Post Results Services and Appeals Policy

1. Purpose and Commitment

1.1. This document explains how the College Group approaches [topic e.g. student behaviour, complaints, appeals, data protection] in a way that is fair, transparent, and respectful.

1.2. The College Group is committed to creating an environment where students, staff and other stakeholders feel safe, respected, and able to participate fully in learning and work. Our policies aim to support wellbeing, dignity, and inclusion while ensuring that concerns and issues are addressed consistently and fairly.

1.3. Where possible, the College Group seeks to resolve concerns in ways that promote understanding, accountability, and positive outcomes for everyone involved.

2. Scope

2.1. This policy covers all qualifications with post results services applied. It ensures that Curriculum Managers and Tutors are aware of the process to aid supporting and guiding candidates through the post results and appeals processes.

2.2. Exams Staff produce and make available clear documentation at appropriate results release dates with timescales and clear instructions and they will process any submitted requests in a timely manner.

2.3. Review of Moderation – an appeal for remark on moderated coursework will require the full cohort to be reviewed. This review will only be applied for to the Awarding Organisation if supported by the Head of Centre and Head of Department. All other affected students will need to be notified.

2.4. This policy applies to Loughborough College Group, its colleges, and its subsidiaries.

3. Definitions

3.1. Definitions are intended to help readers understand this guidance document and should be interpreted in a reasonable and supportive way, rather than used to make assumptions about

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individuals or situations. Where there is uncertainty about how a term should be understood, individuals are encouraged to seek clarification from the College Group.

Key Term/Acronym	Definition
Post Results Services (PRS)	Services available after results have been issued that allow candidates or the College to query results, request reviews or obtain examination scripts, subject to Awarding Organisation rules.
JCQ – Joint Council for Qualifications	The organisation that sets common regulations and guidance for examinations, including post-results services and appeals.
Review of Marking	A post-results service where the Awarding Organisation reviews the marking of an externally assessed examination or assessment to check that the mark scheme has been applied correctly.
Review of Moderation	A review of the Awarding Organisation's moderation of internally assessed work. Where requested, the policy states that the full cohort must be reviewed rather than an individual candidate's work.
Access to Scripts (ATS)	A post-results service allowing a candidate's examination script to be obtained from the Awarding Organisation. Candidate consent is required.
Script	A candidate's completed examination paper or other written examination response held by the Awarding Organisation.
Candidate Consent	The candidate's permission for the College to request a post-results service affecting their examination script or result.
Appeal	A formal challenge following the outcome of a post-results service, made in accordance with the relevant Awarding Organisation's appeals procedure.

3.2. Unless the context requires otherwise, singular words include the plural and vice versa, references to a person include an individual or legal entity, and references to legislation include any amendments or replacements.

3.3. The terms "including", "include", and similar expressions are illustrative and do not limit the meaning of the preceding words. References to the Group or College refer to all parts of the group.

4. Policy Impact Assessments

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4.1. This document has been assessed for its impact on equal opportunities and will be informed by the aim to eliminate all forms of discrimination in all strands of the equal opportunities' legislation.

4.2. This document has been assessed for potential risk on data subjects due to the processing of personally identifiable information. All processing has been reviewed and is in line with all current Data protection laws and appropriate safeguards implemented to ensure that the policy has privacy by design as its underlying approach.

4.3. This document has been impact assessed where appropriate for Safeguarding, Health and Safety and Sustainability Factors to ensure that all potential risks are identified and mitigated, and that the policy supports a safe, inclusive, and environmentally responsible learning and working environment.

4.4. This document has been mapped against the ISO 9001 principles to ensure that Loughborough College Group are following and embedding these principles across and throughout all of their policies and procedures.

5. Policy/Procedure

5.1. Loughborough College Group Exams Offices offer a post results service to all candidates in line with JCQ and other Awarding Organisation requirements. This service covers instances where a student questions the validity of externally marked or moderated results arising from an examination or coursework after the publication of results.

5.2. Post Results Services will be conducted in line with JCQ publication 'Post Results and Services' and other relevant Awarding Organisation Procedures.

5.3. Appeals of Post Results Services will be conducted in accordance with JCQ publication 'A Guide to the Awarding Body Appeals Processes', or other relevant Awarding Organisation Appeals Procedures.

5.4. A document called 'Post Results Services Deadlines and Fees' is produced by the Exam Office in time for results release days. A statement is printed on the back of each candidate results statement with instructions on how to access the post results information including the link to the Exam section of the College website. This information will be circulated to the relevant Curriculum Team prior to results days.

5.5. Post Results Services, Request and Consent Form – candidates are to complete the online form on Wisepay to collect information about the unit, signature of consent for access to scripts,

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remarks and payment. The form must be correctly completed and payments made prior to any applications to Awarding Organisation being made.

5.6. All post results enquiries must be supported by a Curriculum Manager or Tutor.

6. Roles and Responsibilities

6.1. Candidates Responsibilities

6.1.1. The candidate must seek advice from their Tutor or Curriculum Manager to ascertain the appropriateness of the appeal and how the outcome can impact on their results and progression.

6.1.2. The candidate must have completed a 'Post Results Services, Request and online Consent Form', and paid the required amount prior to any script being remarked or ordered from the Awarding Body.

6.2. Curriculum Staff Responsibilities

6.2.1. The Curriculum Team must support the candidate and help them to understand their results

6.2.2. Information and advice if an appeal is likely to improve their outcome and explain the risk of a lower result.

6.2.3. The HOD or nominated person will be required to investigate the viability of Review of Moderation and advise the candidate accordingly.

6.2.4. An appeal against an outcome of a Post Result Service must be made via the Exam Manager initially. This is a complex process and must be supported by the Head of Department. A nominated person from the relevant Curriculum Team will be appointed to assist the candidate though this process as well as provide relevant reports to support the appeal.

6.2.5. Curriculum Teams will make sure that the student contact details held in ProSolution are accurate at the point of a post results appeal being submitted.

6.2.6. Access to Scripts can be requested by curriculum for teaching and learning and candidate permission is mandatory, this involves no cost to the student.

6.3. Exams Responsibilities

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6.3.1. Exams will ensure that documentation for post results services is prepared for results days. This includes costs and closing dates issued by the Awarding Organisations.

6.3.2. Exams will ensure that an online form is produced to collect all necessary information for the unit under review, declaration for release of papers and payment for the service.

6.3.3. Exams will ensure Business Support Teams are aware of the process. They will also ensure that the Curriculum Teams are aware of these processes and what is expected of them.

6.3.4. Exams will process all completed requests as soon as possible and at least within 24 hours. For Post results service that impacts on university applications, these will be processed on the day they are received or if received after 3pm, the next possible working day.

6.3.5. Exams will update the student record system to reflect any changes to grades reported after appeal.

6.3.6. Exams will communicate directly with the candidate and they will inform them of their outcome via the email address held in ProSolution. Any change in grades will also be reported to the Curriculum Team.

7. Related Documents

7.1. This document should be read with:

7.1.1. JCQ Post results services

7.1.2. JCQ A guide to the awarding bodies appeals processes

8. Document Access

8.1. This document can be found on the College Group's website and on the Document Control SharePoint.

9. Review and Continuous Improvement

9.1. The College Group is committed to actively periodically reviewing its documents in line with legislation and best practice, to ensure they remain accurate, transparent, compliant, inclusive, effective, and supportive.

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10. Change Log

Date	Version	Details of Change	Reviewer
26/08/26	1.1	Change of template. Wording reviewed and updated	Lisa Hatton

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