Enquiries about Post-Results Services 2026/27

This policy is reviewed annually to ensure compliance with current regulations

Effective from 1 September 2026

Approved/reviewed by	C. Walker
Date of next review	September 2027

Key staff involved in the exams policy

Role	Name(s)
Governors	
Head of centre	**Gary Kynaston**
Exams officer line manager (Senior Leader)	**Connie Walker / Tim Bridle**
Exams officer (EO)	**Lucie Hrabankova**
ALS lead/SENCo	**Paulina Wajler**
SLT member(s)	**Chris Wilson, Hodo Isse, Jessica Adolphus, Shaun Flitton**
IT Staff	**Bekim Kastrati, D'mello Anthony**
Site Staff	**Anthony Raftery, Julio Pena Vera, Kamel Meziane**

Purpose of the policy

This document is produced in accordance with JCQ Post Results Services:

Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure must be made widely available. Centres must therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support an appeal, centres should take account of all relevant factors and afford candidates or their parents/carers a reasonable opportunity to express their views. Awarding bodies can only enter into discussions over appeals with centres and private candidates.

Hammersmith Academy s is committed to ensuring that all candidates have equal access to the range of post results services offered by the awarding bodies.

A senior member(s) of centre staff will be available immediately after the publication of results if you wish further assistance with examination results enquires.

Results day programme

Site staff

- Ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

Accessing results

Head of centre

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

Exams officer

- Informs candidates in advance of when and how results will be released to them for each exam series
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolves any missing or incomplete results with awarding bodies
- Issues statements of results to candidates on issue of results date
- Provides summaries of results for relevant centre staff on issue of results date

Post-results services

Head of centre

- Ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results

- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

Exams officer

- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above **Briefing candidates** and **Access to Scripts, Reviews of Results and Appeals Procedures**)
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and to collect candidate informed consent (**after** the publication of results) and fees where relevant
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

- Meet internal deadlines to request the services and gain relevant candidate informed consent
- Identify the budget to which fees should be charged

Candidates

- Meet internal deadlines to request the services
- Provide informed consent and fees, where relevant

Enquiries about Results

Requests for enquiries about results can only be made through the Exams Office and must be received by the Exams Officer in school, no later than **21 days** after the publication of GCSE results, to allow time for processing the request. The exception is Priority Service 2 request (only available if a GCE A Level candidate's place in higher education is dependent on the outcome) for which the deadline is **6 days** after the publication of GCE results.

- No request will be actioned without a fully completed Candidate Consent Form signed by the candidate (or with the candidate's email consent attached). Consent forms/emails must be retained by the centre for at least 6 months following the outcome of an enquiry or any subsequent appeal.
- No request will be actioned until appropriate payment has been agreed and received.
- Candidates are advised to discuss their result with the appropriate Head of Subject or a member of the Sixth Form Team before making a decision on whether to proceed with an enquiry.
- Enquiries about results can be instigated by:
    - The candidate, who must sign the consent form and pay the appropriate fee by the given deadline before the school will action the request.

    - The Head of Subject / Senior Leadership may agree that the department will fund an enquiry on the candidate's behalf. In addition to the candidate's consent the form must also be signed by the Head of Subject before being submitted to the Exams Officer.
- If the outcome of an enquiry about results is a change of grade the Exams Officer will arrange for the appropriate fee to be refunded to the candidate.
- The school will inform the candidate as soon as possible about the outcome of an enquiry about results.
- Candidates must be aware that the outcome of an enquiry is final and grades can go down, stay the same or go up. If the result is a downgrade the previous higher grade cannot be reinstated.
- In exceptional circumstance, in the event that the school and the candidate or their parent/carer disagree about actioning a post results service and all reasonable measures have failed to resolve the dispute, then an appeal must be made in writing to the Headteacher.

Access to Scripts

A 'script' refers to the written work of a candidate which has resulted in an externally assessed component. Arrangements for Access to Scripts do not apply to internally assessed components, orals or audio/video recording.

