

## EXAMS - INTERNAL APPEALS PROCEDURE

Policy applies from Year 7 to Sixth Form and to all Staff	
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Author:	Mrs Emily Freire Baños

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02.24 v1	28.02.2024	N/a	No material amendments.	Mrs Emily Freire Baños

Clifton High School is committed to child protection and safeguarding children and young people and expects all staff, visitors, and volunteers to share this commitment.

Key staff involved in the procedure:

Role	Name(s)
Head of centre	Mr Luke Goodman
Senior leader(s)	Ms Louise Brackenbury, Deputy Head: Academic
Exams officer	Mrs Emily Freire Baños
Head of Enhanced Learning (SENCo)	Mrs Gabrielle Pilgrim

### Related documents

- Exams
- Exams - Access Arrangements
- Exams - Complaints
- Exams - Non-Examination Assessment
- Exams - Special Consideration
- Taking Examinations at Clifton High

### 1. Purpose of the procedure

This procedure confirms Clifton High School's compliance with regulation 5.3(z) and 5.8 of the JCQ's General Regulations for Approved Centres that the centre will:



- have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration.
- draw to the attention of candidates and their parents/carers its written internal appeals procedure.

This procedure covers appeals relating to:

- internal assessment decisions (centre assessed marks)
- School decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal
- School decisions relating to access arrangements and special consideration
- School decisions relating to other administrative issues.

## **2. Appeals relating to internal assessment decisions (centre assessed marks)**

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by subject teachers and Heads of Departments and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Clifton High School's compliance with regulation 5.7(f) of the JCQ's General Regulations for Approved Centres that the centre will:

- have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body, inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

### **Marking, quality assurance and internal standardisation**

Clifton High School is committed to ensuring that whenever its staff mark candidates' work it is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Clifton High School ensures that all staff follow a robust Non-examination Assessment policy for the management of GCE and GCSE non-examination assessments. The Non-examination Assessment policy details all procedures relating to non-examination assessments for GCE,



GCSE and Project qualifications, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Clifton High School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

### **Procedure for appealing an internally assessed mark**

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to their marking, then they may make use of the appeals procedure below to consider whether to request a review of the School's marking.

Clifton High School will:

- ensure that candidates are informed of their centre assessed marks so that they may request a review of the School's marking before marks are submitted to the awarding body. On receipt of their marks, candidates will be given a date before which they must submit any requests for a review, and that date will be no longer than seven days from receipt of their marks
- inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted
- inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the School's marking of the assessment
- having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) within 7 calendar days
- inform candidates they will not be allowed access to original assessment material unless supervised
- provide candidates with sufficient time to allow them to review copies of materials and reach a decision, informing candidates that if their decision is to request a review, they will need to explain what they believe the issue to be
- provide a clear deadline for candidates to submit a request for a review of the School's marking. Requests will not be accepted after this deadline. Requests must be made in

writing within 14 calendar days of receiving copies of the requested materials by completing the internal appeals form a copy of which is in this procedure

- allow 7 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, which must be completed before the awarding body's deadline for the submission of marks
- ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review
- instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the School
- inform the candidate in writing of the outcome of the review of the School's marking.

The outcome of the review of the School's marking will be made known to the Head of Centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request. The awarding body will be informed if the School does not accept the outcome of a review.

#### **Moderation by the awarding bodies**

The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the School, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

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This procedure is informed by the JCQ publications [Instructions for conducting non-examination assessments](#) (section 6.1), [Review of marking \(centre assessed marks\) suggested template for centres and Notice to Centres - Informing candidates of their centre assessed marks](#).

### **3. Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal**

This procedure confirms Clifton High School's compliance with regulation 5.13(h) of the JCQ's General Regulations for Approved Centres that the centre will have available for inspection purposes 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.



### **Post-results services**

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Exams Officer with the results documents on results days.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results, and are informed of the periods during which senior members of School staff will be available/accessible immediately after the publication of results, so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed by the Exams Officer during exams briefings.

If the School or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered. The JCQ post-results services currently available are detailed below.

#### **Reviews of Results (RoRs):**

- Service 1 (Clerical re-check). This is the only service that can be requested for objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking). This service is available for externally assessed components of both unitised and linear GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation). This service is not available to an individual candidate.

#### **Access to Scripts (ATS):**

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning.

### **Procedure for requesting a review of results**

Where a concern is expressed that a particular result may not be accurate, the School will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the School supports any concerns.

**For written components that contributed to the final result** , the School will:

- Where a place at a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking



- In all other instances, consider accessing the script by:
  - where the service is made available by the awarding body, requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
  - where the option is made available by the awarding body, viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
- Collect informed written consent/permission from the candidate to access their script
- On access to the script, 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
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
- Collect informed written consent from the candidate to request the RoR service before the request is submitted
- 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.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required 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. Candidate consent must only be collected after the publication of results.

