



WALTHAM FOREST COLLEGE

GUIDANCE FOR STUDENTS & PARENTS

Results and Post-Results Services - Summer 2023

Centre Number: 13429



This guide is to help you to understand your results and the options available if you are not completely happy.

**You are required to read this document carefully
and retain it for future reference**

If you have **ANY** questions or problems, please contact the Exams Office,
Room 215 – exam@waltham.ac.uk

AFTER THE EXAMINATIONS

Results Day

BTEC Level 3 (and other Level 3 Qualifications) Results Day: Thursday 17th August 2023
from **8am – 12pm**

GCSE (and other Level 2 qualifications) Results Day: Thursday 24th August 2023 from **9am – 2pm**

On results day you will receive a 'Statement of Results'. **THIS IS NOT YOUR FINAL CERTIFICATE.**

You can read more about certificates later on in this document. Please note your certificate is important as many further education providers and universities will not accept your 'Statement of Results' as definitive proof of your qualifications.

Results CANNOT under any circumstances be given out over the telephone or via email.

POST RESULT SERVICES

Enquiries about Results (EaRs)

If you are unhappy with your grade you may wish to pursue an Enquiry about Results (EaRs). Once results are released the exam series enters the final stage of the exam cycle, known as post-results. This is the time awarding bodies make post-results services (PRS) available.

All EaRs should first be discussed with the relevant Department Head and/or Subject Teacher who will advise on the viability of such a request. If you would like to apply for any of the PRSs please complete the form found in Appendix A and submit to the Exams Office.

JCQ publish a guide to the Post-Results Services (PRS) on behalf of the JCQ awarding bodies. The current booklet for summer (June) 2023 is available on the JCQ website. You can view this document at the following web address: <https://www.jcq.org.uk/exams-office/post-results-services>

As well as this booklet, the awarding bodies publish their own administrative guidelines on post-results services. This information can be found on their public websites.

The post-results services available for summer 2023 are:

REVIEW OF MARKING (RoM)

Service 1:

Clerical re-check – This is a re-check of all clerical procedures leading to the issue of a result. This includes a check that:

- All parts of the script have been marked
- The totalling of marks is correct
- The recording of marks is correct

Service 2:

Review of Marking - Ensures that the mark scheme has been applied correctly. Marking errors may occur as a result of:

- An administrative error
- Failure to apply the mark scheme where a task has a 'right' or 'wrong' answer;
- An unreasonable exercise of academic judgement.

Reviewers will not re-mark the script. They will only act to correct any errors identified in the original marking.

Service P2:

This is a **priority** post-results review of the original mark to ensure that the agreed mark scheme has been applied correctly. It is the same as Service 2 only it is given priority over service 2 reviews and is typically available to level 3 candidates whose university offer is dependent on the outcome. If you have applied to university, even if you have not just completed a level 3 qualification, please let the exams office know that you require this priority service.

ACCESS TO SCRIPTS (ATS)*

ATS 1: A priority copy of the reviewed of clerically checked script. Script will only be received following the review/clerical check.

ATS 2: A priority copy of the script prior to a review or clerical check.

ATS 3: A non-priority copy of the original script to support teaching and learning.

Please bear in mind that the exam boards impose very strict deadlines for requesting these services. Also be aware that re-marks can lead to a result going down as well as up, and that the vast majority of re-marks produce no change or an insignificant alteration in the original result. We recommend that only students who are very close to a higher grade boundary request a review of marking.

In the College's experience it is rare for marks to change upwards by more than a marginal amount. However, the College reviews the marks of all students' achievement and will advise you if we feel there is an anomaly and that the paper should be remarked. In the

* Subject to availability from the Awarding Body.

event that we feel a number of candidates have been marked wrongly the college itself will request a remark of all those papers (with your agreement).

FEES

The awarding bodies charge fees for these services and information regarding these fees can be found in Appendix B. Please note however, that barring the administrative fee, any costs associated with a request for Service 1, 2 or P2 that results in your overall grade being increased, will be refunded.

For candidates who achieve a grade 3 but, are within 3 marks of having achieved a grade 4, the college will automatically apply for the Service 2 on the candidate's behalf and cover the fees associated with this service. In order for us to do this, we still require your consent by completion of the form at Appendix A. Once completed, you should either hand your form in to your teacher or directly to the Exams office, room 215. Permission will also be accepted via email, but your language should mirror the text for permission and consent in Appendix A. Please ensure you copy and paste this text into your email.

