Procedures for Post Results Services

Updated: November 2024
To be revised: November 2025

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Preparation
Before the start of the season the exams officer needs to research the available options for post results services from each exam board together with the costs and deadlines. This needs to be compiled into an email and/or letter depending on how the students will be notified about their results.
An updated copy of the JCQ Post Results Services should be downloaded and referenced. https://www.jcq.org.uk/exams-office/post-results-services/

Results Day
In addition to the initial notification, when the students are issued with their results they need to be reminded of varying post results services. A member of SLT needs to be available on the day together with a contact for further enquiries they may wish to make at a later time.

Post Results Services
The following options are available to the candidates.

Clerical Re-check
This service will check to ensure that all the correct procedures have taken place. Examples of this would be that all parts of the script are included in the mark and that the marks have been accurately totalled.

Review of Marking
While the script is not re-marked, a review is more thorough than a clerical recheck and would highlight such things as administrative errors, unreasonable academic judgement or incorrectly applied mark schemes.

Access to Scripts
A copy of the original marked script can be supplied.

Appeals to the Awarding Body
An external appeals process is available if the head of centre and candidate remain dissatisfied with the outcome of the Post Results Service and believe there are grounds for appeal.

Processing Requests
When a student enquires about a post results service they are to be supplied with the relevant application form and informed of the costs and deadline. Requests cannot be processed without payment.
Once the instruction has been received it should be logged using a template; one for access to scripts and a separate one for all other requests. The Application form is filed in alphabetical order in the section together with the log.
The request then needs to be entered on the exam board website.

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The log needs to be checked frequently to ensure that the requests have been acknowledged by the exam board.

Processing Responses

When a reply has been received from the exam board the student should be informed of the outcome together with the following:

- any scripts should be sent to the student or the teacher that requested them.
- any grade changes need to be updated on Sims and a refund issued for the cost. An updated Statement of Results needs to be issued to the student.
- Where there are no grade changes the student needs to be informed of their options to appeal should they wish to do so.
- The log should be updated with the outcome and copies of all correspondence kept on file.