

Exams Support

How to request Post-results Services

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Post-results Services

If you're unhappy about an exam result, you can ask us for a clerical re-check or review of marking ('reviews of results'), or we can send you a standard copy of the marked paper ('access to scripts').

Any outcomes (decisions) from post-results services, copies of reviewed scripts, and copies for requested marked scripts will be kept for two years on Centre Services from the date they were provided. These should be downloaded if records are needed for longer than this.

How to request Post-results Services

To submit a request for post results services, the Centre Administrator must log into [Centre Services](#) and follow the steps below:

1 Clerical re-check

A clerical re-check of a marked paper will ensure that:

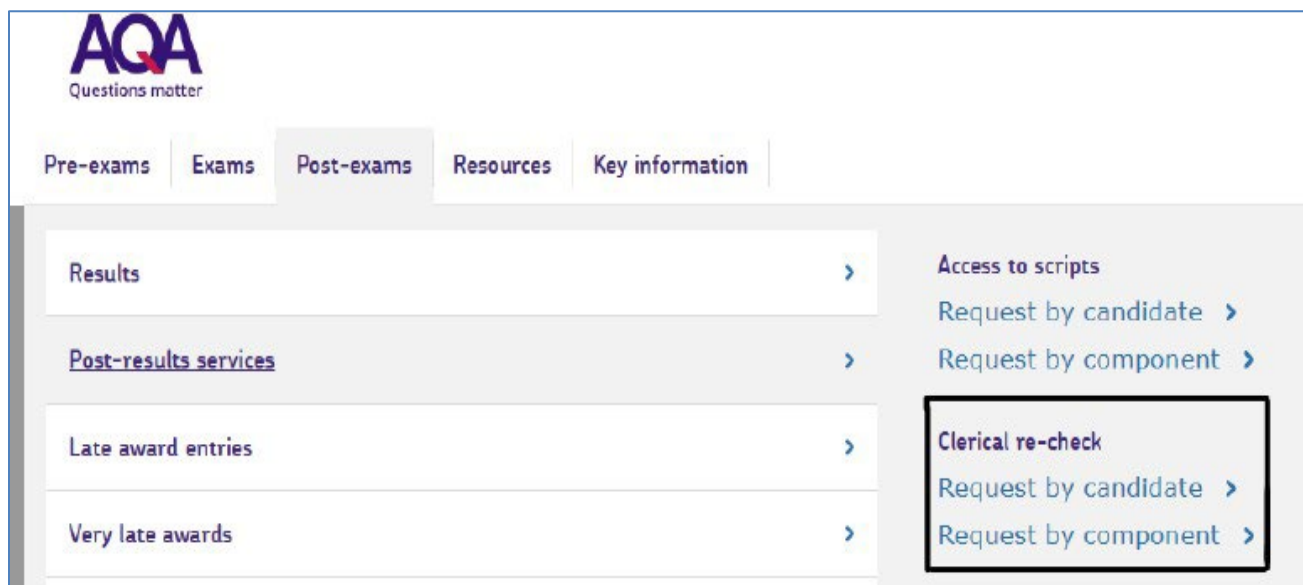
- every page in the paper has been marked
- every awarded mark has been counted
- the total result matches the awarded marks

Please keep in mind that during reviews of marking and clerical re-checks, marks and grades can go down, up or remain the same.

1.1 Make a request for a clerical re-check

You can only request a clerical re-check once for each paper.

- Log in to [Centre Services](#)
- Select the post-exams tab
- Select the post-results services option
- Select the 'Clerical re-check', and either 'Request by candidate' or 'Request by component' option



1.2 Request by candidate

- If you select the 'Request by candidate' option, you will see the screen below
- You can select multiple components for a single candidate who has requested a clerical re-check for more than one unit.

The screenshot shows the AQA 'Clerical re-check' form for 'Request by candidate'. The form is titled 'Clerical re-check' and has a breadcrumb trail: 'Post-exams / Post-results services / Clerical re-check / Request by candidate'. Below the title, there are two tabs: 'Single candidate / Multiple components' (selected) and 'Multiple candidates / Single component'. The form contains several input fields: 'Series Year*' (dropdown), 'Series Code*' (dropdown), 'Candidate search' section with 'Candidate number' (text), 'Last name' (text), 'First name' (text), 'UCI' (text), and 'ULN' (text). At the bottom, there are 'Search' and 'Clear' buttons.

- Select the series year, series code and input the student details
- Use the most appropriate fields on the form to help your search
- Once the student record is found, select using the spot next to the candidate number
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request




1.3 Request by component

- If you select the 'Request by component' option, you will see the screen below
- You can select multiple candidates who have requested the same service for the same component.

