

The Viewing of Scripts Facility

Are there any changes to the Viewing of Scripts service this year?

The Viewing of Scripts service provides you with an opportunity to see how your script was marked in order to make an informed decision about whether or not to appeal your result. We strongly recommend that you take the opportunity to view your script before making an appeal application. Viewing also gives you the opportunity to make comments for the attention of the appeal examiner.

The SEC will provide two Viewing of Scripts services this year:

- 1) in schools for subjects marked on paper
- 2) online for subjects marked online.

The application process is the same for both services. The application to view must be made through the Candidate Self Service Portal by the deadline of 5pm on Friday 16th August.

As well as your scripts you will also have access to the marking schemes.

How do I apply to view scripts?

You can only apply to view your scripts through the Candidate Self Service Portal. The viewing of scripts application service will be available from 9am Wednesday 14th August and will close at 5pm Friday 16th August 2019. You will need your username and password which you will get when you register on the portal.

What happens next – paper marked scripts?

An Organising Superintendent has been appointed by the SEC to your school. Their role is to organise the Viewing service in the school. They will contact you by email and assign you to one of the three viewing sessions in advance of the viewing period. They have also been provided with your phone number which they may use to contact you as a contingency. The viewing sessions are:

Session 1	Tuesday 20 th August from 5.00 pm to 8.00 pm
Session 2	Wednesday 21 st August from 9.00 am to 12 noon
Session 3	Wednesday 21 st August from 2.00 pm to 5.00 pm

Please take note of these dates and times as it is not possible to arrange viewing of scripts on any other date or time. If you do not receive an email confirming a viewing appointment before the viewing sessions commence, you should contact the Organising Superintendent in the school where you sat your written examinations.

Are there any restrictions which apply to the Viewing of Scripts in the School?

- If you decide to view your scripts then you must be available on the Viewing dates and you must be prepared to attend in person at the viewing centre. You may wish to take particular note of this requirement when making holiday arrangements.
- Your scripts will not be released to any other person even with your permission. You can be accompanied by one other person when viewing a script.
- Only material submitted in writing; written scripts, coursework journals, etc. will be available at the Viewing of Scripts.
- No writing instruments are permitted in the viewing centre.
- You are permitted to bring in a mobile phone, tablet or digital camera for the purpose of copying your own script(s).
- You must not make copies of anyone else's scripts even with their permission.
- You are not allowed to use the digital device for any purpose other than copying the script.
- For reasons of ensuring that the Viewing sessions run efficiently and to time, you may not take notes about the content of your script using your digital device while in the viewing centre.
- For security reasons, a sample of scripts is replicated prior to dispatching the original scripts for viewing. The copies are retained by the SEC and will be checked against the scripts returned from viewing. This practice is necessary in order to protect the integrity of the examinations. Tampering, or attempting to tamper, with scripts at the viewing centre is a breach of examination regulations.
- An Information Note for candidates viewing marked scripts is on page 26 of this booklet.

Will I be able to make a copy of my scripts at the Viewing in school?

At the assigned Viewing of Scripts session, you will be able to make a copy of your script(s), using your own mobile phone, tablet or digital camera to capture images of your script(s). This facility is being provided in the spirit of the Data Protection legislation and does not affect your legal rights.

Will the school provide copying services for me?

No – only candidates using their own digital devices (mobile phone, tablet, camera.) will be allowed to copy their own scripts. Schools will be instructed not to allow any photocopies or scans of the scripts to be made by the school or in the school using school facilities. The reason for this is two-fold: firstly, for logistical reasons as the timeframe for the viewing process is very tight, and secondly, out of concern that scripts could become lost or damaged in the copying/scanning process. This is why only you will be able to make your own copies using your own digital device in the viewing centre.

I viewed my script in school - Why are there two sets of marks on my paper script?

Some paper scripts have two sets of marks – this happens when a script has been selected for quality assurance in the marking process. Each examiner's work is monitored by a more senior examiner, called an Advising Examiner. In this quality assurance process, each examiner must send a number of scripts to their Advising Examiner who reviews the marking applied to the script. Sometimes the examiner has not marked in line with the marking scheme – either too hard or too easy – and the Advising Examiner will remark the script in line with the scheme and will provide feedback to the examiner to improve their marking. The Advising Examiners marks are considered the final marks. Examiners use red pen when marking, and Advising Examiners use green pen when monitoring (unless you have used red or green extensively in your work). See also the Information Note for candidates viewing marked scripts on page 26.

