



VIEWING of LEAVING CERTIFICATE SCRIPTS and APPEAL PROCESS 2019

HANDBOOK FOR ORGANISING SUPERINTENDENTS

Dear Organising Superintendent,

Thank you for undertaking the critical role of Organising Superintendent for the Viewing of Scripts and Appeal Process for the 2019 examinations. The results of the Leaving Certificate appeals will be issued three weeks earlier this year. In order to achieve this revised deadline, the time window for the viewing and the appeal application processes are much earlier this year and all have much tighter timeframes for completion. As Organising Superintendent you have overall responsibility for all aspects of the administration and management of the viewing process in your school. You have a vital role to play in ensuring that the SEC can meet the revised timeframe for the appeals. In this context, you might note that you will have fewer scripts to handle as we have a number of subject marked on-line this year and candidates will view these scripts online.

By now you should have confirmed with us your e-mail address and mobile telephone number. In light of the short turnaround times it is vital that these details are correct and that you are regularly checking for contacts from the SEC over the duration of the assignment. If you have made any changes to these details or have not yet confirmed your details please contact us immediately.

All of the dates and times set out in this document, including the dates and times for the viewing sessions are fixed. Organising Superintendents have no discretion to deviate from these times and requests from School Authorities for alternative arrangements must be refused.

You are required to read this handbook in full before engaging in the role of Organising Superintendent. The Handbook provides you with details of how to carry out this critical role including;

- New arrangements for making appointments with candidates to view their scripts
- how to locate scripts for viewing,
- how to conduct the viewing sessions
- how to deal with appeal applications to ensure that appealed scripts are returned to the SEC on time

Details of your data protection responsibilities are also provided.

The dispatch, and subsequent return, of examination scripts to schools is being undertaken this year by a company called Masterlink Logistics.

All of the materials and documentation required to complete this task, detailed at Appendix B, are enclosed.

To report any delays in the receipt of scripts, missing scripts, any issues with appeals or any delays in the collection process or for any other information or advice please contact the SEC's Helpline at;

Freephone 1800 713 913

or

Telephone 090 - 644 2787, 6442788, 6442789 or 6442790.

Thank you for your continued co-operation.

Patricia Anderson
Assistant Principal

August 2019

The dates for your key tasks over this period are as follows

SERVICE	Dates
Take delivery of the boxes of scripts at your school	Courier drop-off between Wednesday 14 th and Friday 16 th (possibility of Saturday am for contingency)
Receive the List of Viewing Applications	By e-mail on or before 9 AM, Saturday 17th August
Make the arrangements for the viewing sessions including issuing appointments to candidates and sorting the scripts for viewing	Between Saturday 17 th AM and Monday 19 th PM.
Hold the Viewing of Scripts sessions in your school	Three sessions as follows 1. Tuesday, 20 th August 5 PM - 8 PM 2. Wednesday, 21 st August 9 AM – 12 PM 3. Wednesday: 21 st August 2 PM – 5 PM
Receive the list of Appeal Applications	By e-mail on or before 9 AM, Friday 23rd August
Extract the scripts for appeal, sort and package them as instructed and return them by special post to the SEC	By the deadline of 12 noon on Saturday 24 th August to a designated post office
Deal with any ROAP applications as they arise	Immediately as they arise
Repackage all of the non-appealed scripts to have them ready for courier collection.	Commencing Monday 26 th August

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ORGANISING SUPERINTENDENT 2019

1. Preparation for the Viewing Sessions

As Organising Superintendent you need to be aware of the information provided to candidates about the Viewing and Appeal arrangements in 2019. A copy of the *“Candidate Information Booklet”* is enclosed which provides, on pages 10-18, information about candidate access to scripts, the candidate self-service portal which candidates must use to access all results and appeals services this year, and the viewing and appeal arrangements for 2019. You should familiarise yourself with the contents of this booklet in advance of the Viewing so that you can respond to candidates’ questions. You should also note the content of the enclosed *“Information Note for Candidates – Viewing marked Scripts”*.

In order to organise the viewing sessions as required and to be able to answer candidates’ questions before and during the viewing you must engage with all of the information notes and instructions issued to you by the SEC so that you are fully familiar with the arrangements for viewing scripts this year. Some general information for your attention;

- Examinations scripts created by a candidate are considered to be their personal data
- The candidate must be present in person to view their scripts. One other person may accompany the candidate at any one time.
- The organising superintendent or his/her assistant(s) engaged in superintending may not accompany any candidate at the viewing of scripts.
- Candidates are permitted to take a copy of their own script(s) using their own personal electronic device (mobile phone, tablet or digital camera).
- School authorities are not permitted to copy scripts on behalf of candidates nor to make copying facilities available.
- Only the Organising Superintendents and any assistant Organising Superintendents (operating as agents of the SEC) and the candidate and the person accompanying the candidate may have access to scripts. Candidates (and their companion) may only access the candidate’s own scripts.
- Allowing anyone else access to candidates’ examination scripts or other materials represents a data breach. This includes members of the school authority.
- Candidates will view scripts marked online through the Candidate Self Service Portal (See page 5)

2. Changes in 2018 which are continued in 2019

The arrangements introduced last year to provide candidates with greater access to their scripts in line with data protection will continue this year. Candidates are allowed to bring a mobile phone, camera or tablet with them into the Viewing Centre in order to make their own copies of their own examination script(s).