APPEALS

Following the outcome of a RoMs. The appeals process is available if you remain dissatisfied after receiving the outcome of a review of results. Reference should be made to the JCQ publication "*A guide to the awarding bodies' appeal processes*" which is available on the JCQ website. <https://www.jcq.org.uk/exams-office/appeals>

However, please be aware that appeals may only be submitted by the Head of Centre (the Principle). The Head of Centre may appeal if she [...considers that either:

- A marking or moderation (or a review of marking/moderation) error has occurred; or
- The awarding body did not apply its procedures consistently, properly or fairly

Appeals should focus on whether there is a marking error as defined by...] Ofqual regulations.

As such, this decision can only be made by the Head of Centre and not a candidate/parent. If you feel you may have an appeal that falls within this category you will need to write to the subject Head of Department stating the reasons why you believe one or both of the stated errors have taken place.

CERTIFICATES

Exam Boards issue examination certificates after Enquires about Results (EaRs) service has concluded. This is to ensure that any amended grades are correctly reflected on certificates.

If when you receive your certificate the grade shown is incorrect, the Exams Office will need to send it back to the examination board to request an amendment. So, if you require a replacement certificate, please bring your current certificate with you when visiting the exams office. This service is free of charge.

Current Students:

The Exam Boards usually issue certificates for general qualifications (i.e. GCSE) at the end of October. Once we have received your certificate, it will be available for you to collect from the Exams Office in Room 215.

Past Students:

Certificates for qualifications you may have completed prior to June 2023 are available for collection from the Exams Office, Room 215 from Monday to Friday between normal office hours. Certificates for general qualifications (i.e. GCSE) will not be available for collection until the end of October 2023.

If you are unable to visit the college to collect your certificate yourself, please complete the form in appendix C and submit this to the Exams Office. Alternatively, you can email your permission/postal request to Exams@waltham.ac.uk.

It may be possible for the college to post your certificate out to you, however, please note that if you opt to have your certificate sent out to you by post it will be sent via Royal Mail, 2nd Class, standard delivery and the college will not accept responsibility for certificates that are lost or damaged in the post.

JCQ regulations state that certificates should be kept for 12 months. If they remain uncollected, they may be disposed of securely. (See Appendix D).

Certificates are important documents. These days most educational institutions and potential employers will ask to see your original Certificates. Your statement of result will not suffice. If you lose or fail to collect your Certificates, you will need to obtain duplicates from the relevant examination board. In many cases, the examination board will only issue a Certifying Statement of Results; they no longer replicate certificates unless you can prove they were destroyed by theft, fire or flood. The cost of a replacement certificate or a Certifying Statement of Results can cost approx. £50 and above.

Resits

If you achieve a grade 3 you will be automatically be entered for a resit in the Autumn exam series (October/November).

If your grade is lower than a grade 3 you will need to re-take your GCSE course in the following year and resit your exams in summer 2024. Please note however, this

opportunity is only available if you enrol on a vocational course with the college in 23/24 academic year.

STATEMENT OF RESULTS EXPLAINED

Your Statement of Results lists ALL the qualification you have taken in the academic year 2022/2023. Please note, the examination boards are not currently able to display components grades/marks for all qualifications however, you may be able to obtain these marks from your teacher or the exams office.

BTEC Qualifications show grades denoting P for Pass, M for Merit or D for Distinction. Or any combination of these grades together. i.e. PM for PASS, MERIT; DD for Distinction, Distinction and so on. Where you see an Asterix (*) after any of these letters this denotes a star. So, for example you may see a grade of D*D* or D D*D* this star is similar to saying you have an A* which is the highest grade you can achieve for that qualification. The number of grades you receive per subject will depend on the qualification you have taken:

- ▶ Extended Diploma – three grades
- ▶ Diploma – two grades
- ▶ Certificate/Extended Certificate – one grade

For GCSE qualifications your grade will be represented by a number between 1 to 9. With 9 being the highest and 1 the lowest. U is 'Unclassified' meaning that you did not achieve enough marks to warrant a grade. The table below should help you to understand your grades.

How the new grades compare with old ones

Old grades	New grades
A*	9
A	8
B	7
C	6
	5 Strong Pass
	4 Standard Pass
D	3
E	2
F	1
G	1
U	U

Waltham Forest College



YOUR PERSONAL DETAILS. PLEASE NOTIFY THE EXAM OFFICE IF ANY OF THIS INFORMATION IS INCORRECT.