The screenshot shows the AQA 'Clerical re-check' form for 'Request by component'. The form is titled 'Clerical re-check' and has a breadcrumb trail: 'Post-exams / Post-results services / Clerical re-check / Request by component'. Below the title, there are two tabs: 'Single candidate / Multiple components' and 'Multiple candidates / Single component' (selected). The form contains several input fields: 'Series year*' (dropdown), 'Series code*' (dropdown), 'Select component' section with 'Subject grouping*' (dropdown) and 'Component*' (dropdown). At the bottom, there are 'Submit' and 'Cancel' buttons.

- Select the series year, series code and component
- Use the most appropriate fields on the form to help your search
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request

Populate the search fields as seen above for the selected screen and then select 'Re-check' or 'Re-check (Plus reviewed script)' on the submission screen as illustrated in the image below. Click the 'Submit' button to finalise and submit your request(s).

Service		
Clerical re-check	Re-check (Plus reviewed script)	Internal service
<input type="radio"/>	<input type="radio"/>	Service 
<input type="radio"/>	<input type="radio"/>	Service 
<input type="radio"/>	<input type="radio"/>	Service 

Deadlines – Please refer to the [dates and timetables](#) page.

Process information:

- A clerical re-check takes up to ten calendar days.
- We will email your school's Exams Officer to notify you when your clerical re-check outcome is available on Centre Services.
- Any requested copies of the checked paper will be emailed to the school once the review is complete and will include examiner comments.

2 Moderation review

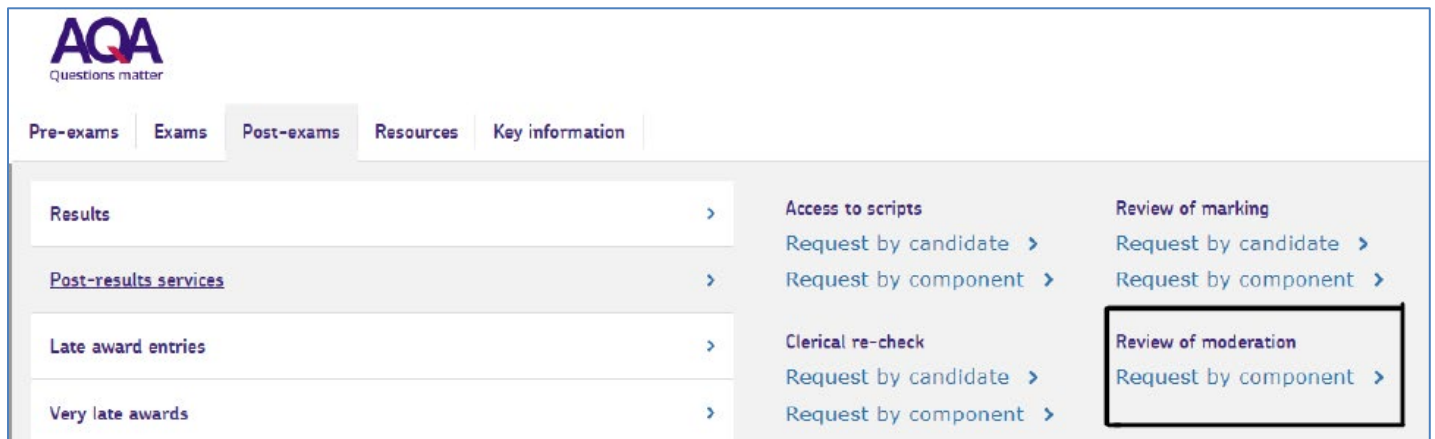
When a review of the moderation of coursework or controlled assessment mark is carried out, we will check to make sure the assessment criteria are applied fairly, reliably and consistently.

This service is only available for whole cohorts, not individual students. Private candidates can request a review, but only for certain specifications and only when the work has been assessed by a moderator.

2.1 Make a request for a moderation review

You can only request a review for work that has been kept in secure conditions and not returned to students.

- Log in to [Centre Services](#)
- Select the post-exams tab
- Select the Post-results services option
- Select '**Moderation review**' and '**Request by component**'.



- If your centre's marks were accepted during moderation, you cannot use this service.