**For any moderated components that contributed to the final result** , the School will:

- 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
- Consult the moderator's report/feedback to identify any issues raised
- Determine if the School's internally assessed marks have been accepted without change by the awarding body - if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample.



### **Decision by the School not to support a review of results**

If the School decides not to request a clerical re-check, a review of marking or a review of moderation and the candidate disagrees with that decision, the School will:

- For a review of marking (RoR priority service 2), advise the candidate they may request the review by providing informed written consent (and the required fee) for this service to the School by the deadline
- 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 for the School to access the script (and any required fee for this service) for the School to submit this request
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the School by providing informed written consent (and the required fee for this service) for the School to submit this request
- 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.

### **Appealing the School's decision not to request a review of results**

If the candidate (or their parent/carer) believes there are grounds to appeal against the School's decision not to support a review of results, an internal appeal can be submitted to the School by completing the internal appeals form at least 7 calendar days prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of their appeal before the deadline for submitting a RoR.

### **Appealing a RoR outcome**

Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. 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.



If the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the head of centre. 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. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form should be completed and submitted to the School within 7 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the School to process the preliminary appeal and submit to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results process.

Awarding body fees which may be charged for the preliminary appeal must be paid to the School by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer). 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 School.

#### **4. Appeals regarding Clifton High School decisions relating to access arrangements and special consideration**

This procedure confirms Clifton High School's compliance with regulation 5.3(z) of the JCQ's General Regulations for Approved Schools (the **Regulations**) that the centre will have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding... School decisions relating to access arrangements and special consideration.

Clifton High School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications Access Arrangements and Reasonable Adjustments and A guide to the special consideration process; and
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced.

#### **Access arrangements and reasonable adjustments**

In accordance with the Regulations Clifton High School:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the School provides to disabled candidates; and





- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments.

Failure to comply with the Regulations has the potential to constitute malpractice which may impact on a candidate's result(s). Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the School which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates'

### **Special consideration**

Where Clifton High School has appropriate evidence signed by a member of the Senior Leadership Team to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

### **Appealing school decisions relating to access arrangements, reasonable adjustments and special consideration**

Decisions by the School which may be appealed include a decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where the School believes a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Clifton High School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, if a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the School has not complied with its responsibilities or followed due procedures, the appellant should:

- submit a written request setting out the grounds for appeal
- complete and submit an internal appeals form within 7 calendar days of the decision being made known to the appellant.



To determine the outcome of the appeal, the Head of Centre will consult the respective JCQ publication to confirm the School has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 14 calendar days of the appeal being received and logged by the School.

If the appeal is upheld, Clifton High School will proceed to implement the necessary arrangements/submit the necessary application.

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This procedure is informed by the JCQ publications [A guide to the awarding bodies' appeals processes](#) (chapter 3), [Suspected Malpractice: Policies and Procedures \(section 3.3\)](#), [General Regulations for Approved Schools \(section 5.4\)](#), [Access Arrangements and Reasonable Adjustments](#) (Importance of these regulations) and [A guide to the special consideration process](#) (sections 1, 2, 6)

#### **5. Appeals regarding School decisions relating to other administrative issues**

Circumstances may arise that cause Clifton High School to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Clifton High School makes a decision that affects a candidate or candidates, if a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision and reasonably believes that the School has not complied the Regulations or followed due process, the appellant should:

- submit a written request setting out the grounds for appeal
- complete and submit an internal appeals form within 7 calendar days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 14 calendar days of the appeal being received and logged by the School.

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This procedure is informed by the JCQ publication [A guide to the awarding bodies' appeals processes](#) (chapter 7)



### INTERNAL APPEALS FORM

Please tick box to indicate the nature of your appeal and complete all white boxes\* on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the School's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the School's decision relating to access arrangements or special consideration
- Appeal against the School's decision relating to an administrative issue

\*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

FOR SCHOOL USE ONLY	
Date received	
Reference No.	

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	
Please state the grounds for your appeal below:			
<p>(If applicable, tick below)</p> <input type="checkbox"/> Where my appeal is against an internal assessment decision, I wish to request a review of the School's marking			
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed			
Appellant signature:		Date of signature:	

This form must be signed, dated and returned to the exams officer on behalf of the head of School to the timescale indicated in the relevant appeals procedure



## APPEALS LOG

On receipt, all appeals are assigned a reference number and logged. Outcome and outcome date is also recorded.

The outcome of any review of the School's marking will be made known to the head of centre. A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the School does not accept the outcome of a review - this will be noted on this log.

Ref No.	Date received	Appellant name	Outcome	Outcome date



## Further guidance to inform and implement appeals

### JCQ publications

- General Regulations for Approved Schools  
<https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services  
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)  
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Schools - Informing candidates of their School assessed marks  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>