



The Windsor Boys' School

Enquiries about Results Procedure

If a candidate wishes to query a result, they must do so as a matter of urgency. Awarding Bodies set very strict deadlines for any enquiries. These deadlines and associated costs will be published on results days.

Any query should first be discussed with the appropriate subject teacher.

The following Enquiries about Results (EAR's) are available:

- Service 1 – Re-check of all clerical procedures leading to a result
- Service 2 – Post-results review of the original marking to ensure the agreed mark scheme has been applied correctly
- Priority Service 2 – review completed within 18 calendar days (only available for Advanced level results if the candidates place in further/higher education is dependent on the outcome)
- Service 3 – Post-results review of moderation to ensure the assessment criteria has been fairly, reliably and consistently applied

The following Access to Scripts (ATS) options are available:

- A photocopy of scripts after Service 1 or service 2 has occurred
- Advanced level students will be able to apply for a photocopy of a script prior to lodging an EAR. A copy of a script cannot be requested if a candidate wishes to proceed with Priority Service 2.
- Original scripts can be returned

The Exams Office should be approached by either the teacher or student to submit the EAR or ATS request.

For all EAR's the candidate must complete a Post Results form. This confirms that the candidate understands that the remark may result in the original mark being lowered as well as raised.

If a student is to query a result then appropriate payment, in the form of a cheque or cash, must be provided to the Exams Office, before the enquiry can be submitted. The

cheque or cash will be held securely by the Exams Office until the enquiry has been finalised. If the EAR results in the original overall certification grade remaining unchanged then a charge will apply and the candidates' fee will be banked. If the original certification is amended then there will be no charge and the fee will be returned to the student.

Any Service 3 EAR's should be requested by the teacher using the appropriate paperwork from the Exams Office. No candidates consent is required.

The outcome of the EAR will be communicated to the original requestor