



Procedure for dealing with a candidate's requests for post-result services

- *Information about this procedure will be included in the student examination handbook*
- Following the release of results, candidates should in all cases contact:
 - Jacqui Brooks – Head of Centre **or** Julian Cattley – Exams Officer
 - Use the 'Post result services - request, consent and payment' form

Special Note: If at this stage any request is not supported by the school, then the candidate should be informed immediately, with reason(s) given.

- Candidates are welcome to discuss any issues with the school and should do so through contact with: Jacqui Brooks – Head of Centre
- At this stage it should be made clear to the candidate that they may wish to take the matter further through the appeals and/or complaints process.
- Any action taken should then follow the appeals / complaints policy / process.

- Where post-result services are approved {including identifying appropriate source of funding}, the attached form will be provided with:

from the school:

- A clear deadline for return {relating to exam board deadlines}
 - Identify to the candidate that these may be very tight deadlines
- Full details of subject awarding body, qualification level and subject title, paper code, service reference number {and cost where applicable}.

from the candidate:

- Signature and date for the RoR and/or ATS statements as appropriate
- Candidates should then return the form as soon as possible and before the given deadline
- The school will then process the application and log that they have done so
- Any outcome, resources, feedback or changes as a result of the application will be shared with the candidate as soon as possible upon receipt.
- Should the receipt of information require further action then please follow this or other appropriate appeals and/or complaints procedure {internal or external as appropriate}
- All records and information received will be kept until all post-result procedure deadlines and any unresolved cases of any kind relating to the exams, are resolved.

Approved/reviewed by	
Julian Cattley	
Date of next review	Oct 2026