



PROCEDURE FOR DEALING WITH ACCESS TO SCRIPTS, ENQUIRIES ABOUT RESULTS AND APPEALS 2026/27

Purpose of the procedure

This document is reviewed annually to ensure compliance with current regulations. West Lancashire College is committed to ensuring that all candidates have equal access to the range of post-results services offered by awarding bodies. This procedure is produced in accordance with JCQ Post-Results Services requirements and outlines procedures for Access to Scripts, Enquiries About Results, Reviews of Marking, Reviews of Moderation and Appeals. This procedure should be read in conjunction with the College Assessment Appeals Procedure and Internal Appeals Procedure.

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Services provided

The main services available are Enquiries About Results (EARs), Access to Scripts (ATS) and awarding body appeals. Fees are determined by individual awarding bodies. Candidates must be informed that grades may go up, stay the same or go down following a review.

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Conflict of Interest

Any member of staff involved in advising upon, reviewing or approving a post-results service request must declare any actual or potential conflict of interest and, wherever possible, must not have been directly involved in the original assessment process.

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Enquiries About Results (EAR)

Requests must be submitted in sufficient time to allow the College to meet awarding body deadlines for the relevant examination series. Written candidate consent must be obtained and retained for at least six months following the outcome of the enquiry or any subsequent appeal. Where the College funds a review, approval from the relevant Head of Subject or senior leader must be obtained.

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Internal Appeals

Where a candidate disagrees with a College decision not to support a request for a clerical re-check, review of marking, review of moderation or awarding body appeal, the candidate may use the College Internal Appeals Procedure.

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Awarding Body Appeals

The appeals process is available after the outcome of an enquiry about results has been reported. Appeals must be submitted in accordance with the current JCQ awarding body appeals guidance and within the timescales specified by the awarding body. Appeals must be made in writing, clearly stating the grounds for appeal. Only the Head of Centre may submit an appeal to an awarding body.

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Access to Scripts

Requests for scripts must be submitted in accordance with awarding body deadlines for the relevant examination series. Candidates must provide permission where scripts are to be used for teaching and learning purposes. Candidates have the right to instruct the College not to request their scripts.

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Disposal of Scripts

Scripts and copies of scripts must be disposed of securely and confidentially. Disposal must not take place before the date specified annually by the relevant awarding body. Staff must ensure that any scripts used for teaching and learning purposes are anonymised before use.

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- Updated title to current terminology.
- Cross-reference to Assessment Appeals and Internal Appeals procedures.

- Added conflict of interest statement.
- Added candidate right to use the Internal Appeals Procedure where support for a post-results request is declined.
- Removed obsolete 2018 disposal date.
- Replaced GCSE-specific deadlines with awarding body deadlines.
- Updated JCQ appeal guidance references.