To facilitate this broader access the SEC will return Leaving Certificate examination scripts for all levels in all subjects which were marked on paper. (We have marked a number of subjects using an online system this year and candidates will view these scripts on-line through the Candidate Self Service Portal. Further details are provided later).

Note: LCA scripts are returned for viewing on demand only and will be posted separately in response to candidate requests on the Candidate Self Service Portal.

3. New for 2019

The main changes for 2019 are as follows;

- 1) The dates and times for the key activities for the role are all earlier and must be completed in a very tight timeframe
- 2) We will provide you with the list of candidate who have applied to view their scripts by e-mail
- 3) The mechanism for notifying candidates of their appointment to view their scripts has changed. You will notify candidates of their viewing appointment by email, text message or by phone.
- 4) We will provide you with the list of candidates who have appealed their results by email.
- 5) You are required to segregate and pack the appealed scripts by subject and level.
- 6) Appealed scripts must be returned to a designated post office
- 7) There is online viewing of scripts marked online

Key Dates for Candidates for the Leaving Certificate Results, Viewing and Appeals

SERVICE	IN SCHOOLS	CANDIDATE SELF SERVICE PORTAL
Leaving Certificate Results	In Schools: Tuesday 13 th August	10 AM Tuesday 13 th August
Application to View Scripts	Online Only	Opens: 9 AM Wednesday 14 th August Closes: 5 PM Friday 16 th August
Access to Component Marks	Online Only	Shown with results from 9 AM Wednesday 14 th August
Viewing of Scripts	Scripts Marked on Paper 1. Tuesday, 20 th August 5 PM - 8 PM 2. Wednesday, 21 st August 9 AM – 12 PM 3. Wednesday: 21 st August 2 PM – 5 PM	Scripts Marked Online Online access to view over the period Tuesday 20 th – Wednesday 21 st August.
Appeal Application (Subject to a Fee)	Online only	Opens: 5 PM, Friday 16 th August Closes: 5 PM Thursday 22 nd August
Appeals Results	Online only	In the week ending Friday 20 th September

To streamline communications and to bring about the earlier issue of the results of the Leaving Certificate appeals, the SEC has developed a Candidate Self Service Portal for Leaving Certificate and Leaving Certificate Applied candidates. The Candidate Self Service Portal is an extension of the SEC’s online results service and as well as providing access to results online it will also allow candidates to apply to view scripts, to access component marks, to view scripts in subjects that are being marked online this year, to make an appeal application and to access appeal results. When candidates register on the portal, we capture their e-mail address and phone numbers. We will then provide this information to you so that you can make appointments with candidates for the viewing session.

The dates for your key tasks over this period are as follows

SERVICE	Dates
Take delivery of the boxes of scripts at your school	Courier drop-off between Wednesday 14 th and Friday 16 th (possibility of Saturday AM for contingency)
Receive the List of Viewing Applications	By e-mail on or before 9AM, Saturday 17th August
Make the arrangements for the viewing sessions including issuing appointments to candidates and sorting the scripts for viewing	Between Saturday 17 th AM and Monday 19 th PM.
Hold the Viewing of Scripts sessions in your school	Three sessions as follows 1. Tuesday, 20 th August 5 PM - 8 PM 2. Wednesday, 21 st August 9 AM – 12 PM 3. Wednesday: 21 st August 2 PM – 5 PM
Receive the list of Appeal Applications	By e-mail on or before 9 AM Friday 23rd August
Extract the scripts for appeal, sort and package them as instructed and return them by special post to the SEC	By the deadline of 12 noon on Saturday 24 th August to a designated post office
Deal with any ROAP applications as they arise	Immediately as they arise
Repackage all of the non-appealed scripts to have them ready for courier collection.	Commencing Monday 26 th August

4. Delivery of Scripts to Schools

All Leaving Certificate scripts, **other than scripts corrected on line**, will be delivered to your school between the 14th and 16th August. Should there be nobody at your school to receive these scripts the courier will contact you by phone using the mobile number you have provided us with in advance of this delivery to ensure access to the school. It is expected that the majority of scripts will be delivered on Wednesday 14th August. There is also a possibility of a delivery on Saturday morning, 17th August as a contingency and only in the most exceptional circumstances.

On receipt of the scripts, you must check the inventory provided with the scripts to ensure that you have received all of the scripts for your school.

