



## Reference Number: AQ\_45

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## Post-Results Services Policy

### Revision History

Version	Last revised	Next review date	Policy Owner	Notes
AQ_45	6 January 2016	June 2016	Matthew Baldwin	Document replaces CORP_02
V2	3 November 2016	June 2017	Matthew Baldwin	Updated
AQ_45-a02	29 March 2018	June 2019	Matthew Baldwin	Minor updates
AQ_45-a03	13 May 2019	June 2020	Matthew Baldwin	Minor updates
AQ_45-a04	19 December 2019	June 2021	Matthew Baldwin	Clarification regarding original scripts received via SAR



## 1. Introduction

NCC Education's Post-Results Services provide an opportunity for candidates and Centres to confirm that NCC Education's marking processes and procedures have been followed correctly, and therefore that the marks issued to candidates are correct.

Post-Results Services may be used when a candidate or Centre believes an incorrect result has been issued due to:

- a failing of NCC Education's published marking and moderation processes
- the application of a penalty to a candidate's marks for academic misconduct
- any changes to marks applied due to pre or post-assessment special considerations

NCC Education offers four Post-Results Services to candidates and centres:

<b>Service 1. Clerical Check</b>	A check to confirm that all clerical stages of the assessment process have been completed, such as correct addition/recording of marks, etc.
<b>Service 2. Review of Marking</b>	<p>A review of the original marking of the work of an individual candidate by a senior marker, to confirm that the Marking Scheme has been appropriately applied. This review can also involve consideration of the evidence provided for an academic misconduct penalty or to support special consideration, if appropriate.</p> <p>Also includes the checks outlined against Service 1 above, if this service has not already been completed separately.</p> <p>A Review of Marking is <b>not</b> a remark of the candidate's work.</p>
<b>Service 3. Cohort Moderation Review</b>	A review of the moderation carried out for a cohort of candidates for a particular assessment, based on the centre sample submitted.
<b>Service 4. Appeal</b>	<p>A panel including at least one independent member is convened to determine whether NCC Education's marking processes and procedures, as well as any Post-Results Service, have been followed correctly.</p> <p>An Appeal may only be requested following the outcome of a Post-Results Service 2 or 3.</p>

Further information on all Post-Results Services can be found in Section 5 below.



## 2. Key deadlines

Service	Deadline for request submission	Time to complete
1. Clerical Check	Within <b>28 days</b> of results release	<b>14 days</b>
2. Review of Marking	Within <b>28 days</b> of results release  OR  Within <b>14 days</b> of outcome of Service 1 Clerical Check	<b>28 days</b>
3. Cohort Moderation Review	Within <b>28 days</b> of results release	<b>28 days</b>
4. Appeal	Within <b>14 days</b> of outcome of Service 2 Review of Marking or Service 3 Cohort Moderation Review	<b>6 weeks</b>

## 3. Fees

Service	Fee
1. Clerical Check	<b>£40</b> (refundable in the event that NCC Education's standard marking and moderation procedures have not been followed correctly.)
2. Review of Marking	<b>£80 OR £50</b> if a Service 1 Clerical Check has already taken place (refundable in the event that NCC Education's stated marking and moderation procedures have not been followed correctly.)



<b>3. Cohort Moderation Review</b>	<b>£160</b> (refundable in the event that NCC Education's stated marking and moderation procedures have not been followed correctly.)
<b>4. Appeal</b>	<b>£250</b> (refundable in the event that NCC Education's stated marking and moderation procedures have not been followed correctly.)



## 4. Process for Requesting Post-Results Services

If a candidate or Centre believes that a result published by NCC Education is incorrect due to a failing in NCC Education's marking, moderation, or Post-Results processes, they should discuss this matter internally in the first instance to agree upon the appropriate Post-Result Service for their query. The following process should then be followed:

- The Centre should complete the appropriate request form, found in Appendices A-D. Note that for Service 4 Appeals, this form must always be completed by the Head of Centre.
- Where appropriate, the form includes a section for candidates/Centres to outline the grounds for the request. The grounds for a review or appeal must relate to NCC Education's marking procedures or the application of NCC's post-results service procedures, and not the academic judgement of a marker. Please consult Section 10 of NCC Education's Academic Regulations for further information.
- The candidate must countersign the completed form to give their consent for the review or appeal to take place. This is not a requirement for Service 3 Cohort Moderation Reviews.
- All completed request forms should be submitted to [reviewsandappeals@nccedu.com](mailto:reviewsandappeals@nccedu.com) by the Centre. Candidates cannot submit their form directly to NCC Education themselves. Requests received directly from candidates will be rejected.
- The Centre will receive acknowledgement upon receipt of the request, and the NCC Education Appeals Officer will proceed to process the service requested.
- An invoice for the appropriate administration fee will be raised by the Centre Support Executive, upon which the Centre should pay the fee in full. Please note that the outcome of any review or appeal will not be released until payment has been received in full.

