



Procedure for post-results service requests

This procedure is annually reviewed to ensure that it is in accordance with current requirements.

Effective September 2018

Next review date: September 2019

This procedure, confirms Welland Park Academy's compliance with JCQ's General Regulations for Approved Centres 2018-2019, and Post-Results Services section 4.1 that the centre will '*have in place a written procedure for how it will deal with candidates' requests....*', and that '*candidates must be made aware of the arrangements for post-results services before they sit any examinations....*'

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 check, a review of marking, a review of moderation or an appeal
- ▶ Understands that in the event of an awarding body initiating an *extended review of marking*, candidates' marks and subject grades may be lowered, confirmed or raised
- ▶ Ensures senior members of centre staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries.

Exams officer

- ▶ Provides information to candidates (including private candidates) of the post-results services available **before** they sit any examinations
- ▶ Publishes internal deadlines to candidates/staff for requesting the services to ensure the external deadlines can be effectively met.
- ▶ Provides the relevant forms required to process a post-result service request and collect candidate informed consent (**after** the publication of results) and fees where relevant
- ▶ Submits requests to awarding bodies to meet the external deadline
- ▶ Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- ▶ Updates centre results information, where applicable

SLT/Teaching staff

- ▶ Meet internal deadlines to request the services and gain relevant candidate informed consent
- ▶ Provide the exam officer with relevant candidate consent forms and script/unit/component information