

Enquiries on Results Service

Enquiries may only be made by the Head of the Centre on behalf of candidates or parents. All enquiries about results or about the conduct of examinations must only be made to the Graded Qualifications Alliance.

All applications for enquiries about results will be acknowledged within 7 working days of receipt. If you have not received an acknowledgement within this period you should inform GQAL Head Office immediately.

General Information

Three levels of enquiries are available to centres that have entered candidates for GQAL Awards.

1. Clerical Re-check

A full clerical re-check including the provision of a statement of the marks by assessment construct for an individual candidate.

2. Review and re-mark

A review of the mark records and a re-mark of the examination for an individual candidate by the Independent Assessor a full clerical re-check and statement of marks by assessment construct.

3. Review and moderation

Review and moderation of all the mark records for a group of candidates, by a moderator together with a full clerical re-check and statement of marks by assessment construct.

Centres should bear in mind that in the event results are deemed to be correct as issued there is a charge made for this service.

Only one review and re-mark will be allowed for each candidate's result. Centres may, in addition, request a review and moderation of all the mark records for a group of candidates.

Applications for enquiry about results services

Applications for enquiry about results must be:

- (a) Submitted to the Graded Qualifications Alliance by the Head of Centre responsible for the candidate's entry;
- (b) Submitted within two weeks of the receipt of the results. *(Centres are advised that they should submit enquiries as soon as possible after the results have been issued. Requests received after the time allowed will not be accepted);*
- (c) Accompanied by a consent form and where needed a letter stating the reasons for the enquiry.

The Graded Qualifications Alliance will not consider:

- (a) Any telephone requests for enquiries about results;
- (b) Any direct requests for enquiries from candidates or their parents

Outcome of Enquiries about Results

The Graded Qualifications Alliance will provide written notification to the centre of the outcome of the enquiry. If the outcome of an enquiry is considered by the Graded Qualifications Alliance to bring into question the accuracy of the results for other candidates in that or other groups, the outcome of the original enquiry will be notified to the centre and the Graded Qualifications Alliance will extend the enquiry to include any other candidates who may have been affected. The centre(s) will be notified of the further investigation and the outcome.

As a consequence of a change in the Final Award of Pass the Graded Qualifications Alliance will:

- (a) Notify the centre at once in writing;
- (b) Make no charge for, the candidate enquiry fee where a grade is amended or, in the case of the review and moderation service, charge a proportion of the total fee as is appropriate to the circumstances;
- (c) Issue a revised statement of results and/or issue a revised certificate where necessary, when the original certificate has been returned.

In cases where a clerical check, review, re-mark or moderation reveals inaccurate marking or a clerical error, marks may be confirmed, lowered or raised and the award of a Pass, Merit or Distinction may also be confirmed, lowered or raised. Centres must advise candidates and or parents of these possible outcomes and the candidate's informed consent must be sought before any application is submitted. Please note that by counter-signing and submitting an application form the Centre confirms that the candidate and parent(s) are aware of the possible outcomes and has consented to the application. It is the responsibility of the Head of Centre to ensure that all candidates involved in enquiries about results are aware of and accept the possible outcomes of an enquiry.

DETAILED DESCRIPTION OF THE ENQUIRY SERVICES

1. Clerical Re-check

This will consist of the following:

- a) a re-check that all assessment constructs have been marked;
- b) a re-check that the marks have been properly transferred from the assessment documentation;
- c) a re-check that the marks for the award have been correctly recorded in the computer system;
- d) a re-check that any adjustments, if applicable, have been correctly applied;
- e) a re-check on the grade boundaries;
- f) a re-check on the application, where appropriate, of any allowances, e.g. those resulting from special consideration.

2. Review and re-mark

This will consist of the following:

- a) a clerical re-check consisting of items 1. A to F inclusive above;

- b) a check on the applicable Independent Assessor Standardisation Records and the Centre Standardisation Records;
- c) a review of the assessment documentation and the original marks awarded for assessment constructs undertaken against the approved mark scheme for the examination, by the Assessment Standards Officer who will confirm or amend the original marks.

3. Review and moderation

This is a review and moderation of all the mark records for a *group of candidates*, by a moderator together with a full clerical re-check and statement of marks by component and assessment category and consists of:

- a) a complete review, including clerical checks, by the Assessment Standards Officer and an independent expert, of all stages in the examination process prior to the issue of the results for a group of candidates.
- b) a check on the applicable Independent Assessor Standardisation Records, Centre Standardisation Records and Standardisation Archive Materials;
- c) a written report from the original Independent Assessor;
- d) the provision to the centre of report by the Assessment Standards Officer on the results of the review;
- e) the provision of the moderated Final Scores.

When a Review and moderation has been requested no request for a clerical check, review or re-mark of the examination results for an individual candidate entered for that group will be accepted.

Appeals to the Graded Qualifications Alliance against the outcome of enquiries about results

After the outcome of an enquiry about results has been reported, the Head of Centre may appeal against the decision. Appeals on behalf of an individual candidate or a group of candidates can only be made by the Head of Centre responsible for the entry. All appeals must be made in writing and in accordance with the requirements set out in the Appeals Procedure.

Alteration of final scores and awards following enquiries about results

For Graded Qualifications Alliance Awards the lowering of a subject grade following an enquiry or any subsequent appeal will only apply

- i. if the marks for an assessment construct are lowered;
- ii. if the enquiry is initiated by the Centre. If for any reason a review or re-mark is initiated by the Graded Qualifications Alliance, Final Scores can only be confirmed or raised.

It is therefore essential that any candidate involved in an enquiry or any subsequent appeal about a QCAL Examination is made fully aware of the potential outcomes. The Graded Qualifications Alliance strongly suggests that this information is made available to candidates in writing, and **require** that formal written consent is received from the candidate (if over the age of 18 years) or from the parent or guardian in the case of a minor. A suggested template for this purpose is available

from Head Office. Centres may adapt it for their own use, for example by incorporating the name of the School or College. A copy of the signed consent form should be sent when the enquiry about results is initiated.

By signing the application form for an enquiry the Head of the Centre is confirming to the Graded Qualifications Alliance that the candidate has been fully informed of the possible outcomes, and has given consent to the enquiry being made.

The consent of candidates is **not** formally required before an enquiry is made about the results for a group of candidates or examination session. However, the Graded Qualifications Alliance recommends that candidates should be made aware that the Centre intends to make an enquiry and that this may result in the Final Scores for any or all of the candidates involved, being confirmed, raised or lowered.

