

Post-results services – summary guide November 2023

If you're unhappy with an exam result, there are a few options available.

If you're a learner, the best thing to do is to speak to your school or college about your options. You might decide to see a copy of your exam paper, ask for a review of marking, or resit the exam.

Review of marking and access to scripts

Request access to scripts on Centre Services to decide on reviews of marking and to support your teaching and learning.

Access to scripts services are free for a [Priority copy of marked paper](#) and our [Original marked paper](#) services.

We'll email exams officers when the marked paper is available on Centre Services.

Scripts will show the learner's written answers and the examiner's comments and marks.

If you're concerned that the examiner has made a mistake marking your student's script, you can consider requesting a review of marking. If a [Review of marking](#) leads to an overall subject grade change, we won't charge for it.

Remember, there is no grade protection for reviews of marking. This means that learners' marks and subject grades may be lowered, confirmed or raised as a result. You must seek learners' consent before submitting a request.

Deadlines for access to scripts requests:

- **25 January 2024** – Priority copy of marked paper
- **15 February 2024** – Original marked paper

Deadlines for review of marking requests:

- **15 February 2024** – Review of marking

Enhanced results analysis (ERA)

Use our online ERA tools in Results on [Centre Services](#) to dig deeper into your results and see how your school, subject, class and individual learners have performed.

You can download results into a spreadsheet and review graphs for teaching and learning purposes and use these in your school SLT reports.

Find out more: aqa.org.uk/era

Missing results

Exams officers can email us to query any [missing or incomplete results](#):

- **No Result (X)** – learner was absent for all parts of the exam
- **Pending (Q)** – no result has been issued as the marks for one or more components of the exam are not available.

We'll look into these as quickly as possible, and let you know the outcome. We'll update Centre Services within 24 hours and tell UCAS if necessary.

Tip: please tell us if there are any missing A-level results - we'll always prioritise results where a university or college place depends on the outcome.

Review of Moderation

If your school or college's internally assessed non-exam assessment (NEA) mark was adjusted during moderation, you can request a [Review of Moderation](#) on [Centre Services](#) to check the assessment criteria was applied fairly, reliably and consistently to the national standard.

- A Review of Moderation is only available for whole NEA subject units, not individual learners.
- Learners' marks may be lowered, but the published grade will not be lowered for the current exam series.
- We'll email exams officers when your Review of Moderation outcome is available to view on Centre Services. The outcome letter will give details of any mark/grade adjustments. The Review of Moderation feedback report will be sent to the Exams Officer's email address when the outcome is available.
- If your school or college mark is reinstated as a result of a Review of Moderation, we won't charge for it.

Deadline for requests: **15 February 2024**

This takes up to 35 calendar days from when the reviewer receives the original sample from the school.

Did you know?

Question papers

If you didn't get a chance to see the exam paper or insert on the day of the exam, exams officers can download copies of the papers from [Centre Services](#) 10 days after the exam. You can use these with your students for any future mock assessments and teaching and learning purposes. Remember, all exam papers and inserts must be kept secure in your classrooms. You can download question papers and mark schemes from Centre Services on results day.

Reports on the exam

For most components, the Lead Examiner produces an examiners' report from results day. The report is based on observations of a wide range of learner responses to questions and provides great insight into how the exams went including common misconceptions – and can help you and your students prepare for the next exams. The majority of reports will be available on [Centre Services](#) from results days.

Useful links

- [Post-results services](#)
- [Grade boundaries \(from 8.00 am on results day\)](#)
- [Certification and late awards](#)
- [Appeals](#)
- [Resits](#)
- [JCQ post-results services document](#)
- [Contact us](#)

GCSE
November 2023:
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services

Review of results and access to scripts

- Results day: 11 January 2024
- Deadline for Priority access to scripts: 25 January 2024
- Deadline for Original marked paper (access to scripts): 15 February 2024
- All access to scripts requests are free of charge
- Deadline for Review of results: 15 February 2024
- All reviews of results include a copy of the reviewed script at no additional cost
- If you request an Original marked paper (access to scripts), you can still request a Review of marking; however, this may take longer to process, so we advise that you only request these after reviews of marking are complete
- Cohort review is not available for any examined component – see [Review of Moderation](#)

Remember, there is no grade protection for clerical re-checks, reviews of marking or any subsequent appeal. This means that learners' marks and subject grades may be lowered, confirmed or raised as a result. You must seek learners' **consent** before submitting a request.