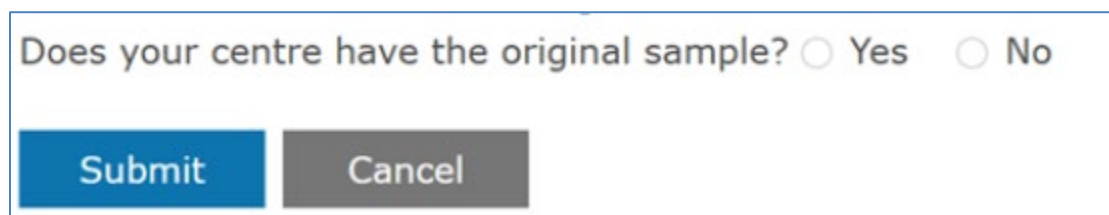
2.2 Request by component

- If you select the 'Request by component' option, you will see the screen below
- This screen is designed to select entire cohorts when requesting a review of moderation.

A screenshot of the 'Review of moderation' form on the AQA website. The form is titled 'Review of moderation' and has a breadcrumb trail: 'Post-exams / Post-results services / Review of moderation / Request by component'. It contains three mandatory fields marked with an asterisk: 'Series Year*', 'Series Code*', and 'Component*'. Each field has a dropdown menu with 'Select value' and a downward arrow. At the bottom of the form, there are 'Submit' and 'Cancel' buttons.

- Select the series year, series code and component
- Use the most appropriate fields on the form to help your search
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request

Once a valid component has been selected using the search fields seen in the image above, a component summary table will appear. You will also be asked about the location of your sample.



Does your centre have the original sample? ☐ Yes ☐ No

Submit **Cancel**

- Please ensure you verify the precise location of the original sample before responding to this sample location question.
- If you are a lead centre requesting a review of moderation for a consortium, you will need to answer the sample location question on behalf of each centre in the consortium.
- If your centre is part of a consortium, only the lead centre can request this service on behalf of all centres within the consortium.
- After you have submitted the request by selecting the 'Submit' button, a confirmation message will appear confirming that the request has been made.
- Within the message you will see the details of the component that the request has been made for, the request ID that has been generated for the request and the answer to the sample question.

Deadlines – Please refer to the [dates and timetables](#) page.

Process information:

- A moderation review may take up to 35 calendar days from the date the moderator receives the original samples from your school.
- We will email your school's Exams Officer to notify them when your moderation review outcome is available on Centre Services.
- Your school will receive an additional feedback form once the outcome is available.

3 Priority copy of marked paper (access to scripts)

This is a photocopy of the marked exam paper that you can use to decide whether to request a review of marking or clerical re-check.

Do **not** do this if a student's university place is pending. Go straight to priority review of marking instead.

3.1 Request a priority copy of marked paper

You can request a marked exam paper by the following the step below.

- Log in to [Centre Services](#)
- Select the post-exams tab
- Select the post-results services option
- Select the **Access to scripts**, either **'Request by candidate'** or **'Request by component'**
- Choose the 'Priority' option on the submission screen

Service				
None	Original	Priority	Reviewed	Internal service
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value=""/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value=""/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value=""/>

Deadlines – Please refer to the [Dates and Timetables](#) page.

4 Standard copy of marked paper (access to scripts)

Schools can request access to scripts for a standard copy of a marked exam paper to use for your teaching and learning.

Please note that that the name of this service has changed to “Standard copy of marked script” on the AQA and OxfordAQA websites but on Centre services still display this name - original marked paper.

