

Exams Internal Appeals Policy

Date reviewed	September 2025
Frequency	Annually
Next review date	October 2026
Reviewed by	Academic Standards, SEND and Educational Trips Committee

Signed: Dated: 16.10.2025

Chair of Governors

Signed: Dated: 16.10.2025

Principal

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Key staff involved in the procedure

Role	Names
Head of centre	Francis Galbraith
SLT members	Leanne Chapman
	Sarah Thomas
	Will Atkinson
	Vicky Andrews
	Sailesh Roopnarain
SENDCo	Claire Johnstone
Exams Manager	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 that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, a 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 qualifications contain components or units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by centres 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 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

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	15/05/2026	30/04/2026
GCSE	AQA	Drama	Postal & visiting	07/05/2026	04/04/2026
GCSE	OCR	Physical Education: AEP	Repository	15/03/2026	28/02/2026
GCSE	Pearson	Art & Design: Fine Art	Visiting	TBC	TBC
L1/2 Award	WJEC	Hospitality & Catering	WJEC Portal	05/05/2026	04/04/2026
GCSE	AQA	English Language: Speaking endorsement	Digital media submissions	07/05/2026	04/04/2026
GCSE	AQA	DT	Postal	07/05/2026	04/04/2026
GCSE	OCR	Music	Submit for assessment	15/05/2026	30/04/2026
Cambridge National	OCR	Cambridge National (Summer 2026)	Submit for assessment	15/05/2026	30/04/2026

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 policy regarding non-examination assessments including controlled assessments and coursework. This policy details all procedures relating to non-examination assessments for GCSE, BTEC WJEC L1/2 and Cambridge Nationals. 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 and do not have any potential conflicts of interest.

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 (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.

- 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 the centre's 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 against decisions to reject a candidate's work on the grounds of malpractice

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

The JCQ *Information for candidates - AI (Artificial Intelligence and assessments)* or similar centre document is issued to candidates prior to assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work).

Goldington Academy ensures that staff delivering/assessing coursework, internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner work and have robust processes in place for identifying and reporting plagiarism (including Al misuse) and other potential candidate malpractice.

Candidate malpractice offences relating to the content of work (i.e. inappropriate/offensive content, copying/collusion, plagiarism (including AI misuse) and/or false declaration of authentication) which are discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication do not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment where the offence does not relate to the content of candidates' work (e.g. possession of unauthorised materials, breach of assessment conditions) or where a candidate has signed the declaration of authentication, must be reported to the awarding body.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of

authentication/authentication statement (where required) and malpractice is suspected, Goldington Academy will:

follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (Instructions for conducting non-examination assessments/Instructions for conducting coursework) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to not accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- the candidate must submit a written request to Mrs Henderson, Exams Manager, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an **internal appeals form** should be completed and submitted within 5 working days of the decision being made know to the appellant

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.

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

This procedure confirms Goldington Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.13) 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 recheck, 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
- 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 of results, an internal appeal can be submitted to the centre by completing the internal appeals form 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 Manager)
- 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

This procedure confirms Goldington Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

 have in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, an internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Goldington Academy will:

 comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ documents Access Arrangements and Reasonable Adjustments and A guide to the special consideration process 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, Goldington Academy:

- recognises its duty to explore and provide access to suitable courses, submit
 applications for reasonable adjustments through the access arrangements process and
 make reasonable adjustments to the services 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

Where Goldington Academy has appropriate evidence authorised 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 is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

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

Appeals regarding centre decisions relating to other administrative issues

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

Where Goldington Academy may make 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 made and reasonably believes that the centre
 has not complied with the regulations or followed due process, 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

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

Internal appeals form FOR CENTRE USE ONLY □ Appeal against an internal assessment decision and/or request for a review of results **Date received** Appeal against the centre's decision not to support a clerical re-check, a review of results, a review of moderation or an appeal Reference Please tick box to indicate the nature of your appeal and complete all white boxes on the form below This form must be signed, dated and returned to the Exams Manager on behalf of the head of centre to the timescale indicated in the relevant appeals procedure Candidate name Name of if different to appellant appellant Exam paper Awarding body code Qualification Type Exam paper title Subject 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	Date	Complaint or Appeal	Outcome	Outcome
No.	received	Complaint of Appear	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/non-examination-assessments
- ► Notice to Centres informing candidates of their centre assessed marks https://www.jcq.org.uk/exams-office/non-examination-assessments
- Suspected Malpractice: Policies and Procedures https://www.jcq.org.uk/examsoffice/malpractice/
- Access Arrangements and Reasonable Adjustments https://www.jcq.org.uk/examsoffice/access-arrangements-and-special-consideration/regulations-and-guidance/
- A guide to the special consideration process https://www.jcq.org.uk/examsoffice/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