PROCEDURE FOR POST RESULTS SERVICESS

Examinations results series:

Autumn Series (November)	-	Results issued January
Spring Series (January/February)	-	Results issued March
Summer Series (May/June)	-	Results issued August

Results are issued to candidates throughout the year during January/March and August. Once the candidates receive their results they can avail of the service.

The College will follow the following process:

1. Post results information available on College Gate for staff/students

2. Information also provided on the College website to access.

3. Once candidate receives their result and thinks there is an error in the grade or on the grade boundary and would like to challenge the outcome they should contact their course coordinator or a member of the exams department for guidance immediately.

    The exams office will provide information on the services available, deadline for application, the impact that the grade could go up or down following the review process and the cost involved as this will vary depending on the awarding organisation/board.

4. **Step 1 -** If the College has access to marked scripts online for free

    a. Candidate can request access to marked script

    b. Candidate completes the access to script request consent form, return to campus examinations officer for processing.

    c. Requests will only be submitted to the awarding organisation/board on receipt of the candidate consent.

    d. The examinations officer will issue/email the requested script to the course coordinator and candidate.

    e. Candidate and course coordinator review the script and decide if a further post results service should requested.
    f. If the course coordinator or candidates agrees it is worth checking the grade then proceed till step 2.

5. **Step 2** - Access to post result services after checking candidate script

   If the candidate would like to process to the next stage of the process, the College can contact the awarding organisation / exam board for a review of results.

   Services available:

   1. Clerical re-check
   2. Priority Review of marking (UCAS)
   3. Review of marking (ATS)
   4. Review of moderation

   a. Candidate can request a post results service

   b. Candidate completes the review of marking consent request form, confirming which service they require, providing full information on the qualification, external assessment unit title, sign the declaration and return to campus exams officer with payment for processing.

   c. Requests will only be submitted to the awarding organisation/board on receipt of the candidate consent.

   d. The examinations officer will process the service request via the awarding organisation online portal, keep a record of the case/reference number before the final deadline.

   e. The examinations office will receive an acknowledgement within 7 working days, if there is no acknowledgement, the exams officer should contact the awarding organisation immediately.

   f. The outcome will be confirmed by the respective awarding organisation/board via the online portal or emailed directly to the Head of Centre. An official outcome letter will be available for the candidate. Outcome will be emailed to candidate and course coordinator.

   g. If the candidate is not satisfied with the outcome they can following the post results services appeals process or South West College appeals process.

   h. After the deadline candidates are unable to make a request to the awarding organisation.