



POST RESULTS SERVICES Enquiries about Results (EAR) / Access to Scripts (ATS)

If you have any questions that are not answered in this document, please contact the Examinations Office at Shenley Brook End School.

A candidate's results envelope will contain a Post Results Services information sheet about making an Enquiries about Results (EAR) or Access to Script (ATS) request; there are charges attached to any such request and these costs are payable by the candidate and must be paid prior to any request being made to the relevant awarding body. Candidates are advised to see Mrs Bayliss in the Examinations Office promptly after they have received their results if they wish to request either service.

ENQUIRIES ABOUT RESULTS (EAR)

If, when a candidate receives his/her results for an examination or module, he/she believes that there has been a mistake then an Enquiry about Results (EAR) request can be made. The awarding body will carry out the requested EAR (for an administration charge) and if an error is found, the mark/s will be changed which may affect the final grade. The charge for the services available varies depending on the examination board and level and the fee must be paid before the service is requested by the centre. If a grade change occurs as a result of the EAR, the fee is refunded. Please note that marks can go down as well as up as part of the remarking process.

The EAR services available are:

- **Service 1 – clerical re-check.** This is a re-check of all clerical procedures leading to the issue of a result.
- **Service 2 – post-results review of marking.** This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. The service is available for externally assessed components of both unitised and linear specifications.
- **Priority Service 2 – post-results review of marking** (Summer series only). This service is as Service 2 but is only available if:
 - the enquiry is about an examination of a Level 3 qualification
 - a candidate's place in higher education is dependent upon the outcome

This service must be requested within six working days of the GCE results day so it is important that candidates speak to Mrs Bayliss in the Examinations Office as a matter of some urgency if they wish to make a Priority Service 2 request.

ACCESS TO SCRIPTS (ATS)

Candidates may request their script to support their learning; there is a fee attached to an ATS service and this must be paid before the service is requested by the centre. The ATS services available are:

- **ATS Photocopy** – **GCE** candidates may request a photocopy of their script to assist in making a decision about whether a re-mark is required. This service must be requested within six working days of the summer GCE results day so it is important that candidates speak to Mrs Bayliss in the Examinations Office as a matter of some urgency if they wish to make an Access to Scripts Photocopy request.
- **ATS Original** – GCE and GCSE candidates may request the original of their script to support them in their learning. Please note, however, that once an original script has been requested and received, a candidate may not request an EAR.