*NB: Where a candidate has previously requested a copy of their exam script via a Subject Access Request and received the original copy of the script, they waive the right to request a Post-Results Service for that assessment. NCC Education will always provide copies of scripts rather than the original unless specifically requested by the candidate.*



## 5. Outline of Services

### 5a. Service 1 Clerical Check

A Service 1 Clerical Check will cover the following checks:

- All parts of the assessment have been marked;
- Marks have been totalled correctly;
- Marks have been recorded on the NCC marking system correctly;
- Appropriate moderation/second marking has taken place for the cohort from which the candidate's assessment is a part.
- Reviewing the correct application of any scaling or other adjustments;

For assessments marked locally at centres and moderated by NCC Education, a Service 1 Clerical Check will confirm that appropriate moderation process has taken place, but will not check for mark calculation/recording issues of individual scripts, as this is the responsibility of the Centre and any queries from candidates should be addressed to the Centre.

Please note that marks and grades may be raised or lowered as a result of this service, where the evidence confirms that the original result awarded to a candidate is incorrect.

NCC Education aims to resolve Clerical Checks within **14 days** of the date of receipt of a completed request form and payment received.

Please submit Appendix A to request this service.

### 5b. Service 2 Review of Marking

A Service 2 Review of Marking of an individual candidate will cover the following checks:

- Checking that the marking scheme has been applied correctly;
- Reviewing the appropriateness of and evidence for any decisions and penalties issued regarding centre malpractice and maladministration, or candidate misconduct;
- Reviewing the application of any pre or post-assessment special consideration, and the adjustment applied where applicable;



- Where a candidate proceeds directly to a Service 2 Review of Marking without completing a Service 1 Clerical Check first, a Service 2 Review of Marking will also include all of the checks covered in Section 5a above.

A Service 2 Review of Marking is only available for assessments marked centrally by NCC Education. For assessments marked locally at centres and moderated by NCC Education, the moderation sample seen by NCC Education is deemed to be representative and responsibility for standardisation and accuracy of the marking lie with the Centre, and any queries from candidates should be addressed as such.

Centres have a responsibility to:

- ensure that all candidates' work has been marked fairly and accurately and the marks submitted to NCC Education are fair and accurate
- implement robust procedures to ensure that internal standardisation of all centre marking has been carried out prior to submission of samples for moderation.

*NB: The only exception to this rule is when a request for a Review of Marking relates to the application of a misconduct penalty to a Centre-marked assessment, in which case requests may be considered where there are appropriate grounds.*

A Service 2 Review of Marking **does not** entail a candidate's work being remarked, unless significant doubt arises as a result of the initial review.

Please note that marks and grades may be raised or lowered as a result of this service, where the evidence confirms that the original result awarded to a candidate is incorrect.

NCC Education aims to resolve Reviews of Marking within **28 days** of the date of receipt of a completed request form and payment received.

Please submit Appendix B to request this service.

## 5c. Service 3 Cohort Moderation Review

A Service 3 Cohort Moderation Review can be requested when a Centre has reason to believe there was an administrative error in NCC Education's procedures for the moderation and/or release of its results for a particular cohort.

A Service 3 Cohort Moderation Review involves carrying out Service 1 Clerical checks on all of the original moderation sample, to confirm that the original moderation was carried out correctly, and no clerical errors occurred in the confirming or otherwise of centre marks.



Centres are expected to comply promptly with any requests for the submission of additional candidate work which might reasonably be required during a Cohort Moderation Review, and failure to cooperate may result in delays to the outcome.

This service is not available in cases where the Centre's marks were accepted without change (i.e. no adjustment/scaling was applied after moderation).

The fee paid by the Centre will be refunded if the centre's original marks for the cohort are re-instated.

NCC Education aims to resolve Cohort Moderation Reviews within **28 days** of the date of receipt of a completed request form and payment received.

Please submit Appendix C to request this service.

## 5d. Service 4 Appeal

An Appeal may only be submitted following completion of a Service 2 Review of Marking or Service 3 Cohort Moderation Review as appropriate. Appeals must be submitted within 14 calendar days of the notification of the outcome of the Service 2 or 3 Review. An appeal against the outcome of a Service 3 Cohort Moderation Review cannot be made on behalf of an individual candidate, only for the cohort reviewed.

An Appeals Panel is convened consisting of at least one independent member who is not and has never been employed by NCC Education, nor has a personal interest in the decision being Appealed.

The case will be considered by the Appeals Panel. The Appeals Panel's review will only concern NCC Education's marking and moderation procedures and their application, and will not concern matters of academic judgement. An Appeal is intended to confirm that all processes were followed correctly during marking/moderation and during the initial Review of Marking/Cohort Moderation Review – no further review is carried out if there is no evidence to cast doubt on the accuracy of the initial Review. The Appeals Panel may also instruct NCC Education to reconsider the post-results service outcome and may offer recommendations.

