



Tonbridge Grammar School

Enquiries About Results (EAR) Policy

| | | |
|----------------|---|-----------|
| Review Period: | This policy is reviewed annually to ensure compliance with current regulations. | Annually |
| Reviewed by: | S Dawson (Examinations Officer) | June 2024 |
| Approved by: | J Bishop (Assistant Headteacher) | July 2024 |

The school is able to apply to the Awarding Body for the following:

- **'Enquiries About Results'**. A review of marking has three possible outcomes:
 - o the mark can rise;
 - o be re-confirmed as correct;
 - o or fall.

- **'Access to scripts'** - the school can apply to the Awarding Body to have your script returned.

The Awarding Bodies charge a fee for these services. A letter including information regarding deadlines and fees will be provided on results day.

Enquiries about Results (EARs) - Procedures

Any student who wants to query a mark/grade awarded by an Awarding Body upon issue of results should follow the following procedure:

1. Contact the Examinations Officer or Subject Teacher who will advise on the options available to query the mark/grade, the deadlines and the costs involved.

2. Candidates must be informed of the possible outcomes of a review of marking and provide their written consent before an application is submitted. Consent forms will be issued by the Examinations Officer. When making an EAR request candidates can request an option which includes a copy of the reviewed script.

3. The EAR consent form, plus payment for the fees must be submitted to Exams Officer before the published deadline for EARs
4. NB - Fees are charged per unit/exam
5. The Examination Office must submit requests on-line via the awarding bodies' extranet sites. Enquires are logged on a spreadsheet.
6. The Awarding Body will acknowledge the application within 7 working days. If an acknowledgement is not received within this period, the Examination Officer will contact the awarding body immediately. The Exam Officer will also regularly check the progress of the application.
7. Outcomes following EARs will be forwarded by the Examinations Officer to the student as soon as they have been received from the Awarding Bodies: outcomes are usually provided electronically, so please ensure a current email address is on the EAR consent form (if leaving TGS please provide a non-school email address).
8. Where a grade changes and a certificate has previously been issued, once the centre has returned the original certificate to the awarding body a replacement will be issued showing the revised grade.

'Access to scripts'

A candidate has the right to instruct their centre not to request their script(s). Prior written permission must therefore be obtained from any candidate where the centre intends to request his/her script(s).

Once an awarding body has returned an original hard copy script to a centre or a private candidate, its security is compromised and it can no longer be subject to an enquiry about results.

Centres **must** store scripts securely.

Centre responsibilities

- Centres must make candidates aware of the arrangements for Enquiries about Results before they sit any examination(s).
- Senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed and advice given on options and processes available, should a candidate wish to query results. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly.
- Centres must obtain written candidate consent for clerical checks and mark reviews, as with these services candidates' marks and subject grades may be lowered. Failure to do so will be considered centre malpractice.
- Consent forms or e-mails from candidates must be retained by the centre and kept for at least six months following the outcome of the enquiry about results or any subsequent appeal.
- Where the Head of Centre is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a further representation to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with an appeal will be based upon the centre's internal appeals arrangements. See the Internal Assessment Appeal Policy.

