



the ST LAWRENCE academy

Results Enquiries Policy

Within the academy we strive to create a learning environment, curriculum, experiences and relationships in which all individuals can find expression, be nourished and developed.

The academy commits itself to creating an environment for everyone that is characterised by our core values of Truth, Justice, Forgiveness, Generosity and Respect. These values have been used to determine this policy.

Options

For the individual candidate, there are two enquiry options:

- A clerical re-check (rarely requested), and
- A re-mark of the script (which is done by a chief examiner).

If a candidate wishes to query a result, there are clear procedures to be followed:

- Student and staff need to be involved
- Enquiries must be realistic
- Enquiries may raise problems, including a lowering of the mark or grade
- There are fixed deadlines.

This page also gives details of the likely cost of a results enquiry, and how you should communicate with the school.

Involvement of student and staff

The academy obviously checks for anomalies that might need investigation, but the onus is also on the candidate to indicate if there appears to be a genuine reason for thinking about a re-mark. One poor unit may well be counterbalanced by another excellent one so the candidate needs to consider the overall grade as the sole criterion. The candidate may be concerned because the college or apprenticeship offer has not been achieved and the lower grade will not be accepted.

Candidates should discuss concerns with the appropriate Subject Leader. If an enquiry is to be made, then the academy must handle all requests to the awarding bodies. Awarding bodies will not deal directly with candidates or parents. Deadline for re-mark requests will be published on the academy website and is around the **20th September at 17:00** at the Exam Board. The outcome could take 40 days – and occasionally longer – to arrive back.

If possible, the script can be previewed to see if a remark is sensible: providing it is ordered within a week of results day, then a photocopy can be obtained. This will show whether a remark is worthwhile or not.

Enquiries must be realistic:

At GCSE level for example if the grade band is 60 marks wide (A grade = 480; B grade = 420 and so on). Look carefully at the total mark. If the total is 450, this is 30 marks away from either edge of the grade boundary, and the chances of a new grade being achieved by re-marking a single unit are slim; it may even be mathematically impossible. On the other hand a mark of 477 is a much safer bet. Not only is there a reasonable chance of reaching 480, but also the re-mark would have to be bizarre for the total to fall out of the bottom of that grade, 57 marks away.

Warnings over enquiries:

Do not assume that a remark request will automatically change. In fact the mark is changed in less than 40% of the cases, and not all of those changes are upwards. In cases where marks go down, it may reduce the grade awarded.

Enquiries may be expensive, £35 per paper being typical. In some cases the fee is waived if the grade changes.

There are fixed deadlines:

Priority re-mark deadline – to be received by the awarding body within **a week** of the results being published. However as these requests must be submitted within a week of the results being published, there would be no time for a preview of photocopied exam scripts. The stated time scale for the outcome to be posted is up to 30 days.

Non-priority deadline – to be received by the awarding body by the *20th September*. Boards rigorously adhere to these dates. Result enquiries normally have to be agreed by the relevant Subject Leader. See below.

Fees

- Fees vary between the awarding bodies.
- In general the academy pays these.
- Grade changes are automatic and free if the certification grade changes. A re-mark will cost about £35 per unit at GCSE level.
- Re-marks are only available for GCSEs and other external assessments.
- The fee is waived if the new mark crosses a certification grade boundary (which is calculated on the basis that certification has been done, even if in reality this is not the case).
- A photocopied script costs about £13.
- Certification is free at the normal entry time.
- If certification is requested at any other time, the fee is about £40 and the process is slow.
- Generally we ask for fees in advance if the candidate has left the academy.

Staff Requesting Re-Marks

When teaching staff are convinced of the necessity to re-mark in order to move a student across a grade boundary, they should consult the Principal without delay. If the Principal is satisfied with the level of possible success, the academy will fund the re-mark. As the mark may also be downgraded following a remark, the student will be consulted and permission gained.

If a student requests a re-mark then staff should make their students aware of the following:

- Students wishing to query any exam result should discuss this with the Subject Leader who will liaise with the examinations officer without delay. Following discussion with their Subject Leader, the student may wish to pursue the request for remark. In this case, because the mark can go down, the request from the student must be formalised in a letter accompanied by a cheque for £35.00. This will be reimbursed in the event of the grade going up.

Review

In order to ensure that it reflects current best practice, this policy will be reviewed every year.

The next review date is: September 2015