

AUGUST 2026**BEST PRACTICE IN MANAGING EXAMINATION RESULTS AND POST-RESULTS**

The issue of examination results marks the start of the final stage of the annual exam cycle, but for exams managers/officers it is far more than simply handing candidates a results slip. The results and post-results period requires careful planning, effective communication and a thorough understanding of JCQ regulations and awarding body requirements to ensure candidates receive the correct support while the centre remains fully compliant.

Although results days are often viewed as the culmination of months of work, they also represent the beginning of other important administrative processes. From managing the restricted release of results and supporting candidates with post-results services, to issuing certificates and responding to enquiries about results, the work of the exams manager/officer continues well beyond the publication of results.

In this article, we consider the steps an exams manager/officer should take to successfully prepare for and manage results and post-results.

1. Plan well in advance

Successful results days are rarely achieved through last-minute preparation. Much of the work should be completed before the end of the summer term, allowing exams staff to focus on supporting candidates rather than completing administrative tasks while also preparing for the start of a new academic year.

Preparation should include agreeing responsibilities with senior leaders and other staff, confirming how results will be accessed and distributed, ensuring candidates understand the arrangements for collecting/receiving their results and certificates, and identifying how post-results services will be managed. Centres should also decide what and when results information will be shared with teaching staff, governors and, where appropriate, the media.

Creating detailed checklists and timelines helps ensure no important tasks or deadlines are overlooked.

2. Know the key dates

Every exams manager/officer should maintain a comprehensive calendar of results and post-results deadlines. This includes restricted release dates, official publication dates, priority and non-priority post-results deadlines, and certificate issue dates. Missing a key date or deadline can have significant consequences for candidates and the centre.

It is also important to remember that different awarding bodies and qualification types may have different schedules. Regularly checking JCQ and awarding body publications ensures that the centre is always working to the latest information.

3. Prepare candidates before results day

Candidates should never receive their results without already understanding what happens next. Before results are issued, they should know how they will receive their results, what post-results services are available, the relevant deadlines and how they can request these services if required.

Providing this information well in advance reduces confusion and allows candidates to make informed decisions should they wish to request a review of marking, access their scripts or seek further advice after receiving their results.

Where centres normally require candidates to collect results or certificates in person, clear arrangements should also be in place for authorised collection by another individual when necessary.

4. Ensure systems are ready

Technical issues on results day can create unnecessary pressure. Before results are released, exams managers/officers should confirm that management information systems (MIS), electronic data interchange (EDI) systems and awarding body secure websites are fully operational. User accounts, passwords and access permissions should be checked well in advance.

Where centres use a MIS, any entry amendments should be fully synchronised to avoid errors when importing results, and awarding body basedata should be refreshed where required. Working closely with IT support and MIS providers before results day helps minimise the risk of unexpected problems.

5. Respect the restricted release of results

One of the most important regulatory requirements is maintaining the confidentiality of results during the restricted release period. Results, grade boundaries and any associated information must not be disclosed to candidates or unauthorised staff before the official publication time.

The restricted release period should instead be used to check results for accuracy, investigate any anomalies with awarding bodies, prepare candidate statements of provisional results and produce reports for senior leaders ready for publication once candidates have received their results.

Appropriate access controls should also be in place to ensure only authorised members of staff can view restricted results.

6. Support candidates through post-results services

Results day is often an emotional experience. While many candidates celebrate success, others may be disappointed or uncertain about their next steps. Exams managers/officers play a key role in ensuring candidates receive accurate information about the post-results services available.

Centres should publish clear guidance explaining each available service, associated costs, deadlines and the process for obtaining candidate consent. Internal deadlines should always be earlier than awarding body deadlines to allow sufficient time to process requests.

Maintaining an accurate log of every request submitted is good practice, enabling centres to track applications through to their outcome and update candidate records if results change.

7. Analyse results effectively

Many centres expect exams managers/officers to contribute to results analysis. This may include producing reports for senior leaders, heads of department or governors, identifying trends and supporting school improvement discussions.

Understanding the reporting tools available within the centre's MIS can significantly reduce workload while providing valuable insights into examination performance.

8. Manage certificates securely

Certificates provide the formal confirmation of candidates' final results and should be handled with the same level of care as examination papers or candidate records.

On receipt, certificates should be checked carefully against awarding body documentation before being securely stored. Centres should maintain records of certificate collection and ensure candidates are informed of the arrangements for receiving them. Unclaimed certificates must be retained securely in accordance with JCQ requirements and centre policy.

9. Be prepared for follow-up enquiries

The results period often generates questions about resits, retakes, progression opportunities and future examination entries. Exams managers/officers should understand the options available for each qualification, including future entry opportunities, associated fees and the centre's policy on payment.

Providing clear and consistent information helps candidates make informed decisions while ensuring future entries are managed efficiently.

Summary - A year-round professional responsibility

Managing examination results and post-results is not simply an administrative exercise. It requires detailed planning, regulatory knowledge, excellent organisation and a candidate-centred approach. Every stage, from preparing candidates before results day to administering post-results services and issuing certificates, contributes to the integrity of the examination process.

By planning ahead, maintaining secure systems, communicating clearly and following JCQ and awarding body requirements at every stage, exams managers/ officers can deliver a professional, efficient and compliant results service that supports both candidates and their centre.

Additional support/resources

JCQ

- [Notice to Centres – Results of results June 2026 examinations](#)
- [Post results](#)
- Information for candidates – [Post-Results Services, Summer 2026](#)

The Exams Office

The following documents are available within the *Key Documents* area of [the Hub](#):

Results and Post-Results

- **Awarding body results and post-results information links template** - (Published each summer) 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

Preparing for the issue of results

- **A guide to managing results and post-results** - (Published each summer) 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
- **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
- **Results day checklist template** - (Published each summer) Provides a way of drawing up a list of key tasks that need/may need to be undertaken to effectively plan and prepare for results day(s) in summer and beyond

Managing Post-Results Services

- **A guide to administering post-results services** - A guide to support in understanding the post-results services offered by awarding bodies after the issue of exam results and how to effectively plan and prepare to administer them
- **Post-results services checklist template** - (Published each summer) 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 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 to log and track requests submitted to, and outcomes from, awarding bodies

Other documents

- **Moderation/verification returns log template** - Provides a way of logging any hard copy candidates' work returned to the centre at the end of the moderation/verification period and confirming retention for the required period
- **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

AQA

- [Before results day](#)
- [Results days](#)
- [After results](#)

Cambridge OCR

- [Results](#)
- [Post-results](#)
- [Certificates](#)

City & Guilds

- [Results dates](#)
- [Centre document library – Reviews and Appeals](#)

NCFE

- [Results](#)
- [Post-results](#)

Pearson

- [Results & post results](#)

WJEC/Eduqas

- [Results, Grade Boundaries and PRS](#)
- [Results Dates and Guides](#)
- [Post-Results Services and Appeals](#)

The contents of this article were correct at the time of publication (End of July 2026)