How do I view scripts that were marked online?

If you make an application to view scripts which have been marked online these script(s) will be available through the Candidate Self Service Portal. We will provide online access to view these Scripts online over the same period 5pm Tuesday 20th until 5pm Wednesday 21st August in line with the viewing of paper marked scripts in schools.

What will I see when I view a script that has been marked online?

You will see a digital image of your script which will include a report of the marks assigned to each question (or part, sub-part, etc.) according to the marking scheme. In the script itself you will see any annotations (crosses, ticks,

underlines, etc.) that the examiner applied to you work while marking it. Online marking provides for monitoring of examiner's work in the same way as paper based marking. While you will only see one final set of marks you will know that your script has been monitored as the annotations will be green while an examiner's annotation will be in red. At viewing time in August, we will provide some further information e about the annotations that you might encounter on online marked scripts. The marking schemes for subjects marked online will be published online only and will be available for the viewing.

What can I do if I think, on viewing my script, that there has been an error in the marking or in the grade I was given?

It depends. The two options are

- a) have the marking of your script reviewed through the appeals process – see *The Appeals Process* section of this booklet
- b) seek rectification outside the appeals process – see the *Seeking Rectification Outside the Appeals Process* section of this booklet.

Both of these options are explained in greater detail in the relevant sections.

Making an Appeal

How do I apply to appeal my result?

In order to make an appeal application, you should login to www.examinations.ie and access the Candidate Self Service Portal. The application to appeal will be available from 5 pm on Friday 16th August 2019 and closes at 5 pm Thursday 22nd August 2019. Under no circumstances will late appeal applications be accepted.

Once you have logged in, you will be presented with details of the subjects of the examinations that you sat. To apply for an appeal you should tick the 'Appeal' box across from the subject(s) you choose to appeal and complete the online appeal application. This application will be the same for all scripts whether marked manually or online. Upon successful completion of the fee transaction, an Appeal Confirmation form will be emailed to you and you should ensure the details on this are correct as late appeals will not be accepted under any circumstances.

What is the appeal fee?

The appeal fee is €40.00 per subject in the case of the Leaving Certificate and €15.50 per subject in the case of the Leaving Certificate Applied. Appeal. The fee will be refunded to you if your result is upgraded. The refund will be made through your school if you are entered by a school.

Do I need to have viewed my scripts in order to make an appeal?

No. However the SEC recommends that any candidate considering an appeal should view their script(s) in order to make an informed decision. By viewing your script you will have the opportunity to see how the published marking scheme has been applied to your work.

Will I be able to raise specific issues for the appeal examiner to consider in the course of the appeal marking?

Only if you opt to view your script. The opportunity to raise specific issues with the appeal examiners is restricted to candidates who view their script in school or online. In making an appeal, it is not necessary to raise any specific issues - it is entirely optional

In schools

At the Viewing session in schools candidates will be provided with a *Candidate Observation Report* form (Form AP1) in which to record any matter that they want brought to the attention of the SEC's examiners. One form should be completed for each examination script that is the subject of an appeal. The form must not be completed inside the viewing centre. (No writing implements are allowed into the Viewing centre and the phone/tablet is only allowed to make a copy of the scripts. You may not use the phone/tablet to type up notes about the content of a script while in the viewing centre.) The completed *Candidate Observation Report* form(s) must be given to the Organising Superintendent so that they can associate the form with the relevant script. The completed form must be returned to

the SEC, by the Organising Superintendents, at the time of making the appeal. The SEC will not accept *Candidate Observation Report* forms directly from candidates.

Online

Should you decide to appeal any of the online marked subjects, you will have the opportunity as part of the appeal application to complete a 'Candidate Observation form' (AP1). You will be provided with the opportunity to complete a separate form for each examination script that is the subject of the appeal. In the case of Maths you will be provided with a separate form for each paper as each paper is marked by a different examining team. The comments that you record through the online Candidate Observation form will be associated with your appeal script by the SEC.

