

Post-Results Services

Information and guidance centre → June 2024 and November 2024

Awarding body contact points

Awarding body	Online registration, submission and information Please submit requests online	Telephone number	Postal address (Only make enquiries by form if online applications are not possible)
AQA	Centre Service https://onlineservices.aqa.org.uk/	0800 197 7162	Where centres are unable to submit enquiries to the Centre Service, the headquarters of AQA by phone
CCEA	www.ccea.org.uk For information please email postresults@ccea.org.uk	Tel: 028 9026 1451	CCEA Clarendon Dock 29 Clarendon Road Belfast BT1 3BG
City & Guilds	www.cityandguilds.com For information please email technical.quality@cityandguilds.com	0300 303 53 52	Where centres are unable to submit enquiries online, the headquarters of City & Guilds by phone
OCR	In e-change www.ocr.org.uk To register please visit www.ocr.org.uk contact the OCR Customer Services Centre by phone	01223 553998	Where centres are unable to submit enquiries to the In e-change, the headquarters of the OCR Customer Services Centre by phone
Pearson	Edexcel Online www.edexcelonline.c75 BDC BT/T1Q 1 Tf8 O O 8 244.692 529.id cont8Ce/ _____ _____		

Contents

Section One: General

1. Introduction	1
2. Key dates and deadlines for the June 2024 and November 2024 series.....	2
3. Fees.....	3

Section Two: Reviews of Results (RoRs) and appeals

4. Reviews of Results (RoRs).....	5
4.1 Centre review in ability	5
4.2 Candidate concern	5
4.3 Review of Results	6
4.4 Submission frequency	9
4.5 Acknowledgement	10
4.6 Outcome frequency	10
4.7 Centre concern about the marking factor	10
4.8 Uniform Mark Scale (UMS) marking in graded GCE AS, A-level and GCSE qualification	11
4.9 Candidate malpractice.....	11
5. Appeals	12

Section Three: Access to Scripts

6. Access to Scripts (ATS).....	14
6.1 Arrangements for access to marked examination scripts	14
6.2	

Section One: General

1. Introduction

2. Key dates and deadlines for the June 2024 and November 2024 series

3. Fees



3. Fees

- 3.1 Fee for service (Acceptance, Scribble, clerical re-check, reissue of marking and reissue of m. de. r. i. n) are independent and published by a rating body.

Section Two : Reviews of Results (RoRs) and appeals

4. Reviews of Results (RoRs)

5. Appeals

4. Reviews of Results (RoRs)

4.1 Centre responsibilities

4.1.1 Rele an cen e a **must** be fill a a-e f he e-l e ce , incl ding he e bli hed deadline f e-le-ical e-check , e ie f ma-king and e ie f m de-a i n.

Cen e **must** make candida e a a-e f he a-angemen f e-le-ical e-check , e ie f ma-king and e ie f m de-a i n. e i e f e-l . Candida e **must** be e-ided i h e i n inf ma i n n he a-angemen .

Seni e membe- f cen e a **must** be a ailable candida e immedia el af e- he e blica i n f e-l ha e-l ma be di c ed, and deci i n made n he bmi i n f e ie f ma-king. Candida e **must** be inf med f he e-ri d d-ing hich cen e a ill be a ailable ha he ma lan acc-dingl .

F e in e-ri nal candida e , a a-ding b die ill **only** acce e e f e ie f ma-king f m cen e and n f m candida e e he i- a-en . Cen e **must** en e ha he ha e a e ce i n lace f e in e-ri nal candida e a eal he cen e' deci i n n e e a e ie f ma-king.

P-ri a e candida e a-e enc -aged bmi e e e f e ie f ma-king ia he i- cen e. H e e- , he ma bmi a e e di-ec l an a a-ding b d . P-ri a e candida e a-e i den i ed b he cen e hen bmi ing en e . A a-ding b die ill e hi inf ma i n alida e e e ha c me di-ec l f m candida e . The a a-ding b d ill ad i e e-ri a e candida e f he e ce f e ie f ma-king.

4.2 Candidate consent

4.2.1 Cen e **must** b ain e i n candida e c n en f e-le-ical e-check and e ie f ma-king, a i h he e e-ice candida e 'ma-k and bjec g-ade ma be l e-ed. **Failure to do so is considered centre malpractice.**

Candida e c n en f e-le-ical e-check and e ie f ma-king **must** be b ained af e- he e blica i n f e-l .

Candida e **must** be inf med ha he i- ma-k and bjec g-ade c ld g d n a ella and **must** e-ide he i- e i n c n en **before** a e e i bmi ed. (A gge ed f m f cen e e i incl ded a **Appendix A**. W-ri en c n en f m he candida e i al acce e-able b email.)

An nline e e e-ide c n ma i n he a a-ding b d ha he candida e' e i n c n en ha been b ained. (The bmi i n fa igned e e f m d e like i e.)

C n en f m e-mail f m candida e **must** be e ained b he cen e and ke f a lea i m n h f ll ing he c me f he-le-ical e-check e ie f ma-king e an b e e en a eal. The a a-ding b die e e- e he-igh e e ch d c men a i n.

