate's overall result.

Where scripts are marked on-screen, marking is monitored by a senior examiner and adjusted in real time.

Special consideration

Where a school or college has asked for special consideration to be given to a candidate, an extra mark or marks may have been allowed by the awarding body. Any such adjustment will not be shown on the script and, as a consequence, the mark on the script may not be the same as the mark for the paper reported with the results. It is the mark held in an awarding body's database which goes towards the candidate's overall result.

Weighting of paper marks

For individual papers the total mark as shown on the script may be scaled. For example, a paper might be marked out of 100, but carry 25% weighting of the total marks for the subject. The mark out of 100 may have been scaled to reflect the contribution of the paper to the subject total mark. The final mark for each paper, as used by the awarding body to calculate the candidate's total marks for the subject, will normally have been provided to the school or college with the results.

Uniform Mark Scale (UMS)

Marks for question papers which are part of a unitised scheme of assessment are reported in terms of a uniform mark scale. The mark reported under the uniform mark scale will be different from the mark shown on the candidate's script. Further information about the use of UMS marks may be found on awarding bodies' websites.

Enquiries

The awarding bodies cannot engage in correspondence with candidates or their parents/carers relating to marked examination scripts. The awarding bodies operate an enquiry about results service for the review of marking and checking of scripts after results have been issued. Any queries must be part of this formal enquiry about results process and must be submitted by the centre which will have full details of the services available and their costs.

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Appendix II.iv

Frequently asked questions

1. Which service do I want?

1.1 I just want to see the candidate's script and do not want a review of the original marking

You should request scripts to support teaching and learning.

1.2 I want to see a script to decide whether to have its marking reviewed

You should ask for a priority copy of the script.

1.3 A Higher Education place is at stake – which service shall I use?

You should apply for a Priority Service 2 RoRs.

This is because you only have until 25th August 2022 to request a Priority Service 2 RoRs. Please note priority copies of the scripts are only available for GCE.

1.4 If I ask for the return of a script (not a copy) can I use that to decide whether or not to have the marking reviewed?

No. Firstly, awarding bodies do not despatch scripts to support teaching and learning until after the deadline for enquiries about results. Secondly, where an original hard copy script is in the centre's possession, its security is compromised and it cannot then be accepted for a review of marking.

1.5 I want to see a script after it has undergone a review of the original marking

You should request Service 2 (review of marking) or Priority Service 2 (a priority review of marking) and make sure that you request a copy when submitting your enquiry. The script will be reviewed and the copy sent to you when the service is completed.

It is strongly recommended that you do not ask for a review of marking, and then separately ask for the return of the script to support teaching and learning.

2. Contact the awarding body if:

2.1 You have requested a Service 2 (review of marking) but omitted to request a copy of the reviewed script at the time.

2.2 You have requested the return of a script for teaching and learning, but really wanted a Service 2 (a review of marking).