



**Social Arts for Education Enquiries About Results
Policy**

Updated May 2019

Enquiries About Results (EAR)

EARs may be requested by centre staff or the candidate following the release of results. All EAR requests must be signed by the candidate before applications are made by the Exams Officer. Copies of the signed request forms will be held on file. Candidates must be made aware that if they request a review of marking, this could potentially result in them receiving a lower grade than they initially had - therefore reviews of marking will only be recommended by SAFE staff in cases where a candidate was one or two marks away from an upper grade boundary.

The cost of EARs will be paid by the centre or candidate (depending on who the request was made by). Any request made by a student is payable in advance of the outcome.

All processing of EARs will be the responsibility of the Exams Officer following the JCQ guidance.

Access To Scripts (ATS)

After the release of results, candidates may ask subject staff or the Exams Officer to request the return of written exam papers. Centre staff may also request scripts for investigation or for teaching purposes. For the latter, the consent of candidates must be obtained.

An EAR cannot be applied for once an original script has been returned. The cost of ATS will be paid by the centre or candidate (depending on who the request was made by).

Processing of requests for ATS will be the responsibility of the Exams Officer.

This policy was updated on 09/05/19