



Enquiries About Results Procedure

Purpose

Step In Time School of Performing Arts is committed to ensuring that learners and their parents/guardians understand how to raise concerns about examination results and are appropriately supported throughout the process.

Raising a Concern About a Result

If a learner or parent/guardian has a concern about an examination result, they should contact Step In Time as soon as possible after receiving the result.

A Principal or relevant teacher will discuss the result with the learner and/or parent/guardian and explain the options available.

Step In Time staff will not make assumptions about whether an examination result is correct or incorrect and will not attempt to influence the outcome of an external assessment.

Enquiry About Results

Where the learner or parent/guardian wishes to formally query a result, Step In Time will provide information about the appropriate Enquiry About Results process and assist with the submission where required.

The Centre Coordinator or Head of Centre will ensure that any request is submitted within the timescale specified by the relevant awarding organisation.

Where an enquiry is being made regarding a learner under the age of 18, communication will normally be managed with their parent or guardian.

Learners aged 18 or over may raise an enquiry themselves or authorise Step In Time to support them.

Support Provided by Step In Time

Step In Time may:

- Explain the Enquiry About Results process.
- Help the learner or parent/guardian understand their examination report.
- Assist in gathering relevant information.
- Submit or facilitate the appropriate application where the Centre is required to do so.
- Keep the learner/parent informed of correspondence and outcomes.
- Explain any further appeal options available following the outcome.

Step In Time will ensure that learners are treated fairly and will not disadvantage a learner because they or their parent/guardian has questioned an examination result.

Recording Concerns

Any formal concern or Enquiry About Results supported by Step In Time will be recorded securely.

Records may include:

- Learner name and examination details.
- Date the concern was raised.
- Nature of the concern.
- Communications with the learner or parent/guardian.
- Applications or supporting information submitted.
- Outcome of the enquiry.
- Any subsequent action or appeal.

Personal information and examination results will only be shared with individuals who are authorised to receive them.

Further Action

Where the learner or parent/guardian remains dissatisfied following the outcome of an Enquiry About Results, Step In Time will explain any further appeal process available through the relevant awarding organisation.

Policy Owner: Principals, Step In Time School of Performing Arts

Review: Annually or following any significant change to examination requirements