Please note that marks and grades may be raised or lowered as a result of an appeal, where the evidence suggests that the original result awarded to a candidate is incorrect.

NCC Education aims to resolve Appeals within **6 weeks** of the date of receipt of a completed Appeals request form and payment received.

Please submit Appendix D to request this service.





## 6. Mark Changes

Where a Check, Review or Appeal reveals that the marks and/or grades issued to one or more candidates were incorrect, NCC Education will consider following factors before deciding on the appropriate corrective action:

- *the potential unfair disadvantage or unfair advantage to the individual candidate or candidates caused as a result of the error;*
- *the number of candidates affected;*
- *the impact on candidates who may, for example, have declined an opportunity to re-sit a qualification on the basis of the original result issued;*
- *the impact on third parties (such as employers, HE and FE) who have already relied on the incorrect qualification result;*
- *the length of time since the result was communicated to the candidate; and*
- *if the candidate was found after due process to be involved in malpractice*

Where the outcome of a review calls into question the accuracy of the results issued to any other candidates, NCC Education will take appropriate action to confirm all grades awarded are fully justified.



## APPENDIX A - SERVICE 1 CLERICAL CHECK REQUEST FORM

A request for a Service 1 Clerical Check must be submitted within 28 days of the release of assessment results. Submit the completed form to [reviewsandappeals@nccedu.com](mailto:reviewsandappeals@nccedu.com).

A £40 administrative fee is payable for a Service 1 Clerical Check. The outcome of this review will be withheld until full payment is received by NCC Education.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment):	
Assessment Cycle:	

Please tick this box to indicate that the candidate has read and understood NCC Education's Post-Results Services Policy and understands that their request for a review relates to the correct application of NCC Education's assessment procedures and **not** matters of academic judgement. Candidate understands that there are 3 possible outcomes of the review:

- Original mark is correct, so candidate's grade remains the same
- Original mark is lowered, and candidate's grade may be lowered as a result
- Original mark is raised, and candidate's grade may be raised as a result

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	



## APPENDIX B - SERVICE 2 REVIEW OF MARKING REQUEST FORM

A request for a Service 2 Review of Marking must be submitted within 28 days of the release of assessment results, or within 14 days of the outcome of a Service 1 Clerical Check.

Submit completed forms to [reviewsandappeals@nccedu.com](mailto:reviewsandappeals@nccedu.com).

An £80 administrative fee is payable for a Service 2 Review of Marking, or £50 if the candidate has already paid for a Service 1 Clerical Check. The outcome of this review will be withheld until full payment is received by NCC Education.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment):	
Assessment Cycle:	

Please tick this box to indicate that the candidate has read and understood NCC Education’s Post-Results Services Policy and understands that their request for a review relates to the correct application of NCC Education’s assessment procedures and **not** matters of academic judgement. Candidate understands that there are 3 possible outcomes of the review:

- Original mark is correct, so candidate’s grade remains the same
- Original mark is lowered, and candidate’s grade may be lowered as a result
- Original mark is raised, and candidate’s grade may be raised as a result



Please provide details of your request in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the request.

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	



## APPENDIX C - SERVICE 3 COHORT MODERATION REVIEW REQUEST FORM

A request for a Service 3 Cohort Moderation Review must be submitted within 28 days of the release of assessment results.

Submit completed forms to [reviewsandappeals@nccedu.com](mailto:reviewsandappeals@nccedu.com).

An £160 administrative fee is payable for a Service 3 Cohort Moderation Review. The outcome of this review will be withheld until full payment is received by NCC Education.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Qualification:	
Unit:	
Component (e.g. Exam, Assignment)	
Assessment Cycle:	

- Please tick this box to indicate that you have read and understood NCC Education's Post-Results Services Policy and understand the request for a review relates to the correct application of NCC Education's assessment procedures and **not** matters of academic judgement.



Please provide details of the grounds for enquiry in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the enquiry.

Signature of contact person at the Centre:		Date:	
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## APPENDIX D - SERVICE 4 APPEAL REQUEST FORM

A request for a Service 4 Appeal must be submitted within 14 days of the release of the outcome of a previous Post-Results Service.

Submit completed forms to [reviewsandappeals@nccedu.com](mailto:reviewsandappeals@nccedu.com).

A £250 administrative fee is payable for a Service 4 Appeal. The outcome of this Appeal will be withheld until full payment is received by NCC Education.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment):	
Assessment Cycle:	
Date previous request for Post-Results Service submitted to NCC Education:	

- Please tick this box to indicate that the candidate has read and understood NCC Education's Post-Results Services Policy and understands that their request for an appeal relates to the correct application of NCC Education's assessment procedures and **not** matters of academic judgement. Candidate understands that there are 3 possible outcomes of the appeal:
- Original mark is correct, so candidate's grade remains the same
  - Original mark is lowered, and candidate's grade may be lowered as a result
  - Original mark is raised, and candidate's grade may be raised as a result



Please provide details of your request in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the Appeal.

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	