

MAY 2025

## RESULTS AND POST-RESULTS: EXAMS OFFICER ROLE AND RESPONSIBILITIES

Although exams officers are currently focused upon the summer exam series, they should also be considering, and undertaking, a series of tasks related to the downloading and dissemination of results and the process for dealing with and processing requests for post-results services (PRS). Exams officers should be aware of JCQ's [key dates and deadlines](#) and their regulations relating to [results](#) and [post-results](#).

Exams officers must ensure that senior leaders and relevant teaching staff are aware that candidate consent for clerical re-checks and reviews of marking must be obtained after the publication of results.

The following support materials from The Exams Office (available within the **Key Documents** area of the Hub) will help exams officers in planning for and managing results and post-results within their centre in line with JCQ regulations:

**Preparing for the issue of results**

- [A guide to managing results and post-results](#): Provides a brief overview of the main aspects of the processes that need to be managed in the main summer results and post-results period
- [A guide to preparing for a results day](#): Provides guidance on preparing for a results day that takes place during the academic year i.e. outside of main summer results period in August
- [Awarding body results and post-results information links template](#): Provides a central point of reference to links to selected awarding body results and post-results information that will be useful for the summer series
- [Candidate permission form template](#): Provides a process to gather permission for results and/or certificate collection where candidates cannot attend the centre to collect these in the normal way
- [Certificate collection information for candidates template](#): Designed for use where the centre might issue certificates on a set date (or several set dates) and expect candidates to collect them
- [Moderation returns log template](#): Provides a way of logging candidates' work returned to the centre at the end of the moderation period and confirming retention for the required period
- [Results day checklist template](#): Intended to support exams officers in understanding the services and how to effectively plan and prepare to administer them

### Managing post-results services

- [A guide to administering post-results services](#): Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for the administration of post-results services in summer
- [Post-results services: deadlines, fees and charges template](#): Provides the opportunity to collate awarding body information on deadlines, fees and charges for post-results services into one document as a point of reference for candidates and centre staff
- [Post-results services: request, consent and payment form template](#): Provides a form that could be used to explain to candidates the full range of post-results services available and the agreement they are entering into by requesting to review their result(s) or requesting the return of copies of their scripts
- [Post-results services: tracking log template](#): Provides an example spreadsheet that could be used to log and track requests submitted to awarding bodies
- [Post-results services checklist template](#): Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for the administration of post-results services in summer

In this article, we consider the role and responsibilities of an exams officer in relation to results and post-results, and the tasks they should be undertaking at this stage of the exam cycle ahead of the start of the exam series.

### Task 1 – Be aware of key dates and deadlines

An exams officer must be aware of the key dates and deadlines relating to results and post-results in qualifications delivered within their centre and be prepared to set internal deadlines to ensure that the necessary tasks are completed to JCQ and awarding body deadlines.

The key deadlines include:

Date	Qualification/Post-Results Service	Description
13 August	GCE (AS and A level) Extended Project	Restricted release of results to centres only
14 August	GCE (AS and A level) Extended Project Level 3 VTQ	Release of results to candidates. Candidates must not receive results by email, post or otherwise prior to 8am  Results data and grade boundaries must not be shared more widely until after the candidates have received their results

		This is also the date from which centres may request copies of GCE AS, A-level and Level 3 VTQ scripts to support reviews of marking and/or teaching and learning
20 August	GCSE Level 1 & 2 Projects	Restricted release of results to centres only
21 August	GCSE Level 1 & 2 Projects Level 1 & 2 VTQ	Release of results to candidates. Candidates must not receive results by email, post or otherwise prior to 8am  Results data and grade boundaries must not be shared more widely until after the candidates have received their results  This is also the date from which centres may request copies of GCSE and Level 1 & Level 2 VTQ scripts to support reviews of marking and/or teaching and learning
21 August	GCE A-level and Level 3 VTQ qualifications only	Deadline for awarding bodies to receive requests for Priority Service 2 reviews of marking
20 September	Unitised GCSE, GCE AS and A-level qualifications in Wales and Northern Ireland	Deadline for awarding bodies to receive requests for late subject awards
25 September	All qualifications	Deadline for awarding bodies to receive requests for Review of Results (RoRs) – Service 1, Service 2 and Service 3
25 September	All qualifications	Deadline for awarding bodies to receive requests for copies of scripts to support teaching and learning - Access to Scripts (ATS)

Note:

1. Visit the [JCQ website](#) for key dates relating to the summer exam series and post results services
2. Visit the [CCEA website](#) for their deadlines for copies of GCE AS, A-level and GCSE scripts to support reviews of marking.