You are also required to arrange secure storage of the scripts. The scripts are secure and confidential documents and should be treated as such from the moment they arrive in the school. The storage arrangements need to be similar to those that apply to the boxes of examination stationery. You should check with the school regarding the availability of suitable storage in a secure office or room. In cases where it is established that no such suitable storage is available you may make arrangements to have the material kept in another location. You should consult the SEC at 090-6442793 if you intend to store the boxes of scripts at a location outside the school. However a location in the school is likely to prove more convenient for subsequent access to the scripts. Once delivered to the school the boxes of scripts should be locked into the secure room. There should be no access to this room by other members of the school authority over the course of the time during which the boxes of scripts are in the school. The box (es) containing the packets of scripts will be secured with a seal at each end. The purpose of these seals is so that you can see if a box has been opened or tampered with. The box will contain a supply of replacement seals for subsequent use. You should use these seals to ensure the secure storage of scripts at all times. This includes when the boxes are stored in the secure room. The box should also be securely sealed when returning the box (es) to the SEC.

Subjects Marked On Line

There will be fewer scripts for you to handle as we are marking a number of Leaving Certificate subjects on line. The scripts in the following subjects will be viewed by candidates online through the Candidate Self Service Portal:

Mathematics	Biology	Physics	Chemistry	Politics & Society	LCVP Link Modules (Written Paper)	NB. You will receive the LCVP Portfolio as this was not marked online.
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Your role relates to scripts returned to the school for viewing. Any enquiries from candidates in relation to the online viewing of scripts should be directed to the On Line Marking Team in the SEC as follows. Email to onlinemarkingqueries@examinations.ie or by phone at: 090644 2768, 2460, 2869. This includes in relation to issues they have observed in viewing their scripts on line through the Candidate Self Service Portal.

NB. There may be some exceptions where, for some reason, individual scripts in online marked subjects were not marked online. For example, a candidate who used a recording device to record their answers may also have had a part completed written script. If any scripts in online marked subjects are being returned these will be clearly identified.

NB. Leaving Certificate Applied Scripts

You should not expect to receive LCA Scripts in the boxes of scripts. LCA scripts will be sent to you separately by post after the candidate has made their request on the Candidate Self Service Portal.

5. Appointment of Assistant Superintendents

Additional assistant superintendents may be appointed depending on the number of viewing applications received from candidates. If the number of applications to view scripts exceeds 30 candidates (i.e. 10 per session) you may appoint an assistant organising superintendent(s) in respect of each additional 30 candidates (i.e. 10 per session) or part thereof for the viewing periods on Tuesday and Wednesday. The daily rate payable for the assistant is €115.43.

You also have discretion to involve the assistant superintendent(s), whom you have appointed for the viewing sessions, in sorting and retrieving scripts. The superintendent(s) may be appointed for one additional day for this task if warranted,

The maximum number of days for which an Assistant Superintendent may be engaged is three; two for the viewing sessions and one for the script retrieval and sorting if warranted.

6. List of Viewing Applications and Issuing Appointments to Candidates

Candidates can only apply to view their 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.**

Email will be the primary method of contact with you. On or before 9 AM on Saturday 17th August you will receive details by e-mail of candidates who have applied to view scripts at your school.

You will be provided with the listing of candidates from the schools who have applied to view scripts as an email attachment in two formats:

1. In candidate number order to facilitate assigning candidates to viewing sessions
2. In subject order to facilitate script retrieval

A. Assigning Candidates to Viewing Sessions

Sample Listing 1: School Roll No_Candidate

List of Candidates who have applied to view scripts at your school (Exam No Order)						
CENTRE	SUBJECT	LEVEL	EXAM No.	EMAIL	MOBILE	SESSION No.
1234	English	Ard	123456	csshbchs@gmail.com	0811112222	
1234	French	Ard	123456	csshbchs@gmail.com	0811112222	
1234	Engineering	Ard	123457	baacvg@yahoo.com	0815215465	
2454	Irish	Gnath	124589	xvgdgd@gmail.com	0814589564	
2454	French	Ard	136548	hgvshal@eircom.com	0812544655	
2454	English	Ard	136549	Qwerty@icloud.com	0811991991	

You will be provided with contact details (email and phone number) for each candidate who has applied to view scripts at your school. You will then allocate each candidate to a viewing session. You will be required to notify candidates of their viewing session by email or text. You can send individual text messages or emails. If you prefer, you may send group text messages or group emails.

NOTE: For group emails you should send under “Blind Carbon Copy” – BCC.

Note that whether using email or text message do not include candidate details in the body of the message.

Suggested content for email and text:

<p style="text-align: center;"><i>Subject: Viewing of Scripts</i></p> <p><i>Dear Candidate</i></p> <p><i>You have been assigned to session 2 on Wednesday, 21st August 2019 @ 9 AM</i></p> <p><i>Organising Superintendent</i></p>

Use the blank field ‘Session No.’ to record the session allocated to each candidate.

B. Retrieving Scripts

You will also receive a list of the candidate viewing applications (above) in subject, level and centre order to enable you to retrieve scripts.

