



EARS Policy (Enquiry about Results) – Appeal an Exam Result

The EARS policy has been written to comply with JCQ regulations and to ensure a consistent and effective response in the event of an Access to Results application.

Overview

You can challenge the result of an exam or qualification if you think it is wrong.

GCSE and A Level

Upon publication of results if you are concerned with a particular subject you should initially discuss the results with your subject teacher or Head Of Department who may have access to the grade boundaries. It is not always possible for grade boundaries to be available on Results Day.

In the second instance, contact the Exams Officer to get an exam result looked at again, this is called 'making an enquiry about results'.

Make an Enquiry about Results

You can ask for your work to be rechecked or looked at by a Senior Examiner if you think there's been a mistake in either the working out of the result or the mark you got for your exam. This is also called 'Making an Enquiry'.

The costs of all individual Post Results Services and the consent form for completion can be found on the school website. Payment must be received at time of application however if the grade improves there will be no charge.

The mark will be changed if the reviewer thinks it's wrong. The new mark may be higher or lower than the original which is why the consent form must be read and signed prior to any new application.

The deadline dates for all Post Result Services are detailed on the Post Results Services information sheet on the website.

<https://www.gov.uk/appeal-exam-result/make-enquiry>

Appeal a Review

You can make an appeal to Ofqual if you're not happy with the outcome of the review resulting from making an enquiry. You must make an appeal via the Exams Officer or Head of Centre. You need to appeal within 14 days of getting the result of a review.

A hearing will take place within 2 months. The school and exam board will present their cases. Ofqual may ask the exam board to reconsider the case – the school will be told the outcome of the hearing within 2 working days.

If the appeal is unsuccessful there will be cost implications.

<https://www.gov.uk/appeal-exam-result/appeal-a-review>