Managing Results: Summer 2024

OCR Customer Support Team, June 2024

Support and training

- Join one of our live, online training sessions on managing results and post-results services – visit our <u>booking page</u> to reserve your place!

Managing results and post-results: General qualifications and Cambridge Nationals

- 9 July
- 17 July
- 8 August

Managing results and post-results: Cambridge Technicals

- 11 July
- 18 July
- 8 August

Planning and preparation

JCQ instructions and regulations

Awarding body guidance and resources

Centre policies and procedures

The Exams Office guides and templates

- To help you effectively plan and prepare, draw up a list of key tasks which need to be undertaken

- Identify any tasks which can be completed before the end of the summer term

- Confirm your role and responsibilities and those of other members of centre staff
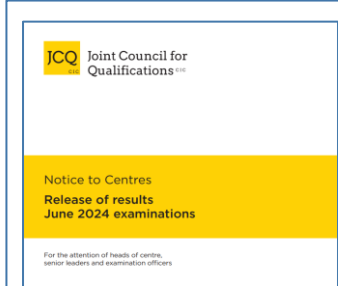
JCQ regulations and instructions

The documents below are available on the JCQ website

General Regulations for Approved Centres

1 September 2023 to 31 August 2024

For the attention of heads of centre, senior leaders within schools and colleges and examination officers.

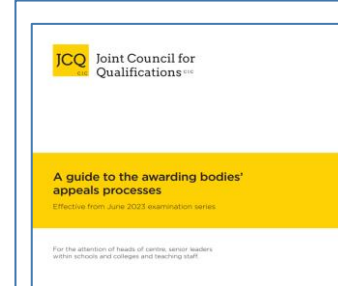**General Regulations for Approved Centres**

Notice to Centres

Release of results June 2024 examinations

For the attention of heads of centre, senior leaders and examination officers

Release of results June 2024

Post-Results Services

Information and guidance to centres – June 2024 and November 2024 examination series

• Clerical re-checks
• Reviews of marking
• Reviews of moderation
• Access to scripts

This document covers the following qualifications:
• AQA Applied General qualifications
• AQA Level 2 Certificate in Further Maths
• AQA Level 3 Certificate in Mathematical Studies
• BTEC Firsts, BTEC Nationals, BTEC Tech Awards
• Cambridge Nationals

Post-Results Services June and November 2024

A guide to the awarding bodies' appeals processes

Effective from June 2023 examination series

For the attention of heads of centre, senior leaders within schools and colleges and teaching staff.

A Guide to appeals processes

What, where, when?

- Results files and results data
- Results reports
- Grade boundaries
- Question papers and mark schemes
- Examiners' reports
- Provisional results statistics

Check your Interchange roles and access

In readiness for the results period, make sure the right people have the access they need to Interchange:

- **Centre Administrator (GQ)** and **Results Full Access (GQ)** – full access to all results information and results reports from restricted release to centres

- **Tutor/Teacher** – access to results reports and Active Results from 8.00am on results days (candidate release)

Set up two-factor authentication (2FA) for Interchange – action may be required!

- Remember, as part of our work to increase our security arrangements we've added two-factor authentication (2FA) to Interchange. You now log in to Interchange via our single sign-on service, My Cambridge

- If you, or your users, haven't already set up 2FA for Interchange, please see our instructions

- **Your teachers must set up 2FA for Interchange so they can access results reports and Active Results successfully**
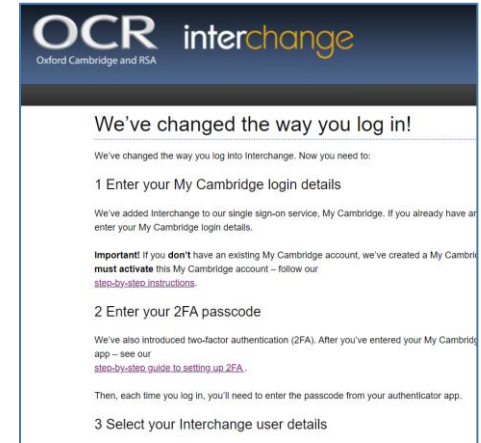
Contingency planning