Sample Listing 2: School Roll No_Subject

List of Candidates who have applied to view scripts at your school (Subject Order)						
Subject	Level	Centre	EXAM No.	EMAIL	MOBILE	SESSION No.
Irish	Gnath	2454	124589	xvgdgd@gmail.com	0814589564	
English	Ard	1234	123456	csshbchs@gmail.com	0811112222	
English	Ard	2454	136549	Qwerty@icloud.com	0811991991	
French	Ard	1234	123456	csshbchs@gmail.com	0811112222	
French	Ard	2687	136548	hgvshal@eircom.com	0812544655	
Engineering	Ard	1323	123457	baacvg@yahoo.com	0815215465	

7. Organising of Viewing Sessions

(a) Sorting and Retrieving Scripts for Viewing.

Use the list of Viewing Applications in subject order to retrieve the scripts requested for viewing – see above for sample of this list. Print down a copy of the list and use this to mark off the scripts as they are retrieved.

Each script packet has a printed label which also indicates the Subject, Level and Centre number.



To facilitate script retrieval you should first arrange the packets in subject, level and centre number order. Some subjects have more than one paper and/or have associated components– please refer to **List of Multi-Component** subjects at Appendix A.

If you are unable to locate a script in the designated centre packet please check all of the other packets for that subject and level from any of the other examination centres in the school.

Missing Scripts: Having searched all other packets for that subject, you are still unable to locate the script please contact the SEC helpline on:

Freephone 1800 713 913

or

Telephone 090 - 644 2787, 6442788, 6442789 or 6442790.

Receipt of packets that are not for your school: Contact the Helpline immediately if you notice that you have received packets that relate to centres in another school.

You also have discretion to involve the assistant superintendent(s), whom you have appointed for the viewing sessions, in sorting and retrieving scripts. (See Section 5 above.)

(b) Preparing the Viewing Centre.

The following documentation has been provided and must be used as directed -

1. *Poster - Viewing of Examination Scripts – Penalties for Violation of Procedures* The poster should be displayed prominently in every centre
2. *Information Note for Candidates – Viewing Marked Scripts* Sufficient copies of this document should be available and should be brought to the attention of every candidate viewing scripts. Candidates must read this document before viewing their script(s). You have also been supplied with a number of poster sized copies of this information note which should be displayed in a prominent location in each viewing centre.
3. *Candidate Information Booklet* – the changes to the viewing arrangements this year were notified to candidates in this booklet which issued before the commencement of the 2019 examinations. A hard copy of this information booklet has been provided for you and you should have it to hand at the viewing session as it will be helpful in responding to any questions that might arise. You can print down additional copies of this booklet if required from the SEC website (www.examinations.ie).
4. *Marking Schemes* - See Section 9

5. Attendance Record – See Section 10
6. Form AP1 Candidate Observation Report Form – See Section 10 and 11
7. Form ROAP1 Rectification Outside of the Appeals Process Form - See Section 12

8. Marking schemes

A supply of marking schemes will be sent to the schools in a separate mailing to the scripts and are due to arrive by Friday 16th August. You will need these to be available in the Viewing Centre. The marking schemes will also be published on the SEC's website, www.examinations.ie in advance of the viewing.

During the viewing session, marking schemes may be provided to candidates on request. No candidate should have more than one marking scheme in his/her possession at any time so as to facilitate sharing.

No documents other than the marking schemes provided by the SEC should be used during the viewing session.

9. Attendance Record

The Attendance Record is a blank form which is provided for you to record the scripts which have been viewed by each candidate. Enter the school roll number, name and address for each sheet. You must ensure that all candidates enter their candidate number at the top of the sheet and sign alongside on entering the viewing centre. Any person accompanying a candidate must also sign the bottom of the sheet under the candidate's number.

NB. The candidate number of every candidate presenting to view must appear on the Attendance Record.

When making the application to View Scripts on the Candidate Self-Service Portal candidates will receive an acknowledgement of their application and a sample copy is at Appendix C. They have been instructed to bring the notification received to gain admission to view the scripts. If a candidate fails to present the notification you may still admit them provided that you are satisfied as to their identity.

The candidate must be personally present in order to view their marked scripts. **Scripts must not in any circumstances be released to any other party or allowed out of the Viewing Centre.**

When you are admitting a candidate to the Viewing Session and providing them with access to their scripts you must;

- Provide them with a copy of the *Information Note for Candidates*.
- Ask the candidate to check that he/she has received the full script(s) requested including, where relevant, additional sections (e.g. aural sections) or the second paper in certain subjects.
- Draw the attention of the candidate and their companion to the regulations governing the viewing of scripts which are set out in the *Penalties for Violation of Procedures*.
- Using a pen that you have provided (in light of the ban on writing instruments in the viewing centre), ensure that the candidate and any person* accompanying them signs the attendance record acknowledging receipt of each script and its related sections.
- Explain to them that you will provide a copy of **Form AP1 (Candidate Observation Report)** on request if they intend to make an appeal. Explain that this will be provided when they are leaving the centre as the Form AP1 must be completed outside the viewing centre.