4.2.2 W-ri en candida e c n en i **not** e e f e a e ie f m de-a i n. Candida e 'ma-k ma be l e-ed b he i- bli hed bjec g-ade **will not** be l e-ed i n he e-rie c nce-ri ed. H e e- , cen e h ld be a a-e ha a l e-ed ma-k ma be ca-ried f e a-d f e ce- i ca i n. F e am e, i f a n n-e amina i n a e men ma-k hich c n e- an AS a a-d (**unitised GCE AS qualification**) i l e-ed beca e fa e ie f m de-a i n, he AS g-ade ill be e e e d, b he l e- ma-k ill c n e- an b e e en A-le el a a-d (**unitised GCE A-level qualification**).

Cen e m he e f e en e ha candida e a-e made a a-e ha a ma-k f a NEA c m e n ma be l e-ed hich c ld a e c f e ce- i ca i n.

Centre are responsible for identifying the requirements of marking for an
candidate, before the marking process begins. The marking process
This should include all members of the marking team, before the

4.3.3 Priority Service 2 (Review of marking)

The service is available for externally assessed components of both unitised
and linear GCE A-level specifications. It is also available for Level 3 Vocational
and Technical qualifications.

This is a service that allows the original marking to be reviewed if
there has been an appeal.

A marking error can occur because of:

- an administrative error;

- a failure to apply the marking scheme correctly or a 'high' marking
error;

- an unreasonable exercise of academic judgement.

The awarding body will usually refer to the marking
appeal and conditions. Refer to **will not** re-mark the script. The
appeal process and error identified in the original marking.

If a GCE A-level or Level 3 VETQ candidate is thinking of having a Private Service 2 re-evaluation of marking, please refer to the relevant awarding body's website and the implications for the candidate of the criteria.

4.3.4 Service 3 (Review of moderation)

This service is for the original moderator when the awarding body has been found to be unreliable and candidate appeal is not a re-moderation of candidate work. The awarding body will have retained the original candidate work from the moderation and candidate appeal.

Please note that if a candidate's original award mark (candidate work name) has been accepted in a change of awarding body, this service **will not** be available.

Submit the request online.

Candidate consent is **not** required (see section 4.2).

The request **must** be submitted to the awarding body by **26 September 2024**.

The deadline for completion is 35 calendar days after the re-evaluation.

4.4 Submission of requests

Centres **must** submit requests online in accordance with the applicable procedures.

4.4.1 Centres **cannot** alter the original marking and must be addressed through the applicable procedures.

4.4.2 Where a centre is unable to do so in accordance with the applicable procedures, the centre **must** contact the individual applicable to the applicable procedures immediately by telephone.

4.4.3 Letters for centres **cannot**

4.5 Acknowledgement

- 4.5.1 All requests will be acknowledged within 7 working days.
- 4.5.2 If an acknowledgment is not received within the period, centres should request the request has not been received and **must** contact the awarding body **immediately**. Centres should always regularly check the progress of the request.
- 4.5.3 If contact is not made in line with the deadline for submission for the service, the awarding body is not obliged to proceed with the request.

4.6 Outcome of reviews

- 4.6.1 The outcome for each review will be confirmed by the review officer awarding body.
- 4.6.2 The awarding body will provide a reason for the decision for a review of marking. If the mark has changed, the reason will either be that an administrative error has occurred or the awarding body has applied the marking error. A marking error would occur where an examiner has not correctly applied the marking scheme or an error has occurred, i.e.
- if the 'right' mark is given in a task where the 'right' is 'wrong' mark;
 - if there has been an unreasonable error of academic judgement.
- 4.6.3 The awarding body will confirm the awarding body's decision in:
- no change to the original mark in the decision;
 - an increase in the original mark in the decision;
 - reinstatement of the original mark.
- For the awarding body will provide a reason.
- 4.6.4 Where a grade change and a certificate has been issued, a replacement will be issued holding the revised grade once the centre has received the original certificate the awarding body.
- 4.6.5 UCAS will be advised of any change in GCE and Level 3 VET grade. (Centres **must** familiarise themselves with UCAS arrangements : <https://www.ucas.com/advisers/?tile=tile-471>).



Section Three: Access to Scripts

6. Access to Scripts (ATS)

Centre must complete the following activities:
the activities of marketing; and/or
teaching and learning.

Centre **must** submit the online declaration by the relevant date.

The deadline for completion of teaching and learning is **26 September 2024**. Centre should be aware that the activities of marketing will not be available after **26 September 2024**.

Centre **must** be fully aware of the guidelines concerning the arrangements.

Centre **must**



6.3 Copies of scripts to support reviews of marking

6.3.1



Appendices

Appendix A – Clerical re-checks, reviews of marking and appeals – candidate consent form

Appendix B – Access to Scripts – Candidate consent form for access to and use of examination scripts

Appendix A – Clerical re-checks, reviews of marking and appeals – Candidate consent form



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 a clerical re-check, a review of marking 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 my school or college to submit a clerical re-check or a 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 a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded for this subject.

Signed: Date:

This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal.

Appendix B – Access to Scripts – Candidate consent form for