

INFORMATION FOR CANDIDATES

Enquiries about Results and Reviews of Marking

Normal post results services are available for the January 2024 exam series, including Clerical Re-checks, Reviews of Marking and Access to Scripts. Fees are payable at the time of request for all services. All requests must be made in writing by completing the appropriate form and submitted by the published Fullbrook deadlines.

The student's signature is required (confirming consent for the review) for all review of results services as marks/grades can remain the same, go up or down. Any change in marks/grades cannot be reinstated and the reviewed mark/grade must stand. The component fee will be refunded if the subject grade increases. The outcome will go directly to the Exams Office who will notify the student by email within one week of the receipt of outcome from the exam board.

Before requesting a review of results, students should read the information below and consult with their teacher or the head of faculty for the subject so they may make an informed decision about whether to request a review.

Clerical re-check (Service 1)

- This service will include the following checks;
 - That all parts of the script have been marked;
 - The totalling of the marks;
 - The recording of the marks.
- Exam Boards will complete clerical re-checks within 10 calendar days of receiving the request from Fullbrook.

Review of Marking (Service 2)

- This is a post-results review of the original marking to ensure that the mark scheme has been applied correctly.
- Reviewers **will not** re-mark the script (exam paper). They will only act to correct any errors identified in the original marking.
- A marking error can occur because of:
 - An administrative error;
 - A failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
 - An unreasonable exercise of academic judgement.
- This service will include;
 - The clerical re-checks as detailed in Service 1;
 - A review of marking as described above.
- Exam Boards will complete reviews of marking in the timeframe below;
 - Priority Reviews within 15 calendar days of receiving the request from Fullbrook
 - Non-priority Reviews within 20 calendar days of receiving the request from Fullbrook

The JCQ appeals process is only available following the outcome of a review of results and further information will be issued when Fullbrook email the review outcome to the student.

<https://www.jcq.org.uk/exams-office/appeals>

Internal Appeals Procedure and Policy

All requests for reviews must be submitted (and thus supported) by Fullbrook. We may recommend that a review (or subsequent appeal) is not in the best interest of the student, for example; where marks are too close to lower grade boundaries. In the event of Fullbrook and the student, or their parent/carer not being in agreement as to whether a review should be submitted, the Fullbrook Internal Appeals Procedure should be followed. This can be viewed within our Exams Policy (Appendix 6), available on the exams page of the website <https://www.fullbrook.surrey.sch.uk/exams/>.

Access to Scripts (ATS)

If you are considering a review of marking it is recommended that you first request a copy of your script so you may make an informed choice. For the Cambridge Technical January 2024 series, this service is offered free of charge for those considering a review of marking. Students must give their consent for Fullbrook to request and their script by completing the request form.

Deadlines & Fees

All requests must be made by the student (not the parent/carer) by completing the relevant form and submitting to the exams office. All requests should be sent from an email address that recognisably belongs to the student. Please email requests and completed forms to exams@fullbrook.surrey.sch.uk.

Service	Deadline for requests	Fees
Access to Scripts	Tuesday 19 March 2024	Free
Service 2 – Review of Marking	Tuesday 16 April 2024	£61.50
Service 1 - Clerical Re-check	Tuesday 16 April 2024	£10.75

All fees must be paid at the time of request and in advance of Fullbrook submitting requests for reviews or copies of scripts to the exam board. Payment can be made by cash, cheque or BACS.

All BACS payments must have the following reference so they can be identified:

EXAMS your CANDIDATE NUMBER and your LASTNAME (or as much of your last name as the character limit allows).
 (Example: EXAMS1234SEDDON)

Sort code: 40-47-08 Account number: 42272822 Account name: Fullbrook

No student will be penalised due to inability to pay and, should this difficulty arise, please do not hesitate to contact the exams office in confidence (exams@fullbrook.surrey.sch.uk).

Please complete the relevant request form(s) if you would like to request a review of marking service or access to exam script(s).

All forms must be returned to the Exams Office via email by the published deadlines (exams@fullbrook.surrey.sch.uk). Requests received after the deadline will not be accepted.