*Note: A candidate may be accompanied by one person at any time but this may be a different person for each script viewed.

In the event that no candidate opted to view, enter 'Nil' on the sheet. All Attendance Records used must be signed by the Organising Superintendent and transmitted to the SEC in the envelope addressed to Brenda Mc Cormack, Superintendents/Centres Section, State Examinations Commission, Cornamaddy, Athlone, Co Westmeath.

Candidates may be admitted late and may leave early. When a candidate is leaving you should check in their presence that all scripts provided for viewing **are still present** i.e. that no scripts have been removed.

In exceptional circumstances, a candidate who failed to apply to view his/her scripts may be admitted at your discretion. If you are prepared to make an exception, then you should firstly confirm that you can facilitate the request (i.e. that the scripts are available to you) and secondly you must be absolutely satisfied as to the identity of the candidate.

10. Conducting the Viewing Session

All superintendent (Organising Superintendents and Assistant Superintendents) must be in attendance in their centres during the viewing sessions. Superintendents are expected to give their entire attention to the work of superintending during the viewing session(s).

At the commencement of each viewing session the attention of those in attendance should be drawn to the large notice – *Viewing of Examination Scripts – Penalties for Violation of Procedures Poster* and to the *Candidate Information Notice*.

The objective is that candidates should have every opportunity to view their work consistent with ensuring the integrity of the process and its orderly conduct.

The type of atmosphere that would prevail in a library is acceptable at the viewing sessions as distinct from what is required during an actual examination.

You have authority to ask any person to leave if you consider that his/her conduct is affecting the smooth operation of the session.

- During the viewing session, candidates may consult the person accompanying them but no other persons.
- A candidate who removes, or attempts to remove, scripts or other examination material from the centre at any stage or who amends, or attempts to amend, scripts or other examination material he/she should be cautioned that he/she may have violated the integrity of the process and surrendered the right to appeal. Such a candidate should be further advised that you will be sending a report on the matter to the SEC.
- A candidate or a person accompanying him/her should be cautioned if there is any attempt by him/her to use any writing instrument, in the viewing centre.
- The candidate is permitted to bring in a mobile phone, tablet or digital camera for the purpose of copying their own script(s). They are not permitted to make copies of anyone else's scripts even with their permission. They are not allowed to use the digital device for any purpose other than copying the script. They are not permitted to take notes about the content of their script using their digital device while in the viewing centre. A candidate should be cautioned in the event of any contravention or attempted contravention of these rules.

Copying of scripts by any other means is prohibited. This includes copying by the candidate or by any other person. Any copying or scanning equipment in the rooms where the viewing is taking place should be switched off and unplugged. 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.

Note: The scripts are being provided for viewing in order to facilitate the candidate in deciding whether or not to appeal a result. Superintendents at the viewing centre should not provide clarification to candidates or advise them in any way in relation to the marking process. Similarly SEC will not respond to any requests for clarification of marking practice, etc. Any matters of concern to candidates in relation to marking can be brought to the attention of the SEC using **Form AP1 (Candidate Observation Report)** in the context of an Appeal Application.

11. Seeking Rectification outside the Appeal Process

In situations where a candidate sees what they believe is a clear discrepancy between the mark awarded and the grade awarded.

Candidates have been advised that if they discover a **clear discrepancy** between the mark awarded and the grade awarded, they should ask the Organising Superintendent for a *Rectification Outside the Appeals Process Form* (Form ROAP1) and complete it in accordance with the instructions. You must attach the completed Form ROAP1 to the related script and send it to the SEC immediately (no later than 21st August 2019) where it will receive immediate attention. ROAP1 Forms and Scripts should be forwarded by **registered** post to Brenda McCormack, SEC using the pre-addressed brown envelope provided for this purpose. **Note unlike the appeals these can be posted at any post office and are to be returned immediately after the viewing sessions.**

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 of interpretation regarding:

- Transferring of marks from inside the script to the front cover
- Computation of marks whether within the script or on the list of marks on the front page
- The application of the markingscheme
- 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 the Candidate opts for this facility, they will probably not know the outcome before the closing date for submitting an appeal. The SEC strongly recommends that they also lodge an appeal, so that they do not deny themselves access to the appeals process because the closing date has passed.

12. End of Session

After the scripts have been viewed and returned to you it is suggested that you keep each candidate's scripts associated with the candidate viewing list that you printed down earlier. This should facilitate script retrieval in the event of an appeal application from candidates concerned.

13. Appeal Applications

Schools will be made aware of the Appeals process in the circular that issues with the Leaving Certificate results.

The 2019 Leaving Certificate appeals application process:

Appeal applications will be made on-line by candidates using the Candidate Self Service Portal which they will be able to log on to through the SEC website www.examinations.ie. This on-line service allows candidates to select and pay for the subjects that they wish to appeal. Upon successfully completing the on-line payment transaction, candidates will be provided with an Appeal Confirmation.