4.1 Request a standard copy of a marked paper

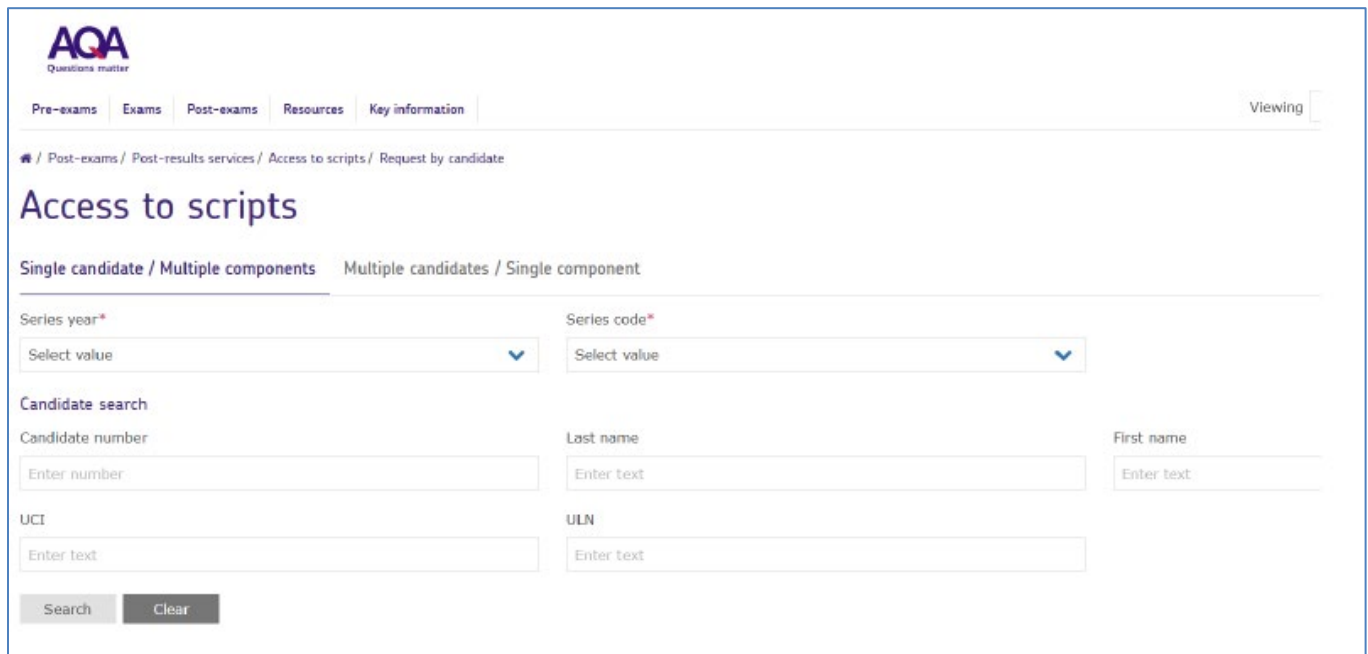
You can request a marked exam paper by the following the step below.

- Log in to [Centre Services](#)
- Select the post-exams tab
- Select the post-results services option
- Select the **Access to scripts**, either **Request by candidate** or **Request by component**

4.2 Request by candidate

The screenshot shows the AQA website interface. At the top is the AQA logo with the tagline 'Questions matter'. Below the logo are five navigation tabs: 'Pre-exams', 'Exams', 'Post-exams', 'Resources', and 'Key information'. The 'Post-exams' tab is currently selected. Below the tabs, there is a sidebar with two options: 'Results' and 'Post-results services'. The 'Post-results services' option is selected, and it has opened a dropdown menu with three options: 'Access to scripts', 'Request by candidate', and 'Request by component'. The 'Access to scripts' option is highlighted.

- If you select the 'Request by candidate' option, then you will get the screen below
- You can select multiple components for a single candidate who has requested the ATS (Access to script) service for multiple components.



AQA
Questions matter

Pre-exams | Exams | Post-exams | Resources | Key information | Viewing

Post-exams / Post-results services / Access to scripts / Request by candidate

Access to scripts

Single candidate / Multiple components | Multiple candidates / Single component

Series year*
Select value

Series code*
Select value

Candidate search

Candidate number
Enter number

Last name
Enter text

First name
Enter text

UCI
Enter text

ULN
Enter text

Search Clear

- Select the series year, series code and input the student details
- Use the most appropriate fields on the form to help your search
- Once the student record is found, select using the spot next to the candidate number
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request

Once you have press submit, a table will then appear showing the candidates that match your entered search criteria.

- Select the spot button next to the candidate you are making the request for.

Post-Results Services

Candidate search result

Showing 5 of 376 results

Show 5

	Candidate number	Candidate name	Gender	Date of birth	UCI	ULN
<input type="radio"/>	0010	MOSS:BILLY		1985-06-01T00:00:00	100150180010H	
<input type="radio"/>	0200	BARNES:GRAHAM		2000-07-01T00:00:00	100150180200X	
<input type="radio"/>	1500	DANIEL:CLEM		1999-03-21T00:00:00	000090315582K	2125108622
<input checked="" type="radio"/>	2005	DULAR:DAYNA		2000-07-19T00:00:00	0000D0025121R	2162484616
<input type="radio"/>	2221	LAYCOX:JOCHIM		2000-08-25T00:00:00	0000D0026282Y	2162486317

- Once you have selected the candidate, a table will appear displaying the services you can request for each component that the candidate has an entry for

How to request Post-results services

Component for candidate DULAR:DAYNA #2005

Showing 2 of 2 results Show 5

Component code	Component name	Service			
		None	Original	Priority	Reviewed
8700/1	ENGLISH LANGUAGE PAPER 1	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8700/2	ENGLISH LANGUAGE PAPER 2	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Use the spot buttons to select which service you are making the request for: Original, Priority or Reviewed. Press 'Submit' to make the request.

