

## Post Results Services (RORs) - Remarks

Following the issue of results, awarding bodies make post-results services available, also known as reviews of results (RORs). Full details of these services, internal deadlines for requesting a service and fees charged can be provided by the exams officer on request.

The **final deadline** for a candidate to make their own personal request for a remark or any other post results service (ROR) is set by the awarding bodies and is final, candidates will not be able to request a remark after this date has passed.

Following GCSE Results Day on 25 August 2022 the Awarding bodies' deadline date for post results services (RORs) will be approximately 2<sup>nd</sup> – 3<sup>rd</sup> week of September 2022. The internal deadline date for a candidate to make their own personal request for a remark or any other post result service (ROR) is 2 calendar days prior to the awarding bodies' deadline date.

Candidates will need to pay the fee involved when making their own personal request for a remark or any other post results service. All remarks or other post result services (RORs) may result in the awarding bodies making changes to the candidate's marks and subject grades meaning the candidate's marks and subject grades may go down, go up or remain exactly the same.

Candidates are also informed of the arrangements for post-results services via the accessibility of the internal appeals procedures documentation on the school website.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Reviews of results (RORs) offer four services:

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking (remark)
- ▶ Priority Service 2 – priority review of marking (this service is only currently available with Pearson)
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent via a consent form is required in all cases before a request for an ROR service 1, service 2 or priority service 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.

If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate ROR fee to the centre, and make their own personal request for a remark or other post results service (ROR) after which a request will be made to the awarding body on the candidate's behalf.

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least 5 calendar days prior to the internal deadline for submitting an ROR.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting a review of results.