

Enquiry About Results (EAR's) Policy 2017/18

These procedures are reviewed annually to ensure compliance with current regulations

Approved/reviewed by

Mark Roberts

Date of next review

September 18

Key staff involved in an Enquiry about Results

Role	Name(s)
Head of centre	Roland Gooding
SLT members	Mark Roberts
Exams officer	Siobhan Hurl
Subject Heads	Subject Heads

EARS Policy (Enquiry about Results) – Appeal an Exam Result

The EARS policy has been written to comply with JCQ regulations and to ensure a consistent and effective response in the event of an Access to Results application.

Overview

You can challenge the result of an exam or qualification if you think it is wrong.

GCSE and A Level

Upon publication of results if you are concerned with a particular subject you should initially discuss the results with your subject teacher who may have access to the grade boundaries. It is not always possible for grade boundaries to be available on Results Day.

In the second instance, contact the Exams Officer to get an exam result looked at again, this is called 'making an enquiry about results'.

Make an Enquiry about Results (EAR)

You can ask for your work to be rechecked or looked at by a Senior Examiner if you think there's been a mistake in either the working out of the result, or the mark you got for your exam. This is also called 'Making an Enquiry'.

There are two services available for candidates to request:

1. 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.

The outcome of the re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

Only Service 1 clerical re-checks can be requested for objective tests (multiple choice tests).

2. Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It is not a re-marking of the candidate's script.

The awarding body will have trained its reviewers to conduct reviews of marking accurately and consistently. Reviewers will not re-mark the script. The service is available for externally assessed components of both unitised and linear specifications.

This service will include:

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

The school will cover the costs of all individual Post Results Services if it is in agreement that an enquiry should be made. The consent form for completion is obtained from the Exams Office. This must be completed before an application can be made.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the **Internal appeals form** within 5 days of returning to school in September or within a week of receiving their results at any time of the year.

The appellant will be informed of the outcome of his/her appeal within 5 working days of the candidate appeals deadline.

If the grade improves there will be no charge.

The mark will be changed if the reviewer thinks it's wrong.

It is very important to realise the new mark may be higher or lower than the original which is why the consent form must be read and signed prior to any new application.

The deadline dates for all Post Result Services are detailed on the Post Results Services information sheet on the website. (<https://www.gov.uk/appeal-exam-result/make-enquiry>)

Appeal a Review. You can make an appeal to Ofqual if you're not happy with the outcome of the review resulting from making an enquiry. You must make an appeal via the Exams Officer or Head of Centre. You need to appeal within 14 days of getting the result of a review. A hearing will take place within 2 months. The school and exam board will present their cases. Ofqual may ask the exam board to reconsider the case – the school will be told the outcome of the hearing within 2 working days. If the appeal is unsuccessful there will be cost implications. (<https://www.gov.uk/appeal-exam-result/appeal-a-review>) CRO/14/

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)

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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.