CANDIDATE STATEMENT OF RESULTS

Series: June 2023

Name: Jane Doe

Sex: Female

Date of Birth: 01/01/2023

Name on Certificate: Jane Doe

Student Reference: 101010101

ULN: 1010101010

UCI: 134290101010G

Candidate No. 0101

YOUR ULN OR UCI NUMBERS MAY BE REQUIRED BY UCAS OR OTHER EDUCATIONAL BODY

EXAM RESULTS

BOARD	LEVEL	QUAL CODE	TITLE	GRADE	POINTS/UMS
EDEXL	2	JLU81	BTEC DIPLOMA IN BUSINESS	D*M	120
AQA	GCSE	8300F	MATHEMATICS	7	100
EDEXL	FSK	CHVJ9	L1 MATHEMATICS	PASS	
AQA	GCSE	8700	ENGLISH LANGUAGE	5	M 150

VALUE GIVEN TO GRADE

YOUR GRADE/RESULT

SPOKEN LANGUAGE GRADE
PASS, MERIT OR DISTINCTION

PLEASE NOTE THIS IS **NOT** A CERTIFICATE.

YOUR CERTIFICATE WILL BE AVAILABLE IN THE AUTUMN.

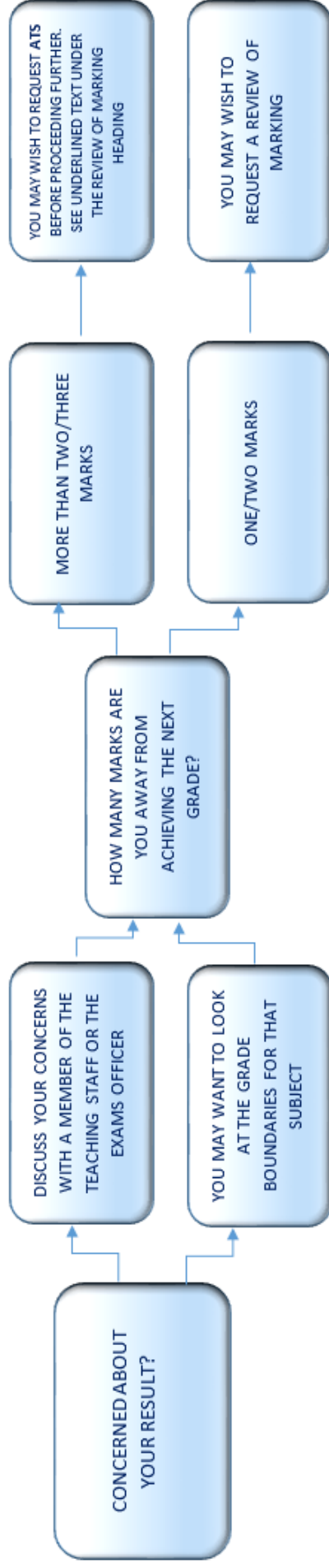
YOU CHANGE ADDRESS YOU MUST NOTIFY THE COLLEGE BY COMPLETING A CHANGE OF PERSONAL DETAILS FORM. YOU ARE REQUIRED TO DO THIS EVEN IF YOU WILL NOT BE CONTINUING STUDY AT WFC.

THIS FORM CAN BE OBTAINED FROM THE EXAMS OFFICE, ROOM 215. PLEASE ENSURE YOU BRING PROOF OF YOUR ADDRESS WITH YOU WHEN VISITING.

