

# Post-Results Services Policy

**Version 1.0 — 03 May 2026**

## Learner-Friendly Summary

After receiving your assessment result, you may request a post-results service if you believe something may be incorrect. You can ask for:

- A clerical check
- A full re-mark
- Access to a summary of marking decisions
- Post-results advice

Requests must be made by email or Moodle messaging. Fees apply and are disclosed on request. Outcomes may result in your grade going up, staying the same, or going down. You may appeal the outcome under the Appeals Policy.

## 1. Purpose

This policy explains the post-results services available to learners after receiving an assessment outcome. It ensures transparency, fairness, and consistency across all online assessments delivered through Moodle Cloud.

## 2. Scope

This policy applies to:

- All assessments delivered by SBK Teaching Standards
- All private learners and centre-entered learners
- All assessment types (MCQ, written, reflective, scenario-based, document uploads)

## 3. Available Post-Results Services

SBK Teaching Standards offers the following services:

### **3.1 Clerical Check**

A check to ensure:

- All pages or uploads were received
- All sections were marked
- Marks were totalled correctly
- The correct result was issued

### **3.2 Review of Marking (Full Re-Mark)**

A full re-mark of the assessment by a qualified assessor to ensure:

- Marking criteria were applied correctly
- Judgements were fair, consistent, and accurate
- No errors or omissions occurred

### **3.3 Access to Marking Summary**

Learners may request:

- A written summary of marking decisions
- An explanation of how criteria were applied

(Assessor annotations or full scripts are not provided.)

### **3.4 Post-Results Advice**

Guidance on:

- Whether a resit is recommended
- How to improve future submissions
- Progression routes or next steps

## 4. Eligibility

The following may request post-results services:

- Private learners
- Centre-entered learners
- Heads of Centre
- Learners directly

All learners must submit requests individually unless a centre submits on their behalf.

## 5. Timeframes

SBK Teaching Standards will complete services within:

- **Clerical check:** 5 working days
- **Review of marking (full re-mark):** 10 working days
- **Access to marking summary:** 5 working days
- **Post-results advice:** 5 working days

Timeframes begin once the request and fee are received.

## 6. Fees

- Admin fees apply to some post-results services.
- Fees are **disclosed on request**.
- If a grade changes, the fee may be refunded at the discretion of SBK Teaching Standards.

## 7. Submission Method

Requests must be submitted via:

- **Email:** SBK-teaching-standards@outlook.com
- **Moodle messaging**

Requests must include:

- Learner name
- Course title
- Assessment name
- Date of result
- Reason for request
- Any supporting evidence

## 8. Evidence Requirements

Learners must provide:

- A clear reason for the request
- Any relevant supporting evidence
- Assessment details (module, task, date)

Incomplete requests may delay processing.

## 9. Review of Marking

The review will be a **full re-mark**, including:

- Re-assessment of all submitted work
- Application of marking criteria from the beginning
- Independent judgement by a qualified assessor (if required)

The outcome may differ from the original result.

## 10. Possible Outcomes

Following a post-results service, the outcome may be:

- **Grade increased**
- **Grade stays the same**
- **Grade decreased**
- **Certificate reissued** (if applicable)

Feedback is not updated as part of this process.

## 11. Communication of Outcome

Outcomes will be communicated via:

- **Email**, or
- **Moodle messaging**

A written summary will be provided for all marking reviews.

## 12. Right to Appeal

Learners may appeal the outcome of any post-results service under the **Appeals Policy**.

## 13. Data Protection

All post-results requests are processed in line with the:

- Data Protection & Information Security Policy
- Privacy Policy

Only authorised staff may access learner information.

## 14. Linked Policies

This policy should be read alongside:

- Assessment Policy
- Appeals Policy
- Complaints Policy
- Data Protection & Information Security Policy
- Equality & Diversity Policy

## 15. Review Cycle

This policy is reviewed:

- **Annually**, or
- When legislation or regulatory guidance changes