4.3 Request by component

- If you select the 'Request by component' option, then you will get the screen below
- You can select multiple candidates for a single component who have requested the same service for the same component

AQA
Questions matter

Pre-exams Exams Post-exams Resources Key information Viewing

Post-exams / Post-results services / Access to scripts / Request by component

Access to scripts

Single candidate / Multiple components **Multiple candidates / Single component**

Series Year* Series Code*

Select component

Subject grouping*

Component*

- Select the series year, series code and component
- Use the most appropriate fields on the form to help your search
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request

Once you have submitted on this screen. A table will then appear:

Access to scripts

Single candidate / Multiple components Multiple candidates / Single component

Series year* Series code*

Select component

Subject grouping*

Component*

Service selection

Component code	Component name	Service		
		Original	Priority	Reviewed
7517/1A	COMPUTER SCIENCE ADV PAPER 1A C#	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Please select which service you are applying for: Original, Priority or Reviewed. Once the service has been chosen, a list of candidates who have been entered for that component will appear.
- To view more than five candidates at a time, use the show drop down and increase the number for easier navigation as illustrated below

Service selection

Component code	Component name	Service		
		Original	Priority	Reviewed
7517/1A	COMPUTER SCIENCE ADV PAPER 1A C#	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Candidate selection

Showing 1-5 of 10 results

	Candidate number	Candidate name	Gender	Date of birth	UCI	ULN	Additional papers
<input type="checkbox"/>	7025	GENET:EARLEEN	Female	30-12-2000	100160730005C	2179525515	N/A
<input type="checkbox"/>	7026	CLARY:PAULETTA	Female	15-01-2001	100140582009F	2167983432	N/A
<input type="checkbox"/>	7027	GARRINGTON:MARISA	Female	20-02-2001	100140582013X	2167983475	N/A
<input type="checkbox"/>	8290	UNECK:CATHEY	Female	23-12-2001	100140582573B	2167984226	N/A
<input type="checkbox"/>	8292	MURRIE:FLEUR	Female	08-01-2002	100140583084C	2167984358	N/A

Showing 1-5 of 10 results

Page 1 2 >

- To make a request, click the checkboxes next to the candidates you would like to submit a request for as seen below

How to request Post-results services

Candidate selection

Showing 1-10 of 10 results

Show 100

	Candidate number	Candidate name	Gender	Date of birth	UCI	ULN	Additional papers
<input type="checkbox"/>	7025	GENET:EARLEEN	Female	30-12-2000	100160730005C	2179525515	N/A
<input type="checkbox"/>	7026	CLARY:PAULETTA	Female	15-01-2001	100140582009F	2167983432	N/A
<input type="checkbox"/>	7027	GARRINGTON:MARISA	Female	20-02-2001	100140582013X	2167983475	N/A
<input type="checkbox"/>	8290	UNICK:CATHEY	Female	23-12-2001	100140582573B	2167984226	N/A
<input type="checkbox"/>	8297	MURRIE:FLEUR	Female	08-01-2002	100140583084C	2167984358	N/A
<input type="checkbox"/>	8294	GERPHEIDE:LEO	Male	08-02-2002	100140968877M	2171878648	N/A
<input type="checkbox"/>	8301	TORBUS:HONORINE	Female	21-12-2001	100140583659A	2167985109	N/A
<input checked="" type="checkbox"/>	8303	STEINMILLER:NANETTE	Female	19-04-2002	100140961285M	2171879938	N/A
<input type="checkbox"/>	8305	LINGO:JOSEPHIE	Female	22-04-2002	100140969427R	2171879512	N/A
<input type="checkbox"/>	8317	REBAR:PROSPERO	Male	03-02-2002	100160730006M		N/A

- If you would like to select all candidates you are currently viewing in the table, select the checkbox at the top of the table next to 'Candidate number'

Candidate selection

Showing 1-5 of 7 results

<input checked="" type="checkbox"/>	Candidate number
<input checked="" type="checkbox"/>	7186
<input checked="" type="checkbox"/>	7257
<input checked="" type="checkbox"/>	7327
<input checked="" type="checkbox"/>	7351
<input checked="" type="checkbox"/>	7365

- Once you are ready, press 'Submit'.

Choose the 'Original' option on the submission screen.

Service				
None	Original	Priority	Reviewed	Internal service
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

Deadlines – Please refer to the [Dates and Timetables](#) page.

How long it takes.

Schools will receive the papers within five weeks of the request.

What happens next?

Standard copies of marked papers will be paper or electronic copies. These may arrive in several batches.