Conditions of Access to Scripts (ATS) service

Where teaching staff intend to use candidate's scripts, for teaching and learning purposes or as examples for other students, **prior written (or email) permission must be obtained from the candidates concerned.** This permission must be sought only after the candidates have received their results for the respective exam series. Candidates who grant their permission have the right to anonymity of their scripts before use. The centre's policy is that teachers using scripts for teaching and learning purposes must ensure that anything that can identify the candidate is removed before use.

A candidate has the right to instruct their centre not to use their scripts.

Scripts must **only** be seen by teachers who are members of staff at the centre or within a consortium of centres, or returned directly to the candidates. Centres must store scripts securely.
Where teachers have used scripts for teaching and learning purposes and no longer wish to retain them, the scripts must be disposed of in a confidential manner. In such cases script disposal must not take place earlier than the end of December of the exam series in case the awarding body requests the return of some scripts for research purposes.

Original hard copy scripts

The originals of scripts that are or have been the subject of any malpractice investigation can be withheld by the awarding body. In these circumstances, a photocopy of the scripts may be requested.

Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results.

Staff and candidates must be aware that original hard copy scripts must not be written on or otherwise tampered with ahead of the earliest date for disposal – 20th November of the exam series.
Candidate who have tampered with scripts, which may be needed to be retrieved for return to the awarding body earlier than this date, are liable to be penalised in accordance with the established JCQ policies and procedures relating to candidate malpractice.

An explanation of the post results services available:

EAR Service 1 - Clerical re-check

This is a re-check of all clerical procedures leading to the issue of a result. This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks;

If required, a copy of the re-checked script should be requested at the same time as the Service 1 clerical re-chek

EAR Service 2 - Post-results review of marking

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above;

If required, a copy of the reviewed script should be requested at the same time as the Service 2 review.

EAR Priority Service 2 - Post-results review of marking

This service is as Service 2. However, it is only available if a GCE A-level candidate or a Level 3 Principal Learning candidate's place in higher education is dependent on the outcome.

EAR Service 3 - Post-results review of moderation

This is a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. This service is not available to individual candidates. If the centre's controlled assessment or coursework marks have been accepted without change by an awarding body, this service will not be available.

ATS - priority copy of script (June only)

This service is to request a copy of a GCE or Level 3 Principal Learning script to help decide if an EAR service 1 or 2 should be applied for; this service is not available if an EAR priority service 2 is applied for.

ATS – original script (to support T&L)

This service is to request the original script to be returned. This service is available to individual candidates or centre staff (subject to candidate permission).

ENGQUIRIES ABOUT RESULTS AND APPEALS – Candidate consent form

HAMMERSMITH ACADEMY - 10382	
Name:	**Candidate No.:**
Email:	**Phone No.**

Information for candidates

The following information explains what may happen following an enquiry about a results and any subsequent appeal.

If your examination centre makes an enquiry about the result of one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is confirmed as correct and there is no possible change to your grade.
- Your original marks is raised so your final grade may be higher than the original grade you received.
- Your original marks is lowered so your final grade may be lower than the original grade you received.

Please note: YOU HAVE TO ACCEPT THE MARK THAT IS GIVEN AFTER THE RESULT HAS BEEN QUERIED

In order to proceed with the enquiry or appeal, you **MUST** sign the form below. This provides your consent to the enquiry or appeal being made.

I give my consent to the Head of the Examination Centre to make an enquiry about the result of the examination(s) listed below. In giving my consent I understand that the final subject grade and / or mark awarded to me following an enquiry about the result 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: ……..

	Subject	Component / Unit code	Cost £	Exam use
1				
2				
3				
4				
5				
TOTAL £				

ACCESS TO SCRIPTS – Candidate consent form for access to and use of examination scripts

HAMMERSMITH ACADEMY - 10382	
Name:	**Candidate No.:**
Email:	**Phone No.:**

	Subject	**Component / Unit code**	**Cost £**	**Exam use**
1				
2				
3				
4				
5				
TOTAL £				

☐ I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

☐ **If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number MUST be removed.**

☐ **If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.**

Signed: …….. Date: ……..