

**Policy Name:**

**INTERNAL APPEALS PROCEDURE – REVIEW OF RESULTS AND APPEALS (EXAMS)**

**Policy Type:**

**Statutory**

**Issue Date:**

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**Approved by:**

**Board of Trustees**

**Policy Owner:**

**Steph Brown**

**Glossary of abbreviations**

JCQ	Joint Council of Qualifications
JCQ GR	Joint Council of Qualifications : General Regulations
RoR	Review of Results

**1. Aims**

- a. The purpose of this procedure is to confirm the arrangements at the centre for dealing with candidate appeals relating to any centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal.
- b. Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at the centre). If teaching staff at the centre or a candidate (or their parent/carer) have a concern that a result may not be accurate, post-results services may be considered.

**2. Legislation and Guidance**

- a. This procedure ensures compliance with JCQ regulations (JCQ GR 5.13) which state that centres must have available for inspection and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal.
- b. The JCQ post-results services currently available are detailed below:
  - 1) Service 1 (Clerical re-check) - This is the only service for objective tests (multiple choice tests)
  - 2) Service 2 (Review of marking)
  - 3) Priority Service 2 (Review of marking) - This service is available for externally assessed components of both unitised and linear GCE A-level specifications and Level 3 Vocational and Technical qualifications.
  - 4) Service 3 (Review of moderation) - This service is not available to an individual candidate
  - 5) Access to Scripts (ATS) - Copies of scripts to support reviews of marking
  - 6) Access to Scripts (ATS) - Copies of scripts to support teaching and learning

### 3. Post-results services

- a. Candidates are made aware of the arrangements for post-results services prior to the issue of results
- b. Candidates are informed of when senior members of centre staff will be available after the publication of results so results may be discussed, and decisions made on submission of reviews of marking
- c. Candidates are made aware/informed by an exam assembly covering exam behaviour and timetable, access arrangements and special considerations, result dates and Post Results services.
- d. Post Results Services information is also given to candidates with exam result information.
- e. Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the Exam Officer on results day/following the issue of results

### 4. Centre actions in response to a concern about a result

- a. Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component alongside any mark schemes, relevant result reports, grade boundary information, etc., when made available by the awarding body, to determine if the concern may be justified
- b. For written components that contributed to the final grade, the centre will where a place a university or college is at risk, consider a request for a Priority Service 2 RoR (where the eligible for this service)
- c. The centre will collect written consent/permission from the candidate to access their script before:
  - 1) requesting a priority copy of the candidate's script to support a review, by the awarding body deadline
  - 2) where the option is made available by the awarding body, view the candidate's marked script online to consider if requesting a review of marking is appropriate
- d. On access to the script, the centre consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
  - 1) Support a request for the appropriate Review of Results service if any error is identified
  - 2) Collect written consent from the candidate to request the RoR services before the request is submitted
  - 3) Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body
- e. For moderated components that contributed to the final grade the centre will:
  - 1) Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
  - 2) Consult any moderator report/feedback to identify any issues raised
  - 3) Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a Review of Results service 3 (Review of moderation) will not be available

- 4) Determine if there are grounds to request a review of moderation for all candidates in original sample

## 5. Candidate consent

- a. The centre will acquire written candidate consent (accepting informed consent via candidate email) before a request for a Review of Results service 1 or 2 (including priority service 2) is submitted to the awarding body
- b. The centre will acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded
- c. The centre will only collect candidate consent after the publication of results

## 6. Centre actions in the event of a disagreement (dispute)

- a. Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, the centre will:
  - 1) For a review of marking (RoR priority service 2), advise the candidate a review may be requested by providing informed written consent (and the required fee) for this service by the centre deadline
  - 2) For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required administration fee) for the centre to access the script from the awarding body
  - 3) After accessing the script to consider the marking, inform the candidate if a request for a review of marking (RoR service 1 or 2) is required. This must be submitted by the centre deadline, by providing informed written consent (and the required fee) for the centre to request the service from the awarding body
  - 4) Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample
- b. If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by:
  - 1) completing an internal appeals form at least
  - 2) 5 calendar days prior to the internal deadline for submitting a request for a review of results.
- c. The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre.

## 7. Appeals

- a. Following a Review of Results outcome, an external appeals process is available if the head of centre remains dissatisfied with the outcome and believes there are grounds for appeal.
- b. The JCQ publications Post-Results Services and JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes) will be consulted to determine the acceptable grounds for a preliminary appeal.

- c. Where the head of centre is satisfied after receiving the Review of Results outcome, but the candidate (or parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made directly to the centre. Candidates or parents/carers are not permitted to make direct representations to an awarding body.
- d. Following this, the head of centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet. To submit an internal appeal:
  - 1) An internal appeals form should be completed and submitted to the centre within the time specified by the centre from the notification of the outcome of the review of the result
  - 2) Subject to the head of centre's decision, the preliminary appeal will be processed and submitted to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results process
  - 3) Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer)
  - 4) If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre
- e. Where the head of centre is satisfied after receiving the preliminary appeal stage outcome, but the candidate (or their parent/carer) believes there are grounds to pursue to an Appeal Hearing, an appeal in writing must be made to the Governing Body.