

Post-results for exams November 2011 to June 2012 Information for Exams Officers

For more information see the JCQ Post-results services booklet



Submission of requests

- *We strongly recommend that you use e-AQA. It is open to all schools/colleges and is the only submission method where we can guarantee receipt of your request. Registration to e-AQA is free. For information e-mail e-aqahelpdesk@qa.org.uk or call 0844 209 6614.*
- If you cannot use e-AQA, complete the form JCQ/EAR and send it to us by fax: 01483 556 344 or by post: Post-results Section, AQA, Stag Hill House, Guildford, Surrey, GU2 7XJ.

Please note:

- You can discuss queries by phone by calling AQA Exams Office Support on 0844 209 6614.
- Letters of concern are not accepted as a request for reviewing.
- If you want a copy of a mark-reviewed script, ask for the script copy when you request the review. Do not make a review request and then a separate Access to Scripts request as this could delay both services. On e-AQA, select 'copy required'. If you are still using a form, tick the 'copy of the reviewed script' box.
- For A-level you can request a script copy to assist your decision whether to request a marking review until 24 August. For a Priority review though, do not ask for an advance script copy as its delivery will result in you missing the deadline for Priority review requests.

Priority review service

- This service is available in the summer for A-level where a student has a university place pending.
- We must receive these requests by 24 August.
- Requests for those who have not been entered for either AS or A2 certification, will be processed as a non-priority service.

Acknowledgements

All requests will be acknowledged.

- Receipt is acknowledged on e-AQA when the request status changes to 'in progress'. All you have to do is check the status.
- If you submit a request form, you must keep a record of the forms sent and check you receive an acknowledgement for each one within seven working days. You must also check the acknowledgement details and inform us immediately of any errors. Failure to do so may result in your request not being accepted.

Fees

See document EAR/02 Post-results fees.

Concerns about an entire class

If you are concerned about an entire group of students for a subject, please request reviews for 10%. The sample should be a minimum of eight, but where 10% would be more than 20, you only need submit 20. Please contact Exams Office Support if you still have concerns after receiving the outcomes.

Coursework

Centre-assessed coursework – use Service 3 Review of moderation
(not available for individual students)

- Please indicate if you have the original coursework sample.
- If you are unsure where the original sample is, contact us **before** submitting your request.
- **Do not** send coursework with your request.
- We will send you details of your re-moderator. If you have the coursework, send it straight to them.

Externally-assessed coursework – use Service 2 Review of marking

- Where the work is at the school/college, the coursework folder must be submitted with the request. We will process the request when the coursework has been received.
- Please ensure that the **school/college** and **student** details are **displayed clearly on the coursework**.
- Keep a copy of the coursework before despatching the original work to us.
- Externally-assessed coursework units/components where the work is at the school/college are:

Principal Learning

CAM2U5

CAM3U2

CAM3U3

Practical performances – Dance, Drama and Music

Enquiries for practical performance unit/components can only be submitted where suitable evidence, such as an audio or visual recording **of the examined performance**, is available.

- We will process a request for practical performance when all materials (ie recordings of performances/scores) have been received by the Post-results section.
- Any available recordings of A-level and GCSE externally assessed units will be in our possession.
- Recordings of GCSE Dance controlled assessment must be of the moderation event itself. No other performance can have a review of moderation.
- Centres have been advised to record all Dance performance units in VHS, mini-DV, DVD-R, DVD+R, DVD-RW or DVD+RW format. If the recording needs to be transferred to enable the review, the school/college will be invoiced for the cost of carrying out this work.

Report services

- Reports will only be offered for those units/components where access to scripts cannot be arranged (eg MFL speaking tests).
- You must indicate any request for a report on the application form, using the space provided for access to reviewed scripts. Requests for reports **cannot** be made via e-AQA, they must be made using form JCQ/EAR.