



KING WILLIAM'S COLLEGE

King William's College Post-Results Services and Appeals Policy

Issue date: 10/17

Review Date: 10/18

Jane Foxon (Examinations Officer)

Clare Broadbent (Deputy Head Academic)

KING WILLIAM'S COLLEGE
POST-RESULTS SERVICES AND APPEALS POLICY

1. Context and scope of the policy

- 1.1. This policy has been formulated in order to clarify the roles and responsibilities of all parties involved in making use of the Post Results services of the GCSE and IGCSE Examining Bodies, viz. AQA, Edexcel Pearson, OCR, CIE and CCEA.
- 1.2. This policy does NOT cover Post Results services related to the International Baccalaureate Diploma Programme, which are overseen by the IB Coordinator.

2. Services Available

2.1. GCSE, IGCSE and GCE examinations:

After results have been reported to candidates, a number of services are available from the Examination Boards. These vary slightly between awarding bodies, but include:

- 2.1.1. Clerical re-check. This consists of a check that no components of the qualification have been omitted from the final mark, and a check of the total marks stated. The candidate's answers are not checked by an examiner, and this type of query is only appropriate in the event of a suspected omission.
- 2.1.2. Review of Marking. In this type of review, the candidate's examination script is marked again by a more senior examiner. Marks can be adjusted up or down at this stage.
- 2.1.3. Access to scripts. It is possible to request the original script be returned. Scripts are not returned until the final deadline for requesting a review has passed.
- 2.1.4. Copy of candidate's script. In this the candidate will be supplied with a scanned copy of the marked examination script. Some examination boards only offer this service in conjunction with a Review of Marking.
- 2.1.5. Re-moderation of coursework. This service differs in that it cannot be requested for an individual candidate. If requested, the work of all candidates will be reviewed and re-marked. If this service is requested, the request must come from the Head of Department for the subject concerned, and have the support of the Deputy Head Academic. The cost will be borne by the Department requesting the service, and candidates and their families must be advised.

2.2. ECDL ONLY

2.2.1 Appeals must be made within 20 days of a test direct to BCS Appeals must be raised by the candidate, with the Exams Officer being informed for information purposes.

2.2.2 Quality Assurance for BCS – All invigilators will be observed during their first testing session by a registered member of staff. Observations will take place over the full duration of the test session and be recorded on the invigilator observation forms. These forms will be retained for audit purposes. Invigilators will thereafter be observed on an annual basis.

3. Procedure for requesting a review

- 3.1. Candidates and their families may identify particular examinations where they would like to make use of the Post Results services. They are strongly advised to consult with the subject teacher or Head of Department for advice and support.
- 3.2. All Post Results services requests will be co-ordinated by the Examinations Office. Awarding bodies will not accept requests from candidates and their families.
- 3.3. Post Results services have associated fees which will be charged to the candidate. Consequently **the Examinations Office will not process any requests without written consent from the candidate** (this is a requirement of the Joint Council for Qualifications). The Examination Office will advise the candidate what the charge will be. In the event of a grade being changed, the Examination Boards waive the charge.
- 3.4. The only exception to this is for a Re-moderation of Coursework. The Head of Department must obtain the written consent of all candidates affected and pass this to the Examination Office along with the written authorisation of the Head of Department. Fees will be charged to his/her Departmental budget.
- 3.5. When an Enquiry about Results is requested, it is not possible to supplement this by a later request for a review of another component of the same subject and qualification, or another type of review for the same subject and qualification. It is therefore the responsibility of the candidate and their parent/carer at the time of the request to make sure that the review they give consent for is the one that they require.
- 3.6. The Examinations Office staff will submit requests for Post Results services, and advise the candidates in a timely manner once the outcome of the review has been received.

4. Internal Appeals

- 4.1. It is a requirement of the Joint Council for Qualifications that Examination Centres have a written policy for internal appeals, in order to manage disputes in the event of a candidate disagreeing with a Centre decision not to support an enquiry about results.
- 4.2. In King William's College the policy is that, whilst the Examinations Office, Heads of Department and Deputy Head Academic will take an advisory role, ultimately the decision to press for one of the candidate-level Post Results services rests with the candidate and their parents/carers.
- 4.3. If the Head of an Academic Department takes the decision to ask for a Re-moderation of Coursework and this is contested by one of the candidates and their parents/carers, the re-moderation will not proceed.