If there is a problem with the copies you receive, please let us know within two weeks of receipt – we may not be able to help you after this time.

If you would like to cancel a request for a standard copy of a marked paper (for example, because you want to request a review of marking or clerical re-check or appeal), please let us know immediately. There might still be time for us to cancel sending the standard copy of the marked paper to you.

5 Review and priority review of marking

If you request a review or priority review of marking:

- it includes a clerical re-check.
- you will receive a copy of the reviewed script as part of this service.
- a second examiner will review the paper/recording again to identify genuine marking errors or unreasonable marking.
- we will make sure all the marks are counted.

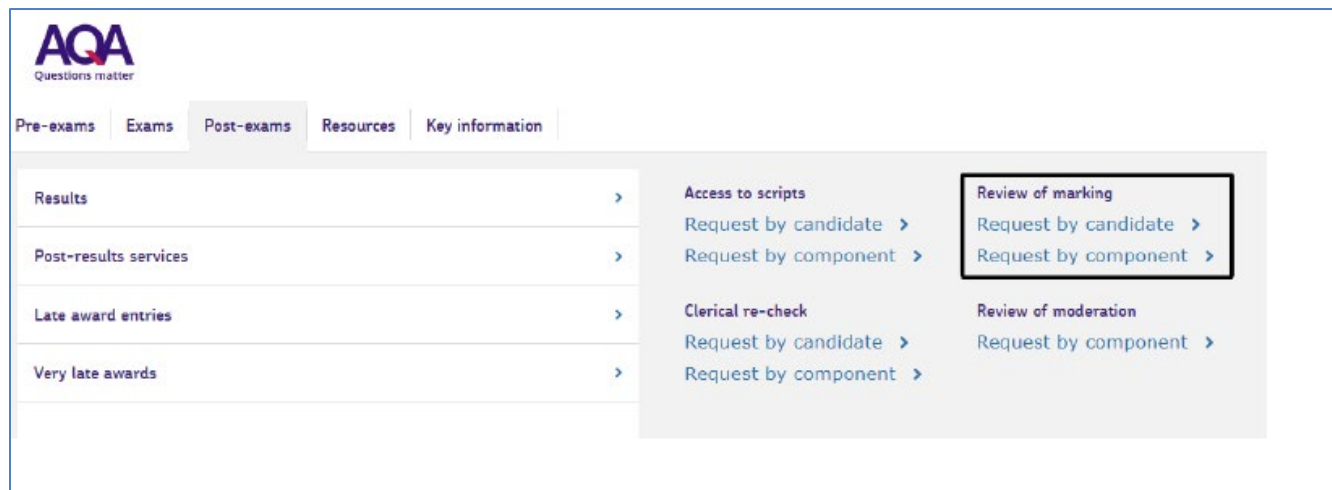
Please be aware that grades may go down, up or remain the same. A review is the standard speed service for any student.

You can request these services for individual units or components.

5.1 Make a request for a review or priority review of marking

You can only request a review of marking once for a paper.

- Log in to [Centre Services](#)
- Select the post-exams tab
- Select the post-results services option
- Select the 'Review of marking' either 'Request by candidate' or 'Request by component'



5.2 Request by candidate

- If you select the 'Request by candidate' option, then you will get the screen below
- This screen is designed to facilitate the selection of multiple components for a single candidate who has requested a clerical re-check for multiple components.

A screenshot of the 'Review of marking' form on the AQA website. The form is titled 'Review of marking' and has two tabs: 'Single candidate / Multiple components' (selected) and 'Multiple candidates / Single component'. The form contains several input fields: 'Series year*' (a dropdown menu), 'Series Code*' (a dropdown menu), 'Candidate number' (a text input), 'Last name' (a text input), 'First name' (a text input), 'UCI' (a text input), and 'ULN' (a text input). There are 'Search' and 'Clear' buttons at the bottom left. The breadcrumb trail at the top reads: 'Post-exams / Post-results services / Review of Marking / Request by candidate'.



- Select the series year, series code and input the student details
- Use the most appropriate fields on the form to help your search
- Once the student record is found, select using the spot next to the candidate number
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request

Please note - you can either search for a specific candidate by populating all search fields or simply click search after entering the series code and year to see a list of all candidates.

A table will appear that matches your entered search criteria. Select the spot button next to the candidate number that you are making the request for.

Candidate search result

Showing 1-25 of 52 results

	Candidate number 
	1003

- Once you have selected the candidate number, a table will appear displaying the services you can request for each component that the candidate has an entry for.
- Spot buttons in non-priority and priority columns will be disabled and you will not be able to select them. This is because a copy of the script is included with each review of marking request.