The deadline for candidates to make their appeal is 5 PM on Thursday 22nd August 2019.

On or before 9 AM on Friday 23rd August 2019, Organising Superintendents will receive an email containing a list of candidates and the subjects that they wish to appeal – a sample is below: School Roll No_Appeals.

List of Candidates who have applied to Appeal Results					
				These Columns are to be completed when returning the appeal scripts to the SEC on 24th August 2019 (before 12 midday)	
CENTRE	SUBJECT	LEVEL	EXAM No.	SCRIPT ENCLOSED (tick if script is enclosed)	SCRIPT NOT ENCLOSED (tick if script not enclosed and outline reason)
1234	English	Ard	123456		
1234	English	Ard	124565		
2454	Irish	Gnath	124589		
2454	French	Ard	136548		

You are required to:

1. Print down a copy of this list as it must be completed and returned to the SEC with the appeal applications.
2. Retrieve the scripts that are on the list – this list may also contain appeal requests from candidates who did not seek to view their scripts. In such instances you will have to refer to the initial script delivery in order to secure the script.
3. Complete the list as indicated. Note on this list if a script has been enclosed or if no script is enclosed and the reason for no script being enclosed.
4. Sort the appeal scripts by subject and level.
5. Sort the appeals scripts into different bundles for each subject and level (English – Higher Level; Engineering – Higher Level, etc.). Use one of the separate small green plastic envelopes provided to pack the scripts for each subject/level. Write the subject and level on the white label on this small green plastic envelope.
6. When you are satisfied that you have all the scripts packed as described place all of the individual packets into the large green envelope (or more than one if required). Make sure to enclose the appeals list completed in full and the parcel must be fully sealed for posting. The barcode label for posting is already affixed to the envelope(s).
7. You must then return this pack(s) of scripts to the designated Post Offices that is nearest to you - see list at Appendix D, before **12 midday on Saturday 24th August 2019**. Do not return these appeal scripts to any other Post Office as this places the appeals at risk of not being marked on time.
8. Please note that you are entitled to claim travelling expenses for the costs incurred, in compliance with civil service rates.

YOU MUST ONLY RETURN SCRIPTS TO ONE OF THE DESIGNATED POST OFFICES ON THE LIST AT APPENDIX D. THE SEC HAS AN ARRANGEMENT WITH AN POST TO EXPEDITE THE RETURN OF THESE SCRIPTS TO ATHLONE FOR MARKING. DO NOT RETURN SCRIPTS TO ANY OTHER POST OFFICE AS THIS PLACES THE APPEALS AT RISK OF NOT BEING MARKED ON TIME.

THE DEADLINE FOR RETURN OF SCRIPTS TO THE DESIGNATED POST OFFICE IS 12 MIDDAY ON SATURDAY 24TH AUGUST 2019. IF FOR ANY REASON YOU FAIL TO MEET THIS DEADLINE PLEASE CONTACT THE SEC IMMEDIATELY.

14. Preparation for the collection of remaining scripts (scripts which were not the subject of an appeal or ROAP application).

The SEC has arranged with the courier company (Masterlink) to commence the collection of the boxes of scripts from schools in the week beginning Monday 26th August. In preparation for collection:

- Scripts which were taken out for Viewing should be replaced in the relevant centre packet.
- Return labels are included in the boxes of scripts and these must be used for the return of the boxes to the SEC.
- Overlay the Outward label with the Return label when the material is being prepared for collection from the school.
- The boxes should be secured with the spare security tags provided.
- Tab C of the return address label containing the barcode associated with the box must be placed on the Record of Posting page and returned to the SEC in the envelope provided.

Contact the SEC if the boxes of scripts have not been collected by **2nd September 2019**.

15. Final Report and Claiming Payment.

The final report doubles as a claim form for the Organising Superintendent. There are separate claim forms for assistant superintendents that should be completed by the assistant superintendent(s) and submitted with the report/claim by the Organising Superintendent. The assistant superintendent(s) will be paid directly by the Commission.

The report and claims should be returned to: Finance Section, State Examinations Commission, Cornamaddy, Athlone, Co. Westmeath.

16. General Data Protection Regulation (GDPR)

- As you are aware the GDPR is in force since the 25th of May 2018 replacing the existing data protection framework under the EU Data Protection directive.
- Examinations scripts and other documentation (including the application listings) are the personal data of the candidates and should be treated with absolute regard to confidentiality and security.
- It is essential that only the Organising Superintendent(s) and their nominated assistant/s have access to this data. As the agents of the SEC you are responsible to ensure that it is secured at all times. In particular, note that examinations scripts must not be made available to other personnel in the school.
- Extreme care and attention to the duty is required to ensure that personal data is not disclosed to anyone who should not have access to this data. Providing a script to a candidate which belong to another candidate represents a data breach is a serious matter.
- Providing scripts to other personnel in the school for any reason represents a data breach and is a serious matter.

a. Breaches of Personal Data

Following the introduction of General Data Protection Regulation (GDPR) on the 25th May 2018, it is now a requirement for organisations to report personal data breaches to the relevant supervisory authority, where the breach presents a risk to the affected individuals. Where applicable the SEC will notify the Data Protection Commissioner (DPC) within 72 hours of Data breaches that are advised to the SEC.