Your written examination contingency plan must include procedures in the event of:

- Your centre being unavailable on results day, owing to an unforeseen emergency

- A key member of staff being absent at a critical time

Remember, your contingency plan must also consider the potential impact of a cyber-attack

The Exams Office and the NAEO
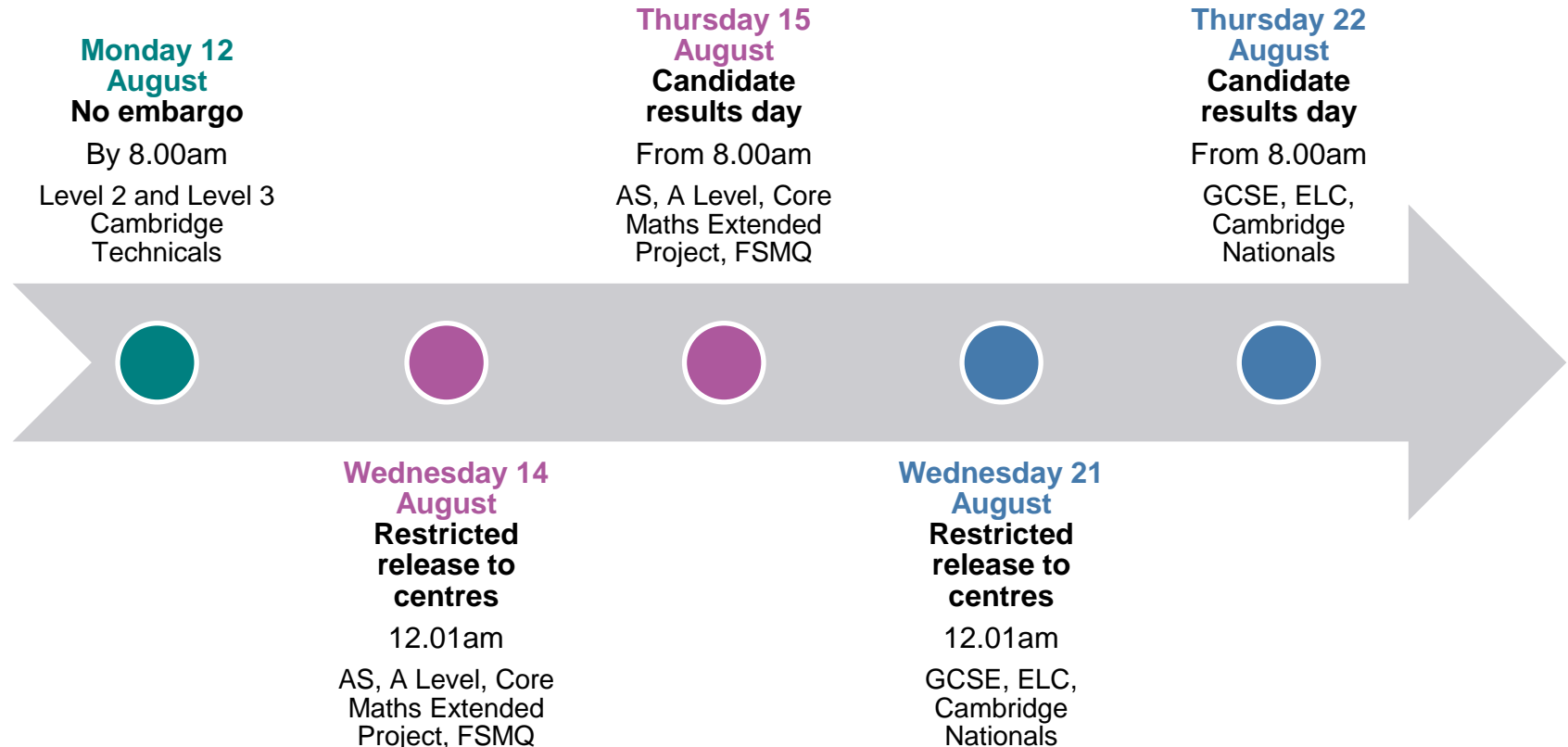
- The Exams Office has a range of helpful **guides and templates** to help you manage results and post-results