Service					
None	Non priority	Non priority (Plus reviewed script)	Priority	Priority (Plus reviewed script)	Internal service
					Service 
					Service 
					Service 
					Service 
					Service 

- Once you have selected the service you are making the request for, click 'Submit'.

5.3 Request by component

- If you select the 'Request by component' option, then you will get the screen below
- This screen is designed to facilitate the selection of multiple candidates for a single component when several candidates have requested the same service for the same component

AQA
Questions matter

Pre-exams | Exams | Post-exams | Resources | Key information | Viewing

Post-exams / Post-results services / Review of Marking / Request by component

Review of marking

Single candidate / Multiple components | **Multiple candidates / Single component**

Series Year*
Select value

Series Code*
Select value

Select component

Subject grouping*
Select value

Component*
Select value

Submit Cancel

- Select the series year, series code and component
- Use the most appropriate fields on the form to help your search
- Make sure all mandatory fields are completed (these are marked with *)
- Select the correct information from the drop-down list
- Review all the details before submitting
- Submit the request

Once you have selected a component, a table will appear displaying the services available.

Service					
None	Non priority	Non priority (Plus reviewed script)	Priority	Priority (Plus reviewed script)	Internal service
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Service
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Service
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Service
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Service
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Service

- Spot buttons in non-priority and priority columns will be disabled and you will not be able to select them. This is because a copy of the script is included with each review of marking request.
- Select the service '**Non-priority (Plus reviewed script)**' or '**Priority (Plus reviewed script)**'.
- You will receive a copy of the reviewed script as part of the review or priority review of marking service.

Deadlines – Please refer to the [dates and timetables](#) page.

Process information:

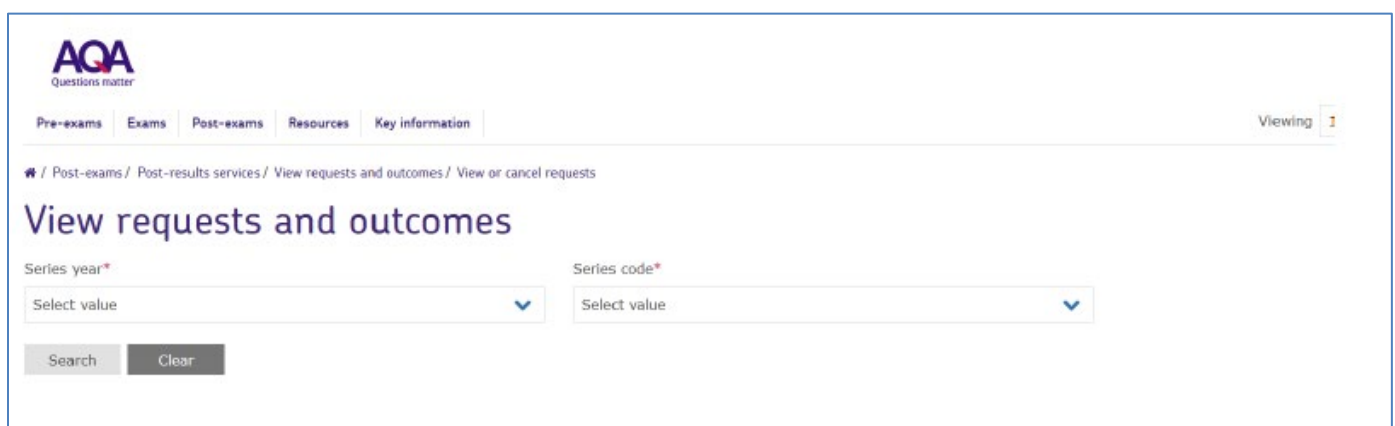
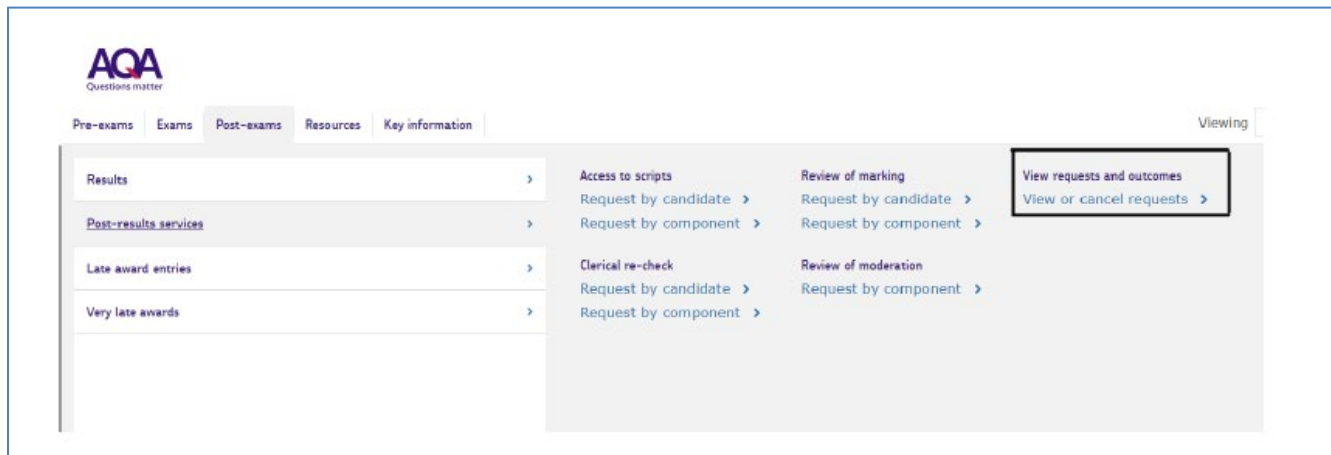
- It may take up to 20 calendar days for a review of marking.
- It may take up to 15 calendar days for a priority review of marking.
- We will email your school's Exams Officer to notify them when your review outcome is available on Centre Services.