What is the appeal closing date?

Appeal applications must be with the SEC by 5 pm Thursday 22nd August 2019. This confined time interval, from the date of viewing of scripts to the closing date of appeals, is necessary in order for the SEC to conclude the appeals process and issue appeal results three weeks earlier in 2019.

If you decide to appeal, your appeal is clearly important to you. You alone have control over, and responsibility for making a valid appeal within the set timeframe.

The Appeals Process

What happens during the Appeals Process?

Your script is sent to an appeal examiner. This is a different examiner from the one who originally marked your work. The appeal examiner will review the marking of every part of every question, even if you have not made any specific observations about it. The appeal examiner will consider whether the mark awarded by the original examiner is correct and reasonable, in line with the marking scheme. If it is, the appeal examiner will award the same mark again. If it is not, the appeal examiner will award what they consider to be the correct mark.

The quality of the work of the appeal examiners is monitored by the Chief Examiner and a senior team.

Scripts originally marked online will be marked on appeal using the online marking system.

Is everything remarked during the appeals process?

With two exceptions, practical work and oral tests are fully revisited as part of the appeal process. The two exceptions are the practical performance test undertaken as part of the Music examination and the project component of Agricultural Science.

Is the same marking scheme used during the appeals?

Yes. It is essential in the interests of equity and fairness that appeal marking is carried out in accordance with the marking scheme for that subject. This ensures that appeal examiners apply the same standards during the appeal marking as were applied to all candidates in the original marking. The Organising Superintendent at the viewing session will have copies of the marking schemes and they will also be published on www.examinations.ie.

If I am just a few marks short of the next grade am I likely to be awarded them on appeal?

Not necessarily. The appeal process exists to ensure that the marking scheme has been applied consistently and fairly to your work. Appeal examiners are not searching for additional marks to "bring a candidate up to the next grade". In justice to all other candidates who took the examination, examiners can award only those marks due to you according to the marking scheme. Indeed, it is possible that the appeal examiner could either add or deduct marks as they work their way, question by question, through your work.

Can a result be downgraded on appeal?

Yes, the results published in August are provisional and accordingly a result can be downgraded in certain circumstances. This is because the appeal process exists to ensure that the marking scheme was fully and properly applied to the work produced at the examination. Consistent and fair application of the marking schemes ensures equitable treatment for all candidates.

In what circumstances can a downgrade occur?

A downgrade could result automatically if a candidate loses sufficient marks for either of the following factual/technical reasons:-

- a) there is a clear error in the summation of marks or there has been incorrect inclusion of marks, (e.g., credit given for a question or part of a question that should have been disallowed), and/or,
- b) if a candidate has been awarded marks for an answer that is clearly and unambiguously not in accordance with the marking scheme.

In addition, a Chief Examiner can recommend a downgrade where the reduction in marks derives from an error of judgement by the examiner (as distinct from (a) and (b) above). In such circumstances a downgrade would not normally occur where there is a marginal difference. In other words, a revised lower mark is only reckoned where the Chief Examiner considers that the original mark was sufficiently out of line with the criteria set out in the marking scheme and the standard applied in the original marking.

Are there likely to be many downgrades?

The expectation is that the number of downgrades should be relatively small. This is because candidates have had an opportunity to view their scripts and the expectation is that only those who clearly believe that there are reasonable grounds for an appeal will seek one. It is important, therefore, to carefully review your marked script before reaching the decision whether or not to appeal.

When will I receive my appeal results?

The Leaving Certificate appeal results will be available online only through the Candidate Self Service Portal in the week ending **Friday 20th September 2019**.

The SEC makes every effort to process the results of appeals as quickly as possible in order to facilitate the college entry process, balanced with the need to allow the appeal examiners sufficient time to carry out a to carry out their work thoroughly.

The SEC automatically informs the CAO of all changes of results.

The relationship between the examinations system and entry to third level education is largely beyond the control of the SEC. Offers of third level places are made on the basis of the provisional results issued in August.

