



## **Enquiries About Results Policies and Procedures**

(Next Review Date: February 2027)

The Christian Fellowship School recognises its commitment to ensuring that all candidates have full access to the post results services offered by awarding bodies.

### **Enquiries about Assessment & Examination Results**

1. Requests for results enquiries should be made through the school Examinations Office within two weeks of the GCSE results' publication dates to allow time for processing before awarding bodies' deadlines.
2. No requests will be actioned without written/email approval by the Head of School and /or Head of Upper School. Evidence of the latter will be retained by CFS for at least one year following the result of an enquiry and/or appeal.
3. No requests will be actioned until relevant payment has been agreed and received.
4. Candidates and parents should discuss their results with their subject teachers and Head of Upper School before making the decision to proceed with an enquiry.
5. Requests for results enquiries can be initiated by:
  - The candidate/parent(s)/guardian who must pay the relevant fee(s) prior to the enquiry request being actioned by the Exams Office.
  - CFS Leaders may request an enquiry about results. In this case CFS will finance the enquiry, but must clarify this in writing or by email with the Bursar and Exams Office prior to the enquiry request being actioned.
  - Subject Teachers may recommend and request an enquiry on the candidate's behalf. In this case CFS will finance the enquiry but the Head of School or Head of Upper School must clarify this in writing or by email with the Bursar and Exams Office prior to the enquiry request being actioned.
6. If the enquiry results in a positive change of examination grade the Exams Officer will inform the Bursar to arrange for the fee to be refunded.
7. The Exams Officer will inform the candidate/parent(s)/guardian, Head of School, Head of Upper School and Subject Teacher as soon as possible about the outcome of an enquiry about results.
8. If the candidate/parent(s)/guardian and CFS disagree about actioning an enquiry about results (or any other post results service) and all reasonable measures to resolve the disagreement have been exhausted, then an appeal must be made in writing to the Head of Centre.