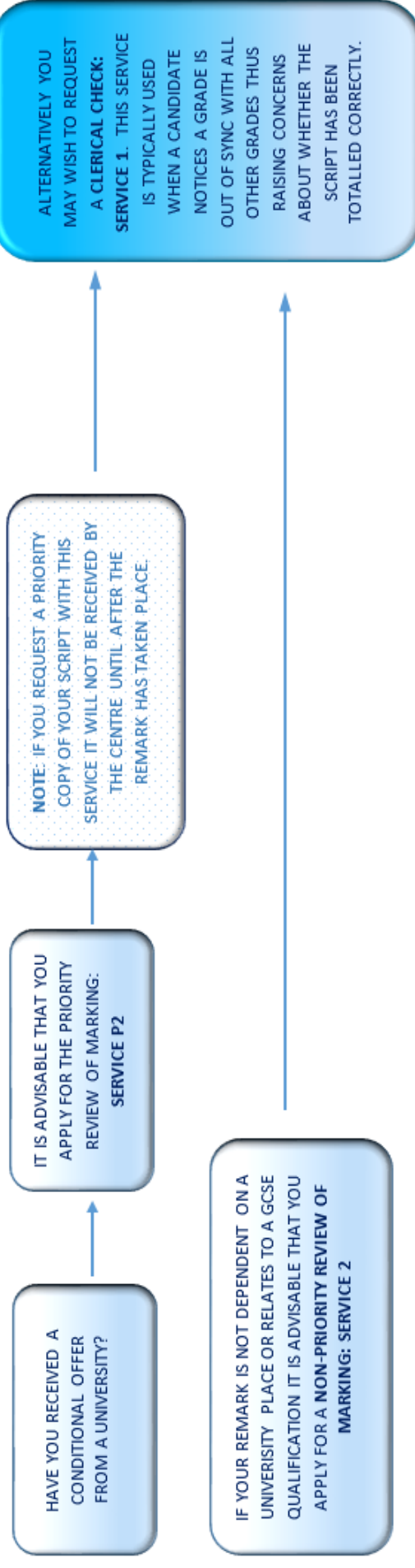
PLEASE **CHECK YOUR PERSONAL DETAILS** ABOVE INCLUDING YOUR DATE OF BIRTH AS THIS IS HOW THEY WILL APPEAR ON YOUR CERTIFICATE. IF YOU FAIL TO NOTIFY US OF ANY CHANGES BEFORE YOUR CERTIFICATE HAS BEEN ISSUED, YOU WILL BE LIABLE FOR THE COST OF ANY REPLACEMENTS.

WHAT POST RESULT SERVICE DO I NEED IF ANY?

STEP ONE



STEP TWO



APPEALS: FOLLOWING THE OUTCOME OF THE RELEVANT POST RESULT SERVICE THERE MAY BE A FURTHER RIGHT TO APPEAL, HOWEVER, THE DECISION TO APPEAL AGAINST THE OUTCOME OF A REVIEW LIES SOLELY WITH THE HEAD OF CENTRE (DR DOHERTY); USING VERY STRICT GUIDELINES ON GROUNDS THAT SPECIFICALLY RELATE TO ERRORS IN THE APPLICATION OF MARKING PROCESSES. IF YOU WOULD LIKE FURTHER INFORMATION ABOUT APPEALS YOU SHOULD SPEAK TO THE EXAMS OFFICER.



APPENDICES

Appendix A



Waltham Forest College

Post-Results Services: Request, Consent and Payment Form Summer 2023

To request a Review of Marking (RoM) and/or an Access to Scripts (ATS) service, complete the required information in the white boxes and sign and date the form to confirm consent/permission. A list of available services are listed overleaf with costs and submission deadlines.

Candidate number			Candidate Name		
Candidate email (ADDRESS WHERE OUTCOME TO BE SENT)			Candidate Phone No:		
Awarding Body	Qualification	Exam Code	Exam Title	Service No.	Fee
					£
					£
					£
					£
					£
OFFICE USE ONLY:					
ADMINISTRATION FEE: £5.00 OR £15.00					£
TOTAL:					£
PAYMENT RECEIVED BY: [-----] <input type="checkbox"/> CASH <input type="checkbox"/> CONTACTLESS <input type="checkbox"/> PAYMT REF NO. [-----]					

RoM Candidate consent statement and signature

I give consent to the Head of Centre to submit a clerical re-check or a review of marking for the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded for this subject.

By signing here, I confirm my consent to the above:

.....

Date/...../2023

ATS Candidate consent statement and signature

I consent to my scripts being accessed by my centre.

Tick ONE of the permission statements

- If any of my scripts are used in the classroom I do not wish anyone to know they are mine. My name and candidate number must be removed.
- If any of my scripts are used in the classroom I have no objection to other people knowing they are mine.

By signing here, I confirm my consent/permission to the above:

.....