Seeking Rectification outside the Appeals Process

Outside of the formal appeal process, what can I do if, on viewing a script in my school, I see what I believe is a clear discrepancy between the mark awarded and the grade awarded?

In the event that you discover a clear discrepancy between the mark awarded and the grade awarded, you should ask the Organising Superintendent for a *Rectification Outside the Appeals Process Form* (Form ROAP1) and complete it in accordance with the instructions. The Organising Superintendent will attach the completed Form ROAP1 to your script and send it to the SEC where it will receive immediate attention.

An examinations script carries a final mark on the front page. Examiners complete a marking sheet when they have completed all of their marking. The marking sheet is a list of the candidate numbers of the candidates whose work is assigned to that examiner. The examiner is required to record the final mark as shown on the front page of the answer book against the relevant candidate number. When the Marking Sheets are returned to the SEC, the marks records are entered onto the SEC's database by clerical staff.

The SEC operates this facility of seeking rectification outside of the appeals process for the purpose of putting right:

- a) an error in transcribing the overall mark from the front of the answer book to the marking sheet, or
- b) an error in keying the mark from the marking sheet onto the examinations database

This facility applies only where it is clear that the total mark awarded is inconsistent with the grade awarded and where the matter can be resolved administratively (i.e. without recourse to the examination paper or the marking scheme).

The test therefore for what can receive immediate attention after the viewing of scripts is a very rigorous one which will be scrupulously applied. If there is any issue interpretation regarding:

- Transferring of marks from inside the script to the front cover
- Computation of marks
- The application of the marking scheme
- Claims that the work has not been fully marked
- Disallowed questions

Then this will require the expert judgement of an examiner through the formal appeals process and cannot be resolved through this administrative facility.

Important: If you opt for this facility, you will probably not know the outcome before the closing date for submitting an appeal. It may be prudent, therefore, to also lodge an appeal, so that if the point raised is not upheld, or requires interpretation by an examiner, you will not have denied yourself access to the appeals process because the closing date has passed. If the point raised on the *Rectification* form is upheld, you will be given an opportunity to withdraw the appeal. If you do, your appeal fee will be refunded.

What if I discover an error in an online marked script?

In the event that you discover a discrepancy between the mark awarded and grade awarded in a script that was marked online you should contact the Online Marking Team in the SEC at onlinemarkingqueries@examinations.ie or 090 +644 2768, 2460, 2869.

Applications to view re-marked scripts

If I am unhappy with the outcome of the appeals process, is there anything further I can do?

There are two Post- appeal Results Services available to you and you may opt for one, both or neither.

- a) You can view your post appeal examination script to see how the appeal marking has been carried out. This will also allow you to assure yourself that any specific issues which you raised on the Candidate Observation form have been addressed by the Appeal Examiners.
- b) You can seek formal confirmation from an Independent Appeals Scrutineer who will review the processing of the appeal in order to establish whether all of the appeal procedures were carried out correctly.

It should be noted that these stages of the appeal process take some time to conclude.

Can I view my post appeal script after receiving my appeal result?

Yes. When you access your appeal results on the Candidate Self Service Portal, you will be provided with a link to the Post Appeal Results Services. If you are unhappy with the outcome of your appeal you will have until **5pm on Monday 23rd September** to apply to attend the second viewing of scripts. An application form will be provided through the Post Appeal Results Services link which you will return by email. Your application will be acknowledged and you will receive confirmation of attendance at the Viewing session. This will be held in Athlone on **Saturday 28th September 2019** from 9 am and 4.30 pm. Details of the venue will be confirmed at the time of application. You must be aware if you request this service that you must be available to travel to Athlone for the viewing session.

Both paper marked and online marked scripts will be accessible in Athlone only. For technical reasons, the SEC is unable to provide an online service to view post-appeal marked scripts this year. This is because we do not yet have a way to record the Appeal Examiner's responses to the specific issues raised by candidates in the Candidate Observation Forms. For this reason, an online viewing service for scripts post-appeal would be incomplete as candidates could not assure themselves that the issues raised had been addressed through the appeal. The only way to provide this opportunity is for you to come to Athlone to access your script(s) and the appeal examiners' comments.