### Vocational & Technical Qualifications (VTQs)

If VTQs are delivered in your centre, you will need to be aware of the date when results are issued to centres for each awarding body and subject to check for accuracy and when these can be issued to candidates. It should be noted that results may be released to centres for checking several days before they can be released to candidates.

### **Support materials**

#### JCQ

- [Key Dates – June 2025](#)
- [Key Dates – VTQ June 2025 examination series](#)
- [Notice to Centres: Release of results \(June 2025 examinations\)](#)

#### The Exams Office

- Key Documents (**Preparing for the issue of results**) – see details in article introduction above

### **Task 2 – Be aware of the various post-results services and the application process**

Although teaching staff should be liaising with candidates to confirm whether a request will be made to access a post-results service(s), it is the responsibility of the exams officer to ensure that they are aware of the various post-results services (Reviews of Results (RoRs) and Access to Scripts (ATS)), the (internal) deadline for submitting requests, and the application process.

This will include the following:

Post-Results Service	Date/Deadline	Additional information
Service 1	<p>All requests to be received by awarding bodies by 25 September</p> <p>The deadline for completion is within 10 calendar days of the awarding body receiving the request</p>	<p>This service checks that all parts of the script have been marked and the accuracy of the totalling and recording of marks</p> <p>Candidate consent is required and must be retained on file</p>
Service 2	<p>All requests to be received by awarding bodies by 25 September</p> <p>The deadline for completion is within 20 calendar days of the awarding body receiving the request</p>	<p>This service includes a clerical re-check and a review of the original marking to ensure that the mark scheme has been applied correctly.</p> <p>This review is <b>not</b> a re-mark of the script but serves to correct any possible errors identified in the original marking</p>

		Candidate consent is required and must be retained on file
Priority Service 2	<p>All requests to be received by awarding bodies by 21 August (no later than seven days after the publication of GCE A-level and Level 3 VTQ results)</p> <p>The deadline for completion is within 15 calendar days of the awarding body receiving the request</p>	<p>This service is appropriate for candidates whose university or college place may be at stake</p> <p>This service is available for externally assessed components of both unitised and linear GCE A-level specifications. It is also available for Level 3 Vocational and Technical qualifications</p> <p>This review is <b>not</b> a re-mark of the script but serves to correct any possible errors identified in the original marking</p> <p>Candidate consent is required and must be retained on file</p>
Service 3	<p>All requests to be received by awarding bodies by 25 September</p> <p>The deadline for completion is up to 35 calendar days after the reviewer has received the original sample of work from the centre</p>	<p>This service is a review of the centre's original moderation of internally assessed marks (coursework or non-examination assessment) and serves to ensure that the assessment criteria has been fairly, reliably and consistently applied</p> <p>This review is <b>not</b> a re-moderation of candidates' work</p> <p>Candidate consent is not required</p>
Access to Scripts (ATS)	<p>All requests to be received by awarding bodies by 25 September (as this is the deadline for requesting a review of marking)</p> <p>Requests received after the deadline of 25 September 2024 to support teaching and learning may not be</p>	<p>Centres may request copies of scripts to support:</p> <ul style="list-style-type: none"> <li>• reviews of marking; and/or</li> <li>• teaching and learning</li> </ul> <p>Prior written permission must be obtained from any candidate where the centre intends to request their script(s).</p> <p>This permission must only be sought after the candidates have received their results for the respective examination series.</p>

	accepted. Refer to awarding bodies' websites for more information	<p>Candidates who grant their permission have the right to anonymity of their scripts before use</p> <p>Candidate consent is required and must be retained on file</p> <p>Candidates' scripts used for teaching and learning purposes which are no longer required must be disposed of in a confidential manner</p>
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- Centres must submit requests online via the awarding bodies' extranet sites
- Where a centre is unable to use an awarding body's extranet site, the centre must contact the individual awarding body immediately by telephone
- Candidates must provide their written consent for clerical re-checks, reviews of marking and Access to Scripts after the publication of results
- Candidates must consent to their script(s) being used in the classroom, and whether the script must be anonymised
- Requests received after the respective closing date will not be accepted
- Centres must not submit letters of concern with their requests
- All requests for internal candidates must be submitted (and thus supported by the centre) by an authorised member of centre staff. Requests for private candidates may either be submitted through the centre or submitted directly to an awarding body. Awarding bodies will not accept requests submitted by any other individuals, e.g. by parents/carers
- Awarding bodies will only enter into discussions regarding internal candidates with centres
- Centres must have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether a review of results should be submitted

### Support materials

JCQ

- [Post-Results Services – June 2025](#)
- [Infographic - Post-Results Services, Summer 2025](#)