If in the course of your work as Organising Superintendent you think there might be a possible data breach, please immediately contact the SEC for advice using the Helpline number (1800 713 913) or by e-mailing the SEC's Data Protection Officer on dpo@examinations.ie.

b. Your Data Protection Responsibilities

As an Organising Superintendent you have a responsibility in how you manage personal data and you must ensure that candidates' scripts and any documentation that contains personal data is stored securely and only used for the purpose it was obtained.

This responsibility relates to:

- Examination scripts
- Completed Attendance Records

- Application to View listings and appeal application listings
- Any other documentation that contains personal data.

Keeping Personal Data Secure:

In order to keep personal data secure.

- Access to documentation containing personal data should be restricted to authorised personnel*
- Scripts may only be accessed by authorised personnel* or by the candidate to whom they belong. Those accompanying candidates may only access scripts in the company of the candidate
- When leaving the centre, for any length of time, ensure any documents and/or scripts are securely locked away
- Scripts should be stored securely when not being viewed by candidates and the green script boxes should be stored securely at all times.
- At the conclusion of each Viewing Session, remove all of the material related to that session before commencing the next session
- At the conclusion of the final session, do a thorough check of the room to ensure nothing has been left behind
- Any documentation that contains personal data should be returned to the SEC as set out in this handbook or otherwise placed in the green script box.

*Organising Superintendents and Assistant Superintendents.

APPENDIX A

MULTI - COMPONENT SUBJECTS – For Use in Script Retrieval Process (Refer to Section 3)

Subject	Level	No. of items	Packet contents / Items per Candidate
Ag. Economics	Higher & Ordinary	2	1) Standard Answerbook 2) Question Paper (insert)
Ag. Science	Higher	1	1) Standard Answerbook
	Ordinary	2	1) Standard Answerbook 2) Question Paper (insert)
Art	Higher & Ordinary	3	1) History & Appreciation (Standard answer book) 2) Life Sketching, Imag. Comp./Still Life, Design - (in schools) 3) Coursework – (in schools)
Business	Higher & Ordinary	2	1) Standard Answerbook 2) Question Paper (insert)
Economics	Higher & Ordinary	2	1) Standard Answerbook 2) Question Paper (insert)
English	Higher & Ordinary	2	1) Standard Answerbook (Paper 1) 2) Standard Answerbook (Paper 2)
Geography	Higher & Ordinary	3	1) Standard Answerbook 2) Question Paper (insert) 3) Coursework Journal
History	Higher & Ordinary	2	1) Standard Answerbook 2) Coursework Journal
Home Econs.(S&S)	Higher & Ordinary	3	1) Standard Answerbook 2) Question Paper (insert) 3) Journal
Irish	Higher & Ordinary	2	1) Standard Answerbook (Paper 1) (Includes Aural) 2) Standard Answerbook (Paper 11)
	Foundation	1	1) Question paper - Answerbook (Paper 1) (Includes Aural)
Modern Languages	Higher & Ordinary	2	1) Question paper – Answerbook 2) Aural
Music	Higher	2 or 3	1) Composing Question Paper which is the Answerbook (White Transmission Envelope) 2) Listening Question Paper which is the Answerbook (Pink Transmission Envelope) and / or 3) Elective (candidates who opt for elective in either composition (portfolio) or listening (returnable question paper) will have a 3 rd packet) (Light Pink Transmission Envelope)
	Ordinary	2	1) Composing Question Paper which is the Answerbook 2) Listening Question Paper which is the Answerbook
Religious Education	Higher & Ordinary	2	1) Standard Answerbook 2) Practical Coursework Journal
Design & Communication Graphics	Higher & Ordinary	2	1) Standard Answerbook 2) Practical Coursework
Technology	Higher & Ordinary	2	1) Standard Answerbook 2) Practical Coursework Journal – (in schools)

Multi-Component subjects. (on above list)

Ensure that all components are present if a candidate requests to view and / or wishes to submit an appeal application. Return all components with the appeal application form in the envelope provided.

In the event that all components are not present or if you find that you have packets of scripts which do not belong to your school, please contact the Commission immediately at 1800 713 913 or (090) 644 2793 / 88 / 87.

