



"Unlocking potential through learning"

Enquiries About Results Policy

**The New Horizons
Learning Centre**

Date Ratified: July 2022
Review Date: July 2024

Signed by: Donna Portingale

Position: Chair of Governors

Enquiries About Results (EAR's) Policy

Centres with candidates who have not achieved the grade(s) that were expected of them may wish to pursue an Enquiry About Results (EAR) on behalf of a single candidate or a whole cohort. It is imperative the centre has written permission from each candidate concerned before processing a request for clerical re-checks or a post-results review of marking. The candidate must fully understand that their marks for a given assessment may change following a Service 1 or Service 2 EAR and this could result in subject grades being raised or lowered.

There are four EAR services available:

1. Clerical checks
2. Review of original marking
3. Review of original moderation
4. Access to scripts

A centre may wish to appeal a JCQ^{CIC} member Awarding Body decision regarding:

- The outcome of enquiries about results
- Decisions made in cases of malpractice
- Access arrangements and special consideration

In addition, some administrative decisions, such as in cases of missing scripts, may be subject to review by awarding body officers.

An appeal may be launched following the publication of an Awarding Body decision. A centre wishing to lodge a complaint before the conclusion of an EAR or malpractice investigation should follow the relevant Awarding Body complaints process.

An appeal may be made by a head of centre on behalf of a candidate or group of candidates, or by a private candidate (a private candidate is one who has pursued a course of study independently, with their chosen centre responsible only for processing the candidate's entry and invigilating their examination). **Appeals are not accepted from internal candidates and/or their parents or carers.

Awarding bodies may charge a fee for each stage of an appeal against the outcome of an EAR. This will be refunded if the appeal is successful.

Step by step

Although the appeals process may differ slightly depending upon the nature of the appeal, the following general principles apply. There are two stages of appeal:

Stage 1

The Head of Centre or private candidate submits a written request to the relevant Awarding Body within two calendar weeks of receiving the outcome to be contested, detailing the nature of their concern(s). If it is accepted that there are grounds for the appeal, the case will be examined by a senior officer within the Awarding Body with

no previous involvement in the matter. All relevant Awarding Body procedures leading up to the decision will be checked for compliance with the regulator's '*Code of Practice*'. Following the investigation, the appeal will either be upheld or disallowed. In the case of EARs, a report of the investigation will be sent to the head of centre or private candidate.

If a Stage 1 appeal relating to an EAR is upheld, a further review of the candidates' work may be undertaken.

Stage 2

If the head of centre or private candidate remains dissatisfied upon receipt of the outcome of the Stage 1 Appeal, they may submit a written request for a Stage 2 Appeal within two calendar weeks.

A Stage 2 Appeal includes the opportunity to present a detailed case to an impartial body appointed in accordance with the regulator's *Code of Practice* at a formal hearing. Following a hearing, the decision of the panel will be communicated to both parties within five working days with a full report provided within 28 calendar days.

Further avenues of appeal

If the appellant remains dissatisfied with the decision of the Stage 2 appeals panel, they may wish to appeal to the Examinations Appeals Board (EAB). Further details may be found at: www.theeab.org.uk

Access to scripts

After the release of results of General Qualifications, candidates may request the return of papers within the Awarding Organisations' stated deadlines.

Where an Awarding Organisation supplies the requested script electronically, the Exams Officer will print the document so that it can be reviewed by the candidate and their subject teacher.

If a result is queried, the Exams Officer in conjunction with teaching staff or Head of Centre will investigate the feasibility of asking for a re-mark.

Curriculum Leaders/Managers may also request scripts for investigation or for teaching purposes.

For the latter, the consent of candidates must be obtained.

***In the event of a candidate or parent/guardian wanting to speak with a member of the Senior Leadership Team regarding enquiries about results, access to scripts or appeals, a message can be passed to them via email by the Exams Officer and a request made to contact them back.**

****Any queries regarding results from Asdan, can be directed to the awarding body by the candidate themselves by writing to them at ASDAN Main Office, Wainbrook House, Hudds Vale Road, St George, Bristol, BS5 7HY**