- The **'Results Day Checklist'** and **'Post-Results Services Checklist'** provide a list of key tasks to help you plan and prepare

- You'll also find the **articles** and **blogs** useful
  - Preparing for results days
  - Sharing examination information/results with third parties (including parents)

RESULTS DAY CHECKLIST

		✔
Before the end of the summer term/prior to results day(s)		✔
Identify venue for results issue and the required set up arrangements (liaise with other relevant centre staff)		
Inform candidates (including any private candidates) of results day arrangements (collection time(s), venue etc.)		
Log and track return of any candidates' work from Moderators (confirm safe storage and retention arrangements)		
Identify/confirm other centre staff who will provide support on results day(s) and their roles		
Collate post-results services information (including deadlines, fees and charges detail)		
Confirm process for dealing with post-results enquiries (collecting requests, consent, payment, etc.)		
(As applicable) Prepare individual candidate result information envelopes (or name and address labels)		
IT readiness	Inform relevant (IT) staff of date/time systems need to be available for accessing results Check for any awarding body basedata that may need to be refreshed Confirm A2C is 'ready' for all relevant awarding bodies (if applicable request new access key) Undertake a MIS provider results download test (if made available by the provider)	
Restricted release day(s) (Note the restrictions in the JCQ Release of Results notice)		✔
Embargo MIS (to prevent unauthorised access to results information)		
Access/download results (via A2C for EDI result files or by login to awarding body secure extranet site)		
Resolve any missing or incomplete results (MIRs)	Submit any late subject award requests	
Print/prepare individual candidate statements of provisional results		
Collate statements with any other pre-prepared centre-specific information for candidates		
Prepare results data/summaries in readiness for access by/issue to other relevant centre staff (as applicable) (Prepare any required results analysis / (if applicable) prepare information for press release)		
Results day(s) and beyond		
Issue statements of provisional results to candidates from the permitted release time (Results data **must not** be shared more widely until after the candidates have received their results)		
Make post-results services information available to candidates and relevant centre staff		
Provide access to/issue results data/summaries to other relevant centre staff (as applicable) (Issue any required results analysis / (if applicable) issue press release no earlier than from the permitted time)		
Access/signpost relevant centre staff to Moderator reports (where/if applicable)		
Process and log any priority review of results (Re... ... to scripts (AT... ...s to deadline		
Resolve any outstanding MIR to deadline	... ...rema... ...bject award request to deadline	
Process and log any non-priority RoR/ATS requests to ...		
Update result records and analysis if affected by a change from a MIR/RoR outcome		
Undertake any relevant DfE Checking Exercise (where/if applicable)		
Receive and check certificates		
Issue certificates and keep record of issue		
Retain unclaimed certificates for at least the minimum required period		
Record confidential destruction of unclaimed certificates (if applicable) and retai... ...		

When are results issued?

Monday 12 August
No embargo

By 8.00am

Level 2 and Level 3 Cambridge Technicals

Thursday 15 August
Candidate results day

From 8.00am

AS, A Level, Core Maths Extended Project, FSMQ

Thursday 22 August
Candidate results day

From 8.00am

GCSE, ELC, Cambridge Nationals

Wednesday 14 August
Restricted release to centres

12.01am

AS, A Level, Core Maths Extended Project, FSMQ

Wednesday 21 August
Restricted release to centres

12.01am

GCSE, ELC, Cambridge Nationals

Results release

General qualifications and Cambridge Nationals

- On **restricted release days**, results are confidential to the head of centre, exams office staff and senior members of teaching staff – JCQ <u>Notice to Centres: release of results June 2024</u>

- Check staff access to your MIS and awarding body secure sites – you may need to place a temporary 'embargo' to prevent unauthorised access on restricted results release days

Cambridge Technicals

- You can issue results to students as soon as they are available. However, the earlier release has been designed to give schools and colleges more time to check and prepare results for students who need them on 15 August, alongside A Levels

Troubleshooting

To avoid missing results and issues on results day(s), check the following:

- Access to awarding body secure systems

- Awarding body results eligibility warnings

- Certification entries for unitised qualifications

- Level 1/2 Technical Award qualifications – terminal rule

- Updates from your MIS provider

- Latest version of awarding body basedata

- Special consideration applications

- Correspondence regarding any pending results (Q grades)

Summer 2024 post-results services deadlines

General qualifications, Cambridge Nationals and Cambridge Technicals

- **22 August** – priority service 2 reviews of marking (Level 3 qualifications only)

- **29 August** – priority access to scripts requests (Cambridge Technicals only)

- **26 September** – non-priority access to scripts requests (Cambridge Technicals only)

- **26 September** – deadline for downloading copies of scripts from 'Access to Scripts' (general qualifications and Cambridge Nationals only)

- **26 September** – reviews of marking and moderation, missing and incomplete results (MIR) and late certification requests

Post-results services

- Missing and incomplete results
- Late certification
- Access to scripts
- Reviews of results
- Appeals

Frequently Asked Questions

What's in results files for linear qualifications?

EDI

- Qualification grades
- Qualification marks *
- Endorsement grades

XML

- Qualification grades
- Qualification marks
- Endorsement grades
- **Component marks**

Information about XML files is available on the JCQ website

ℹ️ Qualification marks are not reported as standard in EDI results files

* OCR includes overall qualification marks for linear qualifications in EDI files, except those with an endorsement (A Level Sciences and GCSE English Language)

Who do we contact if we have technical issues on results day?

If you have problems accessing results files:

- Check you have the latest version of the awarding body basedata

- Check for updates/patches from your MIS provider

- Remember:

  o Results and results reports are available via awarding body secure systems

  o OCR also makes EDI and XML results files available via Interchange as a contingency

If you need support with your centre MIS:
- Contact your MIS provider

How do we access students' marked exam scripts?

General qualifications and Cambridge Nationals – scripts are available from our <u>Access to Scripts</u> service (accessed via <u>My Cambridge</u>):

Original marked scripts (to support reviews of marking and teaching and learning)

- Free, on-demand PDF copies are available to download from candidate release date until 26 September

Reviewed scripts

- Request a PDF copy of a reviewed script via Interchange as part of a clerical check or review of marking request. This is a paid for service
- The reviewed script will be available on Access to Scripts once the review of results has been completed

Cambridge Technicals – priority scripts (to support reviews of marking) and non-priority scripts (to support teaching and learning) must be requested by the relevant deadline using the application form available on Interchange
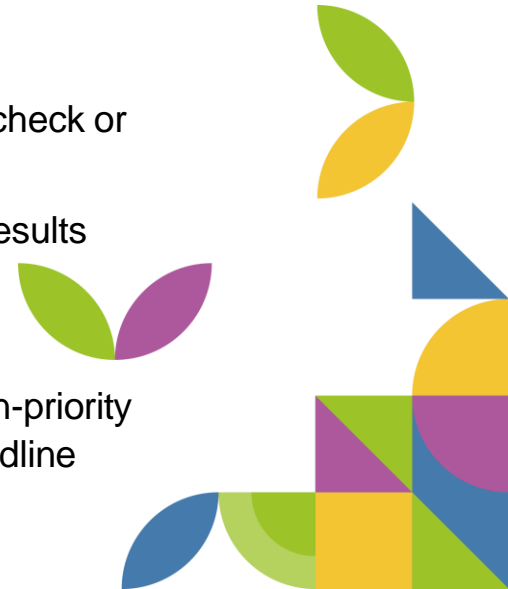
Ask the audience… exams officer top tips and questions

Our top tip!

- Attend a <u>network meeting</u> and be part of a supportive exams officer community

- Networks are a great forum to discuss the latest news and developments, ask questions and exchange useful advice and guidance with like-minded professionals

- Email us at networks@ocr.org.uk

Thank you for all your hard work and dedication this year

If you have any further questions or need our support, please come and see us at the OCR stand or email us at
networks@ocr.org.uk

We hope you have a lovely summer break and look forward to seeing you again soon!