

International School of Creative Arts

Exams Post Results Policy & Procedures

Control Page

Document Title	Post Results Policy & Procedures	
Document Reference	ISCA 27	
Version	5.1	21/07/2024
Author	Executive Director	
Location	J:\9. POLICIES AND PROCEDURES\Approved	
Controller	Head of School	
Approved by	Senior Management Team	
Date of Adoption	September 2024	
Date of Next Review	September 2025	

Contents

1. Externally Assessed Exams (e.g. Maths & Languages)	1
1.1 Introduction	
1.2 The EaRs Procedure	
1.3 Priority Service	
1.4 Appeals against the Exam Centre	
1.5 Appeals against the Awarding Body	
2. Internally Assessed Exams (e.g. Art & design subjects)	3
2.1 Introduction	
2.2 The EaRs Procedure	
2.3 External Moderation	
3. Appeals relating to access arrangements and special consideration	4
3.1 Access arrangements and reasonable adjustments	
3.2 Special consideration	
3.3 Centre decisions relating to access arrangements, reasonable adjustments and special consideration	

Appendix A: Candidate Consent Form

Appendix B: Access to Scripts

The ISCA Post-Result Policy and Procedures complies and should be read together with:

- *JCQ Post Results Services Booklet*
- *JCQ Guide to the Appeals Process*

1. Externally Assessed Exams (e.g. Maths and Languages)

1.1 Introduction

- All Enquiries about Results (EaRs) for externally assessed exams must go through the Exam Centre (ISCA). Candidates may not contact the Awarding Body directly (Pearson, OCR, AQA etc.). If they do, they will be referred back to ISCA.
- All enquiries about results must be made in writing to the Centre Head no more than 4 days after the results have been published to candidates.
- Decisions to change results can only be made by the Awarding Body, not by the Exam Centre. The role of the Exam Centre is to decide if there are grounds for forwarding an EaRs to the Awarding Body for review.
- Before making an EaR, candidates should be made aware that marks and subject grades can also be lowered. If a decision is made by the Awarding Body to lower the grade, candidates cannot ask to revert back to the original grade.

1.2 The EaRs Procedure

There are 2 stages to the procedure:

Stage One

When ISCA receives an Enquiry about Results (EaRs) from a candidate, in the first instance it will request the Awarding Body to release the script of the candidate's answers so that it can conduct:

1. A clerical check in order to ensure that:
 - all parts of the exam paper have been marked
 - marks have been recorded/added up correctly
 - special consideration has been applied (where appropriate)
2. A review of the marking in order to check that the marking scheme has been applied correctly, there have been no administrative errors or the unreasonable exercise of academic judgement.

NB in order to access the scripts the school must have the written permission of the candidate. When sending ISCA the written EaRs, the candidate must include a signed Access to Scripts Form (see Appendix B).

Stage Two

If, after completion of Stage One, ISCA decides that there are grounds for pursuing the EaRs, it will make a formal request to the Awarding Body to conduct its own review of marking (see *JCQ Post Results Services Booklet* for details).

The request to the Awarding Body will be made within 10 days of receiving the EaRs from the candidate.

Before sending the EaRs to the Awarding Body, candidates will first be asked to complete Appendix A, authorising ISCA to proceed with the EaRs. This is to ensure that candidates are aware that marks and subject grades can be lowered as a result of the review, not just increased. If a decision is made by the Awarding Body to lower the grade, candidates cannot ask to revert back to the original grade.

If, after completion of Stage One, ISCA decides that there are NOT grounds for pursuing the EaRs, the candidate will be informed of the decision within 10 days of receipt of the initial EaRs.

1.3 Priority Service

The Awarding Body runs a priority service ONLY for candidates whose place in higher education is dependent on the outcome. If students wish to use the priority service, they must submit their EaRs to ISCA no more than 3 days after the results have been published. ISCA will respond within 3 days of receiving the EaRs.

Candidates must make it explicitly clear that the priority service is being requested.

1.4 Appeals against the Exam Centre

If a student is unhappy with a decision by Centre Head not to forward an EaRs to the Awarding body, they can appeal the decision by making a formal request in writing to the *Executive Director* to review the decision. The decision of the Executive Director is final.

If the decision is upheld, a report will be provided to the student explaining the decision.

An appeal must be sent to ISCA no more than 20 days after the results have been published. ISCA will respond to an appeal within 7 days of its receipt.

1.5 Appeals against the Awarding Body

Candidates cannot appeal directly against EaRs decisions made by the Awarding Body. All appeals must go through the Exam Centre and are made at the sole discretion of the Exam Centre (see *JCQ Guide to the Appeals Process* for details).

2. Internally Assessed Exams (e.g. Art & Design subjects)

2.1 Introduction

International School of creative Arts (ISCA) is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. ISCA is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

2.2 The EaRs Procedure

ISCA will:

- ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
- inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
- having received a request for materials, promptly make them available to the candidate. This will either be the originals viewed under supervised conditions or copies.
- provide candidates with sufficient time, normally at least five working days, to allow them to review copies of materials and reach a decision.
- Requests for a review of the centre's marking must be submitted within 5 days of the marks being released. They will not be accepted after this deadline. Requests must be made in writing to the Head of School and candidates must explain on what grounds they wish to request a review.
- allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
- ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- inform the candidate in writing of the outcome of the review of the centre's marking within 5 working days of submitting their request.

2.3 External Moderation

The outcome of the review of the centre's marking will be made known to the Head of Centre. A written record of the review will be kept and made available to the awarding body upon request. The centre will inform the awarding body if it does not accept the outcome of a review.

After the review period, marks will be finalised and submitted to the awarding body for moderation. The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that the centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

3. Appeals regarding centre decisions relating to access arrangements and special consideration

ISCA will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications Access Arrangements and Reasonable Adjustments and A guide to the special consideration process
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced.

3.1 Access arrangements and reasonable adjustments

In accordance with the regulations, ISCA:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process; submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations has the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

3.2 Special consideration

Where ISCA can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

3.3 Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include ISCA's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted within 10 working days of being informed about a decision.

To determine the outcome of the appeal, the Head of Centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal as soon as possible (aiming for within 5 working days) from the appeal being received and logged by the centre.

Appendix A



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

ENQUIRIES ABOUT RESULTS AND APPEALS

Candidate consent form

Information for candidates

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

If your school or college makes an enquiry about a result, (a review of the original marking) and a subsequent appeal, for one of your examinations after your subject grade has been issued, there are three possible outcomes:

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

In order to proceed with the enquiry about results, you must sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the enquiry about results being made.

Candidate consent form

Centre Number	Centre Name
Candidate Number	Candidate Name

Details of enquiry (Awarding Body, Qualification level, Subject title, component/unit)

.....

.....

I give my consent to the head of my examination centre to make an enquiry about the result of the examination(s) listed above. In giving 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:

This form should be retained on the centre's files for at least six months following the outcome of the enquiry about results or any subsequent appeal.

Appendix B



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

ACCESS TO SCRIPTS

Candidate consent form for access to and use of examination scripts

Centre Number	Centre Name
Candidate Number	Candidate Name
Subject	Component/unit code

☐ 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:**

This form should be retained on the centre's files for at least six months.