

## Post-results services guide

If you have a query about the results of an exam or external assessment, we have a range of services available to centres:

- access to scripts
- clerical check
- review of marking or expedited review of marking
- review of moderation (non-external assessments only).

If you're a learner, please speak to your centre about the options available and they can speak to us about your next steps.

### i Looking for more information?

- [visit our post-results webpage](#)
- [request access to scripts](#)
- [find out more about appeals](#)
- [read our post-results FAQs](#)
- [contact our Customer Support team.](#)

### Missing results

If your learners' results are missing or show as incomplete, please contact our [Customer Support team.](#)

When accessing post-results services, please ensure that **learner consent is obtained prior to submitting** any request as grades may be subject to change following an outcome being provided.



# What services are available?

## Clerical check

If you believe that marks may not have been calculated or recorded correctly, you can request a clerical check. This includes a complete check of all clerical procedures to ensure that the marks or grades awarded to learners have been correctly recorded. Clerical checks also ensure all parts of the assessment have been marked and grade boundaries have been applied accurately. This is available for all qualifications.

### ⌇ Timescales

You'll receive a clerical check report which includes a breakdown of marks for the assessment within **10 calendar days**. For information on timescales for submitting your request to us, please see our [enquiries about results webpage](#).

## Review of marking

If you think an error has been made during the marking process for a learner, you can request a review of marking. A Chief or Lead Examiner will review the marking to determine if the mark scheme has been applied correctly and consistently. This service includes a complimentary clerical check.

### ⌇ Timescales for a review of marking

This service can take up to **20 calendar days** for completion. For information on timescales for submitting your request to us, please see our [enquiries about results webpage](#).

### ⌇ Timescales for and expedited review of marking

This service is only available for T Level qualifications, and we encourage Providers to use this option where a quicker response is needed. This service can take up to 15 calendar days for completion. For information on timescales for submitting your request to us, please see our [enquiries about results webpage](#).

## Access to scripts

The access to scripts service allows centres to request a copy of marked assessment papers including marks awarded for each answer. This service includes a complimentary clerical check and is available for T Level and V Cert qualifications.

For T Level qualifications where evidence is digital, access to the evidence, along with a separate breakdown of marks for each task is provided. Marks will not be visible on the actual evidence as the submission was made digitally.

### ⌇ Timescales

These vary depending on the qualification, and you can access these on our [access to scripts webpage](#).

# What services are available?

## Review of moderation

If your centre's internally assessed non-exam assessment (NEA) marks were adjusted during moderation, you may wish to request a review of moderation.

A review of moderation is a check on the original moderation to make sure the assessment criteria has been applied fairly, reliably and consistently.

There are three possible outcomes of a review of moderation:

- no change to the original moderation decision
- a correction to the original moderation decision
- reinstatement of centre's marks.

## ⏴ Timescales

Timescales: All requests must be received within **25 working days** of the results release date. Once accepted, a full review will be carried out and the decision will be emailed to the person who made the request within **25 working days** of the enquiry being accepted.

For T Levels, we also offer an expedited review of moderation – requests must be submitted within 5 working days of receiving results and outcomes are provided within 10 working days.

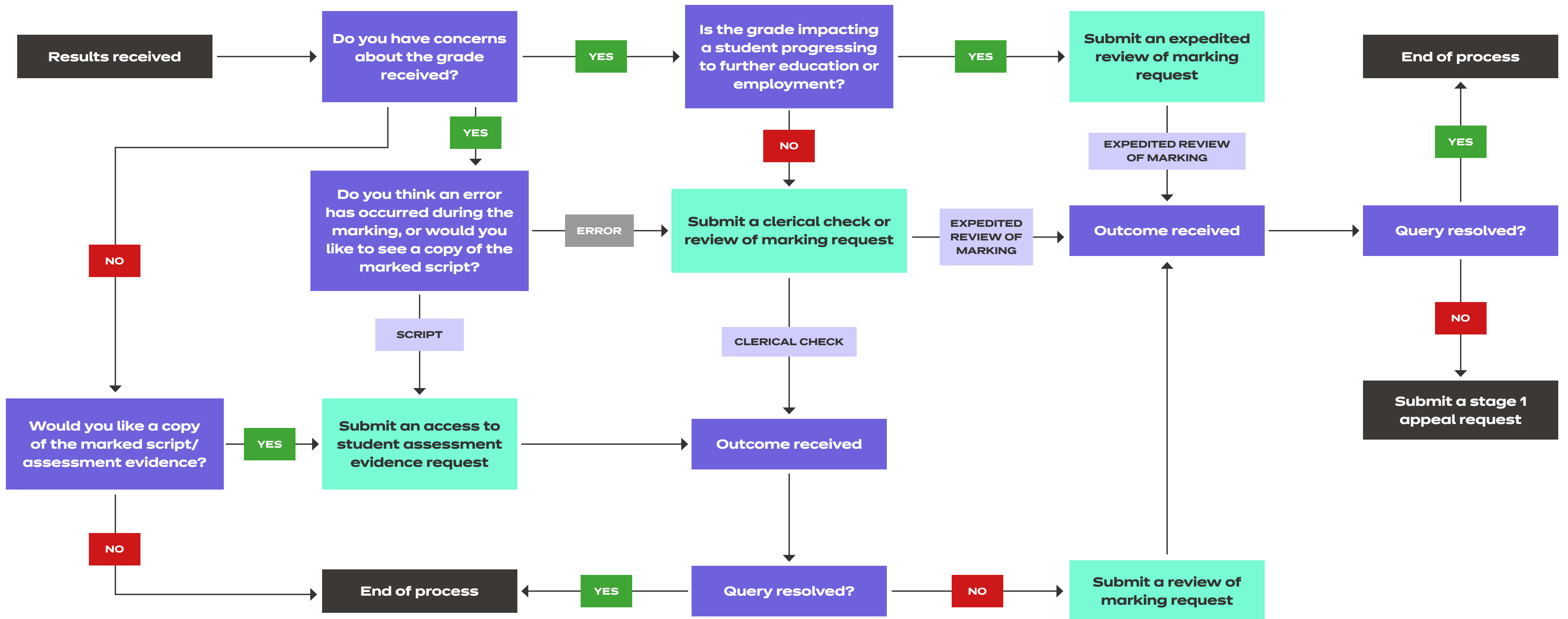
## £ Fees

Costs are detailed on our [website](#). However, the fee is waived if the overall moderated assessment grade changes.

## Please note that:

- This service is **not a remark**, and no specific feedback will be provided.
- This service is not available for individual learners.
- Requests must be made by unit/component, for all learners on a cohort.
- If your centre's marks were accepted as final marks, this process is not available.

## T Level post-results services: External assessment roadmap



## CACHE and V Cert qualifications: External assessment roadmap

