



Exams

Internal Appeals Policy

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Frequency	Annually
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Reviewed by	Academic Standards, SEND and Educational Trips Committee

Signed:.....

Dated: 03.10.2024

Chair of Governors

Signed:.....

Dated: 03.10.2024

Principal

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Key staff involved in the procedure

Role	Name(s)
Head of centre	Francis Galbraith
SLT members	Leanne Chapman
	Sarah Thomas
	Will Atkinson
	Vicky Andrews
	Martyn Latchman
SENDCo	Sailesh Roopnarain
Exams officer	Jodi Henderson

Purpose of the procedure

This procedure confirms Goldington Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z, 5.8) 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)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal

- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

Appeals relating to internal assessment decisions (centre assessed marks)

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed by Goldington Academy and internally standardised. The marks awarded 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 Goldington Academy's compliance with JCQ's *General Regulations for Approved Centres*, (section 5.7) 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*

Certain components of GCSE qualifications (GCSE non-examination assessments) and other qualifications (BTEC, Cambridge Nationals, WJEC Level 1/2) that contribute to the final grade of the qualification are internally assessed by the centre. The marks awarded are then submitted by the deadline set by the awarding body for external moderation.

Deadlines for the submission of marks (E.G. Summer 2025 exam series)

Qualification type	Awarding body	Specification title	Moderation type	NEA Final Submit date	Student informed of NEA marks deadline
BTEC	Pearson	Travel and Tourism	Learner Work Transfer	15/05/2025	30/04/2025
GCSE	AQA	Drama	Postal & visiting	07/05/2025	04/04/2025
GCSE	OCR	Physical Education: AEP	Repository	15/03/2025	28/02/2025
GCSE	Pearson	Art & Design: Fine Art	Visiting	TBC	TBC
L1/2 Award	WJEC	Hospitality & Catering	Repository	05/05/2025	04/04/2025
GCSE	AQA	English Language: Speaking endorsement	Postal	07/05/2025	04/04/2025
GCSE	AQA	DT	Postal	07/05/2025	04/04/2025
GCSE	OCR	Music	Repository	15/05/2025	30/04/2025
CamNat	OCR	Cambridge National (Summer 2025)	Submit for assessment system	15/05/2025	30/04/2025

Goldington Academy is committed to ensuring that whenever its staff marks candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Goldington Academy ensures that all centre staff follow a robust *Non-examination Assessment Policy* (for the management of non-examination assessments). This policy details all procedures

relating to non-examination assessments for GCSE, BTEC WJEC L1/2 and Cambridge Nationals. Note - the JCQ Notice to Centres – Informing candidates of their centre assessed marks confirms that the JCQ publication General Regulations for Approved Centres *states that centres must have a written internal appeals procedure relating to internal assessment decisions in all qualifications. Details of this procedure must be communicated, made widely available and accessible to all candidates.* This includes 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. Goldington Academy 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.

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 his/her work, or that the assessor has not properly applied the marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

1. Goldington Academy will ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. Goldington Academy will 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
3. Goldington Academy will 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 centre's marking of the assessment. This request must be made within 3 calendar days of receiving their marks.
4. Goldington Academy will, 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 3 calendar days.
5. Goldington Academy will inform candidates they will not be allowed access to original assessment material unless supervised
6. Goldington Academy will provide candidates with sufficient time ~~in order~~ 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
7. Goldington Academy will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests for reviews of marking **must** be made in writing within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form.

8. Goldington Academy will allow 4 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
9. Goldington Academy will 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.
10. Goldington Academy will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. The candidate will be informed in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre'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 centre does not accept the outcome of a review.

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 centre, 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.

Appeals relating to centre decisions not to support an application for a clerical check, a review of marking, a review of moderation or an appeal

The purpose of this procedure is to confirm the arrangements at Goldington Academy 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.

This procedure ensures compliance with JCQ regulations (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.

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 in a results handbook sent to all parents and via the school website prior to the issue of results.

Candidates are made aware of the arrangements for post-results services and the periods during which senior members of centre 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.

If the centre or a candidate (or his/her 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)
- 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

Where a concern is expressed that a particular result may not be accurate, the centre 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 centre supports any concerns.

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

1. Consider accessing the script by
 - viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
2. Collect informed written consent/permission from the candidate to access their script
3. 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
4. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
5. Collect informed written consent from the candidate to request the RoR service before the request is submitted
6. Where relevant, advise an affected candidate to inform any third party (such as a college or sixth form) 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 an RoR service 1 or 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 centre 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 centre'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 all candidates in the original sample

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:

- 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 centre to access the script (and any required fee) for this service to the centre 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 centre by providing informed written consent (and the required fee) for the centre 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

If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support a review, an internal appeal can be submitted to the centre by completing the internal appeals form (Page 8) at least one week prior to the internal deadline for a review of results.

The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an RoR.

Appeals

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. Goldington Academy will submit the preliminary appeal to the awarding body within the published deadlines.

Where the head of centre is satisfied after receiving the RoR outcome, but the candidate (or his/her 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.

To submit an internal appeal:

- 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
- 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
- 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)
- 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

Appeals regarding centre decisions relating to access arrangements and special consideration

Reference in this procedure to GR refers to the JCQ document **General Regulations for Approved Centres**. This procedure is also informed by the JCQ documents **A guide to the**

awarding bodies' appeals processes (3, 7), A guide to the special consideration process (1, 2, 6), Access Arrangements and Reasonable Adjustments (Importance of these regulations), GR (5.4) and Suspected Malpractice: Policies and Procedures (3.3).

This procedure ensures compliance with JCQ regulations (GR 5.3) which state that centres must have in place for inspection that must be reviewed and annually updated, a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Access arrangements and reasonable adjustments

In accordance with the regulations, Goldington Academy:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out in the JCQ publication Access Arrangements and Reasonable Adjustments
- ensure that all staff who manage and implement access arrangements and reasonable adjustments are aware of the requirements and are appropriately supported and resourced
- 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 centre provides to disabled candidates
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have 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 centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Special consideration is given to a candidate who is affected by adverse circumstances beyond their control at the time of the assessment. It is applied when the issue or event has had, or is reasonably likely to have had, a material effect on a candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

Goldington Academy will:

- comply with the requirements as set out in the JCQ publication A guide to the special consideration process
- ensure that all staff who manage and administer special consideration applications are aware of the requirements

Where Goldington Academy 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 the affected candidate/candidates.

Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include Goldington Academy's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where 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 Goldington Academy 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 centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 working 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 centre 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 5 working days of the appeal being received and logged by the centre

If the appeal is upheld, Goldington Academy will proceed to implement the necessary arrangements/submit the necessary application

Internal appeals form

- Appeal against an internal assessment decision and/or request for a review of results
- Appeal against the centre's decision not to support a clerical re-check, a review of results, a review of moderation or an appeal

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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

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

(If applicable, tick below)

- Where my appeal is against an internal assessment decision I wish to request a review of the centre'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:

Complaints and appeals log

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

The outcome of any reviews of the centre'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 centre does not accept the outcome of a review – this will be noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date

Further guidance to inform and implement appeals procedures

JCQ publications

- ▶ General Regulations for Approved Centres
<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
<https://www.jcq.org.uk/exams-office/appeals>
- ▶ Notice to Centres - Reviews of marking (centre assessed marks)
<https://www.jcq.org.uk/exams-office/coursework>
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- ▶ Notice to Centres – informing candidates of their centre assessed marks
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual publications

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