6 View post-results requests

If you submitted your request online, you can track it in [Centre Services](#) under **'View or cancel requests'**.

You can view or cancel request by the following the step below.

- Log in to [Centre Services](#)
- Select the post-exams tab
- Select the post-results services option
- Select the View requests and outcomes option and then 'View or cancel requests'



- Enter the 'Series Year' and 'Series Code'
- Once you have entered a valid Series year and code, further search fields will appear:

How to request Post-results services

Post results request search

Service

All

Candidate number

Enter text

Last name

Enter text

First name

Enter text






Component code

Enter text

Component name

Enter text

Status

Cancelled  Complete  In Progress  Pending  Submitted 

Search

Clear

- You may view all available services or search for a specific service by selecting an option from the dropdown menu.

Post results request search

Service

All

All

Access to Script

Clerical Re-Check

Review of Marking

Review of Moderation


Enter text


Search


Clear


- You can also search for requests that are in a specific status. This search type is located on the right side of your screen. To remove a status from the filter, simply click on the 'X' icon as shown in the diagram below


Status

Complete 

In Progress 

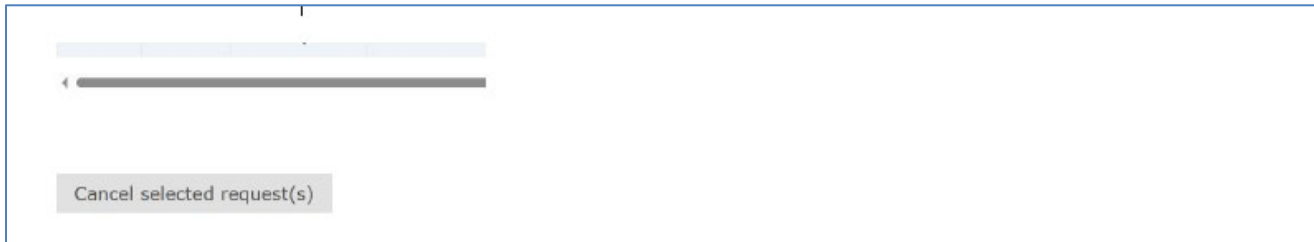
Pending 

Submitted 



7 Cancel post-results requests

To cancel a request, fill in the relevant fields as indicated above in section 6 **View post-results requests** option of this document and then 'View or cancel requests@ and press 'Search'. At the bottom of the search table, you will find a Cancel Selected Request(s)' button in the bottom left corner.

A screenshot of a web interface showing a search results table. At the bottom left of the table, there is a button labeled 'Cancel selected request(s)'. The button is rectangular with a light gray background and black text. Above the button, there is a horizontal bar with a small arrow pointing left, indicating a selection or filter function.

Select the request(s) you wish to cancel by clicking the checkbox next to it, then click on 'Cancel Selected Request(s)'. Please note that the request must be in submitted status. If the request is in any other status, you will not be able to cancel it and will need to contact AQA.

Please note - For standard copies of marked papers, the status of your request on Centre Service will always show as '**In Progress**'. After we send the papers, the status will change to '**completed**'.

For additional support, please email info@oxfordaqa.com.