Date/...../2023

POST RESULTS SERVICES (PRS) FEES PER COMPONENT/UNIT

SERVICES		GCSE	BTEC L1/2 Firsts, L2 Technicals & Level 2 Tech Awards	BTEC L3 BTEC Nationals	FSK	C&G Includes Technicals	DEADLINES
DESCRIPTON	NO.	AQA	PEARSON	PEARSON	PEARSON	CITY & GUILDS	PEARSON
CLERICAL RE-CHECK	1	£8.70	£11.90	£11.90	£11.90	£15.00	TUESDAY 26TH SEPTEMBER
REVIEW OF MARKING (INCLUDES COPY OF REVIEWED SCRIPT)	2	£40.35	£42.40	£42.40	£42.40	£50.00	TUESDAY 26TH SEPTEMBER
PRIORITY REVIEW OF MARKING	P2	£55.60 ¹	N/A**	£58.70	£48.70	N/A**	THURSDAY 24 TH AUGUST
ACCESS TO SCRIPT (ORIGINAL SCRIPT)	ATS	FREE*	FREE*	FREE*	FREE*	N/A**	WEDNESDAY 13 TH DECEMBER
ACCESS TO SCRIPT (PRIORITY COPY OF SCRIPT PRIOR TO REVIEW/CLERICAL CHECK)	ATS	FREE*	FREE*	FREE*	FREE*	N/A**	TUESDAY 26 TH SEPTEMBER
ACCESS TO SCRIPT (POST REVIEW OF MARKING/TO SUPPORT TEACHING & LEARNING)	ATS	FREE*	£13.10*	£13.10*	£13.10*	N/A**	TUESDAY 26TH SEPTEMBER

Please note, the above services (more than one service) are subject to an overall **administrative fee of £15.00**. A single service carries an **administrative fee of £5.00**.

* Access to scripts are subject to an **administration fee of £5.00** per script when requested as a single service. Exception: scripts are not available for City & Guilds

** Service is not available.

TIMELINES OF PRS ENQUIRIES

Service 1 – Usually within 10 calendar days

Service 2 – Usually within 20 calendar days (C&G 32 working days)

Service P2 – Usually within 15 Calendar days

ATS/ATS Priority – Usually within one week (if you have a university place pending, we advise you go straight to Service P2)

PLEASE NOTE: Any applications received after the above deadlines cannot be guaranteed to reach the relevant examinations board in time.

REFUNDS: Refunds will be given for any PRS that lead to an overall grade change. Any refunds due will be processed at the end of the post results services window.

¹ For GCSE, only available if university place is pending



Waltham Forest College

If you are not returning to the college after the summer holiday your certificates will be available for collection as follows:

Dates	1 st November 2023 ¹	Times	09:00am to 04:00pm Monday to Friday
Collection point	The Exams Office: Room 215	Identification must be provided on collection	

Checking certificates

On collection, you should carefully check that your personal information (name, date of birth, gender) is correct and that the correct final grade(s) issued to you is/are shown. You will be required to sign that you have collected your certificates and confirm they are correct. You can authorise somebody to collect your certificates, see permission section below.

Uncollected certificates

Will be retained in the Centre for up to a year after which time we are permitted to dispose of them. (See Appendix D).

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Candidate Permission Form 2023

Certificate Collection

Candidate name		Exam No:	
<input type="checkbox"/> I give permission for my representative [<u>insert name of parent or nominated representative here</u>] to collect certificate(s) on my behalf. I confirm that my representative will provide photographic ID for themselves as well as photographic ID for the student on whose behalf they are collecting these results.			
<input type="checkbox"/> Certificates should be sent to my home address*. I confirm that I am taking full responsibility in case of loss and/or damage of my certificates during the postal process			
Candidate signature		Date	

*Certificates will be sent out by Royal Mail, 2nd Class, standard delivery and only to the address held on record at the Centre. Any change of address should be notified through the official change in details process. The centre will not take responsibility for certificates that are sent to the wrong address or for certificates that are lost or damaged in the post.

This completed form should be returned to the **Exams Office** by **1ST December 2023**

¹ Some certificates may be available before this date. You can enquire about you certificate by contacting the Exams Office.



AQA City & Guilds CCEA Edexcel OCR SQA WJEC

Produced on behalf of: AQA, CCEA, Edexcel, OCR and WJEC.

Notice to Centres

Unclaimed Certificates

The Awarding Bodies have agreed to implement a standard procedure for dealing with unclaimed certificates.

Centres may destroy any unclaimed certificates by a secure method (for example by shredding or incineration) after holding them for a period of 12 months from the date of issue. A record of all certificates destroyed by a centre should be kept for a further period of four years from the date of their destruction.

Any queries concerning the destruction or secure disposal of unclaimed certificates should be directed to the awarding body that issued the certificates.