



Post Results Services and Appeals Procedures

Approval and review:

This policy is the responsibility of: Head of Centre/Exams Office

This policy was approved by Rob Gerrard

This policy is due for review: Sept 2027

Post Results Services and Appeals Student Information

In school on Results Day, there will be teachers and members of the Senior Leadership Team (SLT) available to talk to students about their results.

If students have concerns regarding their overall subject grade after publication of results they must speak to a member of the exams as soon as possible. They will discuss your result and any concerns you may have with you.

If you are not able to do this in person, you can email the full details and outline of your concerns to exams@oakbankschool.co.uk.

There are a number of services that all Exam Awarding Bodies offer, which include reviewing the steps involved in awarding a grade or having access to a copy of your script. Further details of all services available can be obtained from the Exams team.

All post results service requests must be made through the school as candidates cannot apply for these directly to the Board. It is important that candidates should be aware that as a result of any enquiry, marks and/or grades may also go down or stay the same as well as going up.

You must sign a Consent Form before any service is applied for.

If you have any questions please speak to any member of the Exams team.

Post Results Services and Appeals

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If students have concerns regarding their overall subject grade after publication of results they must speak to a member of the exams team. If they are not able to do this in person, they can email the full details and outline of your concerns to exams@oakbankschool.co.uk.

If Staff have concerns regarding their subject grades they must get all requests authorised by SLT, prior to the EO making any submissions.

All post results service requests must be made through the school as candidates cannot apply for these directly to the Board. It is very important that teachers make candidates aware that as a result of any enquiry, marks/grades may also go down or stay the same as well as going up.

A Consent Form must be completed prior to any request being sent to the exam board.

Examining bodies have fees associated with the various forms of review. When considering whether to apply for post result services, candidates must be aware that:

- The final date for enquiries is 24th September so enquiries about results should be made as soon as possible.
- The school must support the application before an appeal is submitted and the candidate should discuss their issues with their subject teacher.
- If it is agreed that an enquiry is appropriate it will be submitted by the school.
- The candidate must sign to say they agree to this action.

In circumstances where the school does not consider the initial post results enquiry appropriate, the following internal process applies:

- The candidate should appeal against the decision not to support an enquiry, in writing, to the Head of Centre stating the reasons they believe the post result enquiry should be made.
- Upon receipt of the appeal, the school will arrange a meeting, at the earliest possible opportunity, with the candidate, their parent/guardian, the Head of Centre, and any other member of staff as requested by the Head of Centre.
- After hearing reasons for and against the enquiry, the Head of Centre will make a final decision on whether or not the school will support the application. The decision will be provided at that meeting and followed up in writing.

Appeals procedure following the outcome of a review of results (ROR):

Where a query is raised regarding the outcome of a post results review, whether by a member of staff or candidate/parent, the next steps are as follows:

Candidates, parents and/or carers are not permitted to make direct representation to an awarding body.

Appeals Procedure

1. All appeals against Exam Board decisions, relating to external exams, should be made in writing/email to the Head of Centre, within 10 days of the outcome of the post results service.
2. Subject to the head of centre's decision, this will allow sufficient time to process the appeal and submit to the awarding body within the required 14 calendar days.
3. The appeal should indicate the details of the issue with the Post results outcome and the reason for the appeal.
4. A meeting can be requested with the Head of Centre to discuss the appeal.
5. The appeal will be forwarded to the relevant Exam Board.
6. Awarding Bodies reserve the right to refuse to accept an appeal application at this point if there is no further evidence to consider and if the grounds for the appeal are weak or unjustified.
7. Final outcomes are communicated to all persons involved.