

## What can I do if I suspect my results are incorrect?

Inform the exams officer that you want them to consider submitting an enquiry about results (EAR) to the awarding organisation that set your exam by completing the Post Results Services form that was in the envelope with your results. Only the school can submit an EAR request and it must be submitted by the deadline that is stated on the Post Results Services form.

**One** of the following three EAR services should be requested.

A **Service 1 EAR** is a clerical check to make sure that each question has been marked and all of the marks totalled correctly.

A **Service 2 EAR** (including priority Service 2) is a review of the original marking by a senior examiner and includes a clerical check.

A **Service 3 EAR** is a review of the original moderation of internal assessment (usually controlled assessment or coursework) to make sure that any adjustments made by the moderator were fair and appropriate.

## Is a university place at risk?

If your place at university depends on the outcome of an A level review of marking your school or college should submit a **Priority Service 2** enquiry before the deadline stated on the Post Results Services form.

Make sure that you do not forget to sign the Post Results Services form as this is your consent to send to the awarding organisation along with your EAR request.

## What can I do if my school or college and I are not satisfied with the outcome of the EAR?

Write to the exams officer and the Headteacher and ask them to consider submitting an appeal against the EAR outcome. This must be submitted to the awarding organisation within **14 calendar days** of your school or college receiving the outcome of the EAR. The appeals process has two stages.

**Stage one** of the appeals process is a preliminary stage and a review of the case by a member of the awarding organisation staff who has no previous involvement with the case.

Should a **stage two** appeal be necessary this will be heard by an appeal panel that will include at least one independent member. A stage two appeal must be submitted with **14 calendar days** of notification to the school or college of the outcome of stage one.

## If we are still dissatisfied is there anything else we can do?

If you are still dissatisfied after the awarding organisation appeals process has been completed it might be possible for the school to present a case to our Examinations Procedures Review Service. We must receive any application to the appeal within **three weeks** of the draft report detailing the outcome of the stage two appeal. This will be done at the discretion of the Headteacher.