



DURLSTON
PREP & SENIOR SCHOOL

8.13 Examinations Results Day,
Post Results Services, Issue of Certificates & Retention
procedures

Roles & Responsibilities

Managing results day

Senior leaders

- Identify centre staff who will be involved in the main summer results day(s) and their role
- Ensure senior members of staff are accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

Exams Officer

Works with senior leaders to ensure procedures for managing the main summer results day. ie a results day programme is in place.

Site Staff

- Ensure the centre is open and accessible to centre staff and candidates as required for the collection of results

Accessing results

Head of centre

- Ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates
- Understands that it is not permitted to withhold provisional results from candidates under any circumstances

Exams officer

- Informs candidates in advance of when and how results will be released to them for each exam series
- Accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body
- Resolves any missing or incomplete results with awarding bodies
- Issues statements of results to candidates on issue of results date
- Provides summaries of results for relevant centre staff on issue of results date

Post-results services

Head of centre

- Is familiar with the JCQ document Post-Results Services
- Ensures the centre's internal appeals procedure clearly details the procedure to be followed by candidates (or their parents/carers) appealing against a centre decision not to support an application for a review of results or an appeal
- Ensures that senior members of centre staff are available immediately after the publication of results
- Understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate consent is required as marks and subject grades may be lowered, confirmed or raised)

Subject head/lead

- Provides relevant support to subject teachers making decisions about reviews of results

Exams officer

- Is aware of the individual post-results services available for externally assessed and internally assessed components as detailed in the JCQ document Post-Results Services
- Provides information to candidates and staff on the services provided by awarding bodies and the fees charged
- Publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- Provides a process to record requests for services and to collect candidate informed consent (**after** the publication of results) and fees where relevant
- Ensures any requests for post-results services that are available to centre-assessed work are submitted online via the awarding body secure extranet site to deadline
- Submits requests to awarding bodies to meet the external deadline for the particular service
- Tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- Updates centre results information, where applicable

Teaching staff

- Provides advice and guidance to candidates on their results and the post-results services available

- Provides the exams officer with the original sample or relevant sample of candidates' work that may be required for a review of moderation to the internal deadline
- Meet internal deadlines to request the services and gain relevant candidate informed consent
- Identify the budget to which fees should be charged

Candidates

- Meet internal deadlines to request the services
- Provide informed consent & fees where relevant

Post Results Services (PRS)

If a candidate wishes to discuss their results further in the first instance, they should contact their subject teacher. After a discussion regarding their previously advised projected grades and subsequent result, the candidate & Durlston school may agree to submit any of the following post results service request;

- Access to a script (ATS)
- Review of marking: exam boards review their marking to ensure your work was marked accurately in line with the mark scheme
- Review of moderation: exam boards review the moderation of the coursework from your school or college to ensure it was done fairly, reliably and consistently
- Clerical re-check: exam boards re-check that all marks have been included and added up correctly.

The exam officer will provide a summary of all PRS, charges & contact details prior to the end of the summer term.

In the event any candidate wishes to proceed with an PRS request, they must contact the exam officer in writing/by email detailing their request, including full information relating to the subject and unit component codes as well as their reason for the review. The exam officer will clarify that Durlston school agree with the request and will issue the relevant application form for the candidate to complete. On return of all relevant forms and fees, the exam officer will submit the request online directly to the relevant exam board.

All candidates must be aware of relevant request deadlines (provided by the exam officer prior to the end of the summer term) and also be aware their subsequent grade may rise, remain the same or DECREASE.

Candidate Consent

Written candidate consent for clerical re-checks and reviews of marking must be obtained, prior to any submission.

Parents/Guardians are unable to act on the candidate's behalf for any PRS request

Candidates must be informed that their marks and subject grades could go down as well as up and must provide their written consent before a request is submitted.

Failure to obtain consent before a request is submitted to the awarding body is considered centre malpractice.

Prior consent/permission must also be obtained from any candidate where the centre intends to request the candidate's script(s).

Candidate consent to request a post-results service must only be obtained after candidates have received their results. (Written consent from the candidate is also acceptable by email)

Evidence of candidate consent must be retained for the required period.

Dealing with outcomes

Reviews of Results (RoRs)

The outcome of the review will be confirmed to the centre by the awarding body. The awarding body will provide a reason for the decision of a review of marking if the mark has changed. If the mark has changed, the reason will either be that an administrative error has occurred or there was a marking error.

Where the outcome relates to an individual candidate, the candidate should be informed as soon as possible.

Providing the candidate with a direct copy of the awarding body's outcome is normally sufficient as long as, and where applicable, details of the timeline for appeal is included within the outcome.

Access to Scripts (ATS)

A copy of the script will be provided/made accessible by the awarding body. Where a priority copy of the script has been requested/accessed to support a review of marking, note the urgency of providing the requester with the script so that there is sufficient time for the script to be looked at and a decision made if a review of marking will be requested before the final deadline.

Appeals procedure

Please refer to policy 8.9, 'Examination Internal Appeals Procedure.'

Certificate issue procedure and retention policy (Exams)

Introduction

Certificates are provided to centres by awarding bodies after examination results have been confirmed. Certificates always remain the property of the awarding bodies.

Purpose of the procedure/procedure

The purpose of this procedure/procedure is to confirm how Durlston School issues examination certificates to candidates and the procedure for the retention of any unclaimed/uncollected certificates in compliance with JCQ regulations.

Issue of certificates

Durlston School will:

- obtain and maintain accurate candidate contact information to ensure the correct and secure despatch of certificates (GR 5.14)
 - distribute certificates to all candidates without delay and regardless of any disputes (GR 5.14)
 - not withhold any certificate without prior permission from the relevant awarding body which will only be given in very exceptional circumstances (GR 5.14)
 - keep a record of the certificates that are issued (GR 5.14)
 - return any certificates requested by the awarding bodies as certificates always remain the property of the awarding bodies (GR 5.14)
- The receipt of certificates from awarding bodies and arrangements for the issue of certificates to candidates is managed by the Exams Officer.

Arrangements for the issue of certificates

- Exam Certificates are available in school for collection normally from the end of November, once all certificates have been sent in from the exam boards.
- Students are informed of this through the school website
- Students are expected to collect their exam certificates in person so that they can check all of the information shown on their certificates is correct and accurate (name, DOB, final grade etc).
- If all of this is in order then the student will sign and date a form which confirms that their certificates are correct and they have received them.

Candidates are informed of the arrangements for the issue of certificates as follows:

- Students are informed of the exam certificate collection procedure when they collect or receive their exams results.
- Once certificates are ready for collection students are reminded of the procedure via the school website.
- Where unable to claim/collect certificates under the normal arrangements candidates may arrange for certificates to be collected on their behalf by providing the exams officer with written permission/authorisation. Authorised persons must provide ID evidence on collection of certificates.

Record of issued certificates

- Records of certificate receipts are kept for 5 years

Retention of certificates

Durlston School will:

- retain all unclaimed certificates under secure conditions for a minimum of 12 months from the date of issue (GR 5.14)
 - destroy any unclaimed certificates after retaining them for a minimum of 12 months (GR 5.14)
 - destroy certificates in a confidential manner or may return them to the respective awarding body (GR 5.14)
 - retain a record of certificates that have been destroyed for four years from their date of destruction (GR 5.14)
 - (where applicable) inform candidates that some awarding bodies do not offer a replacement certificate service and in such circumstances the awarding body will issue a Certifying Statement of Results which will provide an accurate and complete record of results for all qualifications covered by the original certificate (GR 5.14)
- The retention of unclaimed or uncollected certificates is managed by the Exams Manager.