APPENDIX B

List of documents enclosed:

1. Information Note for Candidates (for display) – OS03
2. Final Report and Claim Form – OS04 along with envelope for return of the claim form to the SEC
3. Claim Forms for Additional Superintendents – OS05
4. *Financial Information for Examinations Contract Staff – (FS_01_2017)*
5. Record of Posting Form – OS06
6. AP1 Form – OS09
7. Form ROAP1 (Rectification Outside the Appeals Process) – OS010
8. Attendance Record sheet
9. Poster – Multi Component Subjects
10. Poster – Penalties for Violation of procedures and General Rules
11. Candidate Information Booklet – Leaving Certificate 2019
12. Envelopes:
 - *Brown envelope for return of ROAP application with label attached to be returned to Brenda McCormack*
 - *Small green plastic Envelopes for each subject and level with blank labels affixed to be completed when scripts enclosed*
 - *Large green plastic Envelopes for posting the script packets with Barcode labels for returning the parcel of appeal scripts. These must be used to facilitate track and trace through the postal system.*

APPENDIX C

SAMPLE OF CANDIDATE'S CONFIRMATION EMAIL - APPLICATION TO VIEW MARKED SCRIPTS.

Exam Number: 123456

Your application to view your Marked Scripts has been received.

Please check the details below to ensure they are correct. If these details are incorrect please contact the SEC on **090-6442787/2788/2789/2790** for assistance.

School: Viewing School

Subjects selected:

1. Irish
2. English

An Organising Superintendent has been appointed by the SEC to your school. They will use the contact details provided by you when you registered through the Candidate Self Service Portal and contact you by email or text and assign you to one of the three viewing sessions in advance of the viewing period. 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 school named above to arrange a viewing session.

Viewing scripts 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. Online access will be provided to view these Scripts over the period 5pm Tuesday 20th until 5pm Wednesday 21st August in line with the viewing of paper marked scripts in schools.

Leaving Certificate subjects marked on line	
Mathematics	Biology
Chemistry	LCVP -Link Modules (Written paper)
Physics	Politics & Society

Please bring this email to the viewing session you are assigned to, as evidence of your application to view your scripts.

State Examinations Commission
August 2019

APPENDIX D

List of designated Post Offices – You should return the Appeal scripts to the post office on this list that is nearest to you before **Midday on Saturday 24th August 2019**.

Name	Address	County	Eircode
Post Office	Burrin Street, Carlow	CO CARLOW	R93X4H6
Post Office	Market Square, Cavan	CO CAVAN	H12V303
Post Office	Bank Place, Ennis, Co Clare	CO CLARE	V95FX00
Post Office	Oliver Plunkett Street, Cork	CO CORK	T12FP71
Post Office	14 Bandon Road, Cork	CO CORK	T12CY22
Post Office	35 Bank Place, Mallow, Co Cork	CO CORK	P51W522
Post Office	55 Main Street, Letterkenny, Co Donegal	CO DONEGAL	F92XH75
Post Office	G.P.O. O'Connell Street, Dublin 1	CO DUBLIN	D01F5P2
Post Office	Blanchardstown Centre Post Office, Dublin 15	CO DUBLIN	D15H320
Post Office	Tallaght Post Office, The Square, Tallaght, Dublin 24	CO DUBLIN	D24RKf9
Post Office	Eglinton Street, Galway	CO GALWAY	H91E2X2
Post Office	Edward Street, Tralee, Co Kerry	CO KERRY	V92PW20
Post Office	South Main Street, Naas, Co Kildare	CO KILDARE	W91AK88
Post Office	73 High Street, Kilkenny	CO KILKENNY	R95DP66
Post Office	James Fintan Lawlor Avenue, Portlaoise, Co Laois	CO LAOIS	R32CV97
Post Office	Saint Georges Terrace, Carrick on Shannon	CO LEITRIM	N41R978
Post Office	Cecil Street, Limerick	CO LIMERICK	V94AP83
Post Office	Lord Edward Street, Kilmallock, Co Limerick	CO LIMERICK	V35CV05
Post Office	Main Street, Longford Town	CO LONGFORD	N39RR02
Post Office	West Street, Drogheda, Co Louth	CO LOUTH	A92NT7N
Post Office	Hopkins Road, Castlebar, Co Mayo	CO MAYO	F23W324
Post Office	Kennedy Road, Navan, Co Meath	CO MEATH	C15X277
Post Office	Mill Street, Monaghan Town	CO MONAGHAN	H18PT89
Post Office	Tullamore Bridge Shopping Centre, Tullamore, Co Offaly	CO OFFALY	R35E8H4
Post Office	Market Square, Roscommon Town	CO ROSCOMMON	F42XT26
Post Office	Wine Street, Sligo	CO SLIGO	F91R898
Post Office	Liberty Square, Thurles, Co Tipperary	CO TIPPERARY	E41K384
Post Office	The Quay Keyser Street, Waterford	CO WATERFORD	X91W820
Post Office	Dominick Street, Mullingar, Co Westmeath	CO WESTMEATH	N91FPT4
Post Office	Mill Park Road, Enniscorthy, Co Wexford	CO WEXFORD	Y21EV22
Post Office	Quinsboro Road, Bray, Co Wicklow	CO WICKLOW	A98Y598
Post Office	Circular Road, Tuam, Co Galway	CO GALWAY	H54 DE00
Post Office	Clonmel Post Office, Emmet Street, Clonmel, Co Tipperary	CO TIPPERARY	E91EP83