### The Exams Office

- Key Documents (**Managing post-results services**) – see details in article introduction above

### **Task 3 – Engage with senior leaders and teaching staff**

JCQ regulations require centres to confirm that the following has been understood by senior members of staff and relevant teaching staff:

- Written candidate consent for clerical re-checks and reviews of marking must be obtained after the publication of results (written consent is also acceptable by email)
- Prior written permission must be obtained from any candidate where the centre intends to request their script(s) and this permission must only be sought after the candidates have received their results for the respective examination series
- Senior members of centre staff will be available to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking
- Relevant centre staff are fully aware of the post-results process, including the published deadlines for clerical re-checks, reviews of marking and reviews of moderation
- Candidates have been informed:
  - of the periods during which centre staff will be available so that they may plan accordingly
  - in writing of the arrangements for clerical re-checks, reviews of marking and reviews of moderation prior to the issue of results
  - that their final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded for the subject involved - failure to do so is considered centre malpractice
- Consent forms or emails from candidates must be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal as awarding bodies may request access to this documentation
- Candidate consent forms or emails for access to and use of examination scripts must be retained by the centre for at least six months

An exams officer will need advice and guidance from senior leaders in relation to the following internal arrangements:

- The procedures in the event of the centre being unavailable on results day, owing to an unforeseen emergency
- The impact of a cyber attack
- How/where/when results will be disseminated to candidates
- The process for candidates who will not be collecting their results in person/via the method defined by the centre
- Acceptable forms of permission for the collection of results by a third party (e.g. parents/grandparents)

- Dealing with requests from Local Authority for results information or issuing press releases/statement. Centres must not release results data/press releases and/or statements, including grade boundary information, to local authorities and the press, or share more widely, until candidates have received their results and after 9.30am on the appropriate date for the publication of results. A breach of this regulation is considered as malpractice
- Dealing with requests from parents/carers for a candidate's results – in particular, a parent who is defined as a 'non-resident parent'

### Support materials

#### JCQ

- [Notice to centres: Release of results \(June 2025 examinations\)](#)

Both of the following forms can be found in JCQ's [Post-Results Services: Information and guidance for centres – June 2025 publication](#)

- Clerical re-checks, reviews of marking and appeals: Candidate consent form (Appendix A)
- Access to Scripts: Candidate consent form for access to and use of examination scripts (Appendix B)

#### The Exams Office

- Key Documents (**Managing post-results services**) – see details in article introduction above

#### National Association of Examinations Officers

- April 2025 article: [Sharing examination information/results with third parties \(including parents\)](#)

### Task 4 – Acquire the support of the IT and Premises teams

JCQ regulations require centres to have contingency plans in place which mitigate the impact of a cyber-attack. Therefore, an exams officer will need to liaise with senior leaders and their IT team to confirm:

- the centre's contingency plan in the event of the centre being unavailable for the downloading and dissemination of results due to IT issues/a cyber-attack
- the presence of an 'IT expert' on the restricted release of results day to address any IT issues which prevent the downloading of results
- that there will be no IT updates which prevent access to awarding body extranet sites or the centre's Management Information System



Exams officers must also ensure that premises/site staff are aware that the centre must be accessible for the exams officer and relevant staff on restricted release day and, if applicable, candidates to collect their results on the relevant results day(s).

### **Task 5 – Information for – and from - candidates**

The exams officer or relevant centre staff must ensure that candidates are:

- made aware of the arrangements for clerical re-checks, reviews of marking and reviews of moderation prior to the issue of results
- provided with written information on the arrangements including the periods during which centre staff will be available to provide advice and guidance on their results so that they may plan accordingly
- informed that their final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded for the subject involved - failure to do so is considered centre malpractice
- made aware they must provide their written confirmation to proceed with a clerical re-check or review of marking to confirm that they have understood what the outcome might be, and that they have provided their consent to the clerical re-check or review of marking being submitted. This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal
- informed that there are three possible outcomes:
  - the original mark may be lowered, so the final grade may be lower than the original grade received
  - the original mark may be confirmed as correct, so there is no change to the grade
  - the original mark may be raised, so the final grade may be higher than the original grade received

Exams officers should also be aware of any candidates who:

- need to acquire their results via a method other than that proposed by the centre as they may not be in the country due to a holiday or living overseas
- require a third party, such as a parent or grandparent, to collect their results
- may have a non-resident parent who requires access to the exam information/results

*The contents of this article were correct at the time of publication (End of April 2025)*

### **Further resources**

Other useful resources provided by The Exams Office include [training videos](#) and guides to managing [exam preparation](#) and [exam time](#).