



Post Results Policy

Jumeirah English Speaking School

Post Results Policy

Centre Name	Jumeirah English Speaking School
Centre Number	91526
Date procedures first created	30/10/2023
Current procedures approved by	Stephen Green
Current procedures reviewed by	Richard Malpass
Date of next review	31/01/2025

Key staff involved in the procedures

Role	Name
Head of Centre	Shane O'Brien
Senior leader(s)	Stephen Green Richard Malpass
Exams officer	Marizane West
Other staff (if applicable)	Brendan Reilly

These procedures are reviewed and updated annually to ensure that Jumeirah English Speaking School deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in accordance with current requirements and regulations.

Reference in these procedures to GR and PRS refer to the JCQ publications **General Regulations for Approved Centres** and **Post-Results Services**.

Introduction

Following the issue of results, awarding bodies make post-results services available.

The JCQ post-results services currently available are detailed below.

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Reviews of Results (RoRs):

- Service 1 (Clerical re-check) - This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking) - This service is only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) - This service is not available to an individual candidate

Appeals:

- The appeals process is available after receiving the outcome of a review of results

Purpose of the procedures

The purpose of these procedures is to confirm how Jumeirah English Speaking School deals with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies in compliance with JCQ regulations (GR 5.13).

Details of these procedures are made widely available and accessible to all candidates by Candidates are made aware of all post result services in the candidate handbook, an email is sent to all candidates and carers explaining what post result services are available and how to let the exams officer know what service should be applied for on the behalf of the candidate.

The arrangements for post-results services

- Candidates must be made aware of the arrangements for post-results services prior to the issue of results (GR 5.13)
- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (PRS 4.3)
- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At Jumeirah English Speaking School:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results
- Candidates are also informed of the periods during which senior members of centre staff will be available/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking (GR 5.13, PRS 4.1)

Candidates are made aware/informed by email.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged

(where applicable) are provided by the exams officer. The exams officer will email all candidates about all post results services before the end of the exam season and how results can be accessed..

Dealing with requests

- All post-results service requests from internal candidates must be made through the centre (GR 5.13)

At Jumeirah English Speaking School the process to request a service is to contact the exams officer via email; who will provide a post results form that will need to be completed and signed. Once the form has been sent back to the exams officer, the enquiry for post results will be made through the relevant awarding body.

Candidate consent

- Candidates must provide their written consent for clerical re-checks, reviews of marking and access to scripts services offered by the awarding bodies after the publication of examination results (GR 5.13)

Jumeirah English Speaking School will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a clerical re-check, a review of marking or an access to scripts service is submitted to the awarding body
- Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded 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
- Only collect candidate consent after the publication of results
- Retain consent forms or e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal (PRS 4.2)
- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS 6.2)

Additional centre-specific actions:

Submitting requests

Jumeirah English Speaking School will:

- Submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ publication **Post-results services** (GR 5.13)
- Submit requests for appeals in accordance with the JCQ publication **A guide to the awarding bodies' appeals processes** (GR 5.13)
- Confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post-results services and regularly check the progress of the request online (PRS 4.5)

Additional centre-specific actions:

Dealing with outcomes

Jumeirah English Speaking School will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made

known to candidates as soon as possible (GR 5.13)

Candidates will be notified by via email about outcomes of post results.

Additional centre-specific actions:

Managing disputes

At Jumeirah English Speaking School any dispute/disagreement will be managed by clear information given at the start of the post results period, all candidates will be able to appeal in any way they want, we will however ensure that a paper trail of us advising against an appeal is hold on record. All candidates are are aware that marks can go up, come down or even stay the same. Head of departments will strongly advise against an appeal if a candidate is too close to a lower boundary. All post results would be on recommendation from Head of departments, if a candidate decides to make an appeal on their own advice we would let them..

Additional centre-specific actions:

Changes 2023/2024

No changes applicable.

Centre-specific changes