



Policy Statements and Procedures

POST-RESULTS SERVICES

JUNE 2026

INTRODUCTION

The College is committed to ensuring that all examination results are processed accurately and that candidates have access to appropriate post-results services where concerns arise regarding examination outcomes.

This policy outlines the procedures for requesting post-results services, including clerical re-checks, reviews of marking, reviews of moderation, access to scripts, and appeals. It is based on the regulations and guidance issued by the Joint Council for Qualifications (JCQ) and the relevant awarding bodies.

The policy is published annually and is made available to candidates, parents, guardians and carers, and staff.

PURPOSE

The purpose of this policy is to:

- Ensure compliance with JCQ and awarding body regulations.
- Provide clear guidance on post-results services available to candidates.
- Ensure candidates are informed of their rights and responsibilities regarding post-results services.
- Establish a fair, transparent and consistent process for handling requests.
- Clarify the responsibilities of candidates, parents, guardians and carers, examinations staff and senior leaders.
- Support candidates in making informed decisions regarding reviews of results and appeals.

SCOPE

This policy applies to:

- All internal candidates entered for external qualifications through the College.
- Private candidates where applicable.
- All qualifications administered by the College that are subject to JCQ post-results regulations.
- Members of staff involved in examinations administration and post-results services.

The policy covers:

- Clerical Re-checks
- Reviews of Marking
- Reviews of Moderation
- Access to Scripts
- Appeals against awarding body decisions
- Internal appeals against college decisions relating to post-results requests

PRINCIPLES

The college will ensure that:

- Candidates receive clear information about post-results services before results are issued.
- Requests are managed fairly, consistently and within published deadlines.
- Written candidate consent is obtained where required.
- Candidates are informed that marks and grades may be lowered, confirmed or increased following a review.
- Confidentiality and data protection requirements are observed.
- Decisions are made in the best interests of candidates while maintaining compliance with awarding body regulations.
- All appeals are handled transparently and without bias.

RESPONSIBILITIES

The Head of Centre is responsible for:

- Ensuring compliance with JCQ regulations.
- Approving and maintaining this policy.
- Authorising appeals to awarding bodies where appropriate.
- Ensuring an internal appeals process is available.

The Examinations Officer is responsible for:

- Managing post-results services on behalf of candidates.
- Communicating key dates, deadlines and fees.
- Processing requests through awarding body systems.
- Retaining candidate consent forms and associated records.
- Monitoring outcomes and informing relevant staff and candidates.

The Senior Leadership Team will:

- Be available during results periods to advise candidates.
- Support decision-making regarding reviews and appeals.
- Ensure candidates have access to appropriate guidance.

Subject staff will:

- Provide professional advice to candidates regarding the likelihood of a review being successful.
- Assist in reviewing scripts where available.
- Support candidates in understanding potential outcomes.

Candidates are responsible for:

- Reviewing their results promptly.
- Seeking advice before requesting a post-results service.
- Providing written consent where required.
- Meeting published deadlines where required.
- Understanding that marks and grades may go down as well as up.

Parents, Guardians and Carers

Parents, Guardians and Carers may support candidates in understanding the process but cannot submit requests directly to awarding bodies.

CANDIDATE CONSENT

Written candidate consent must be obtained before submitting:

- Clerical Re-checks.
- Reviews of Marking.
- Appeals following a Review of Marking.

Candidates must acknowledge that:

- Marks may increase.
- Marks may remain unchanged.
- Marks may decrease.

Consent will be retained by the College for a minimum of six months following the outcome of the review or any subsequent appeal.

ACCESS TO SCRIPTS

Candidates may request access to examination scripts in accordance with awarding body regulations.

The college will:

- Obtain written consent before requesting scripts.
- Ensure scripts are used only for approved purposes.
- Maintain candidate anonymity where requested.
- Dispose of scripts securely when no longer required.

Scripts may be requested to:

- Support a review of marking.
- Support teaching and learning activities.

INTERNAL APPEALS PROCEDURE

Where a candidate disagrees with the College's decision not to submit a review of results or appeal, they may use the College's internal appeals process.

The internal appeal must:

- Be submitted in writing.
- State the reasons for the appeal.
- Be submitted within the timeframe specified by the College.

The appeal will be reviewed by a senior member of staff not previously involved in the decision wherever possible.

The outcome of the internal appeal will be communicated in writing.

APPEALS TO AWARDING BODIES

Following the outcome of a Review of Results, the College may submit an appeal to the awarding body where grounds exist under awarding body regulations.

Only the Head of Centre may submit an appeal on behalf of an internal candidate.

Candidates will be informed of:

- The grounds for appeal.
- Any associated fees.
- The possible outcomes.

FEES

Fees for post-results services are determined by awarding bodies and may change annually.

RECORD KEEPING

The college will retain:

- Candidate consent forms.
- Requests submitted to awarding bodies.
- Correspondence and outcomes.
- Appeals documentation.

Records will be retained in accordance with data protection requirements.

MONITORING AND REVIEW

The Principal, Senior Leadership Team and Examinations Officer are responsible for ensuring the College remains compliant with all applicable statutory and regulatory requirements. JCQ regulations place accountability for compliance with the Head of Centre and require appropriate resources and oversight to be maintained at all times.

Created	October 2025
Updated	June 2026
Next Review Date	October 2026