

## **POST-RESULTS SERVICE FOR EXTERNALLY ASSESSED GCSE COMPONENTS**

- All enquiries about results must be managed by the school. The Exam Boards do not deal with enquiries directly from parents.
- Initial concerns about results should be referred to the Examinations Officer within the first week of term in September or immediately on receipt of results at other times of year.
- The Exam Boards offer a clerical re-check service or a full re-mark. Fees for these services are set annually.
- If the student/parents/carers initiate the request for post-results services they will be asked to pay these fees to the school before the request is submitted. The fees will be refunded in full if the appeal results in a change of grade.
- Candidates must give written consent for a clerical re-check or re-mark before an application is submitted. They must understand that their grade might go up or down as a result of a re-mark / re-check and they will be informed of this when consent is requested.
- The Exams Officer will normally consult with the Head of Department to see how far away a student is from a grade boundary and will advise the student and his/her parents/carers accordingly.
- The deadline for submitting Enquiries about Results to the Exam Boards is mid-September and their target for completion is within 35 days of receiving the request.
- If the school decides to appeal about results for one or a group of students, they will first seek the permission of the students. In this case the school will pay any fees incurred.