



WOOLWICH POLYTECHNIC SCHOOL EXTERNAL APPEALS PROCEDURE

Policy on External Assessments for Qualifications with English Awarding Bodies

(Enquiries about Results – EARs)

Appeals against the results awarded for external examinations which are assessed by an Awarding Body are governed by the Joint Council for Qualifications procedures as set out in the 'Post Results Services' booklet. These apply to both written and practical examination components which are assessed by an external examiner:

Students may request one or more of the following post-results services:

Enquiries About results

- Service 1 – a clerical check (carried out by the Awarding Body to ensure marks have been added and recorded correctly)
- Service 2 – post-results review of original marking (a re-mark carried out by a senior examiner at the Awarding Body).
- Priority Service 2 – as for Service 2 but only available for GCE A level papers and completed within 18 days. NB This service is intended ONLY for students whose University place in September is dependent upon the outcome of the re-mark. It is only available for the June session. Requests must be made 7 days of the results publication.

Access to Scripts

- The provision of a photocopy prior to deciding whether to ask for a Service 2 re-mark. Requests must be made within 7 days of the results publication. This is *not available* prior to a Priority re-mark.
- The provision of a photocopy following the completion of a Service 2 or Priority re-mark. This must be requested at the same time as the re-mark.
- The return of an original script. This must not be requested if there is a possibility that a re-mark is required. Original Scripts are only returned by the Awarding Body after the re-mark deadline and may take several months to arrive.

Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of the results should follow the following procedure:

- Contact the Examinations Officer in person *as soon as possible*, within the key dates issued by JCQ, to discuss the mark/grade. The Examinations Officer will advise on the options available to query the mark or grade and the costs involved.

- Students should be aware that EARs can result in marks/grades being raised, confirmed or lowered. Students must sign a consent form to confirm that they understand the consequence of an EAR. Consent forms will be issued by the Examinations Officer.
- Students should consult their subject teacher to review their marks/grades and discuss with the Head of Department as appropriate to agree on the appropriate action taking into account the breakdown of marks, the grade boundaries and the student's predicted grades before signing the consent form and returning it to the Examinations Officer.
- Once a request for EARs has been made by the School it cannot be cancelled.
- The consent form should be given to the Examinations Officer before the published deadline for EARs. If the EAR is successful, the fee will not be billed
- The outcome following EARs will be forwarded by the Examinations Officer to the student as soon as they have been received from the Awarding Bodies. The Awarding Body will notify UCAS of any changes to grades for University applicants.
- If a student is still dissatisfied after receiving the outcome of an EAR, the JCQ has an appeals facility but such an appeal must relate to the Awarding Bodies procedures and must be made by the Head of Centre.