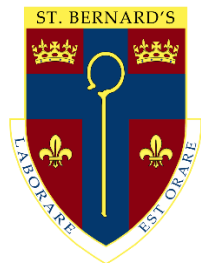


Internal Appeals Policy

Policy Group	Exam
Policy Produced By	L Hamilton
Date Policy Produced	01/05/2025
Date SLT Agreed	
Date Governors Approved	
Date of Next Review	Autumn 2025
Linked or Related Policies	Exams Contingency Policy / NEA Policy / Malpractice Policy / Special Consideration Policy / Complaints Policy
Named Persons in this policy	None

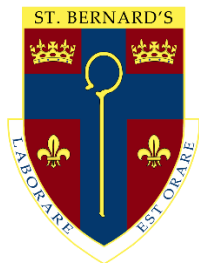


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Purpose of the Policy

This confirms St Bernard's Catholic High School's compliance with JCQ's [*General Regulations for Approved Centres*](#) (5.3z, 5.8) that requires a centre to:

- Have in place and available for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding:
 - internal assessment decisions
 - access to 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 their internal appeals procedure.

Introduction

St Bernard's Catholic High School is committed to promoting quality, consistency, accuracy and fairness in assessment and thus in awarding. We aim to ensure that:

- Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates has been produced and authenticated according to the requirements of the specification for each subject.
- The consistency of the internal assessment is secured through internal standardisation as necessary.
- Staff responsible for internal standardisation and/or assessment attend any compulsory training sessions.
- There are clear channels for candidates to make appeals.

The Examinations Officer manages the appeals process.

Appeals relating to internal assessment decisions (centre assessed marks)

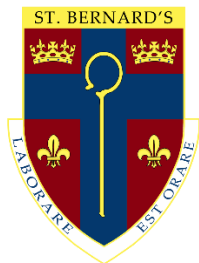
Certain GCSEs and other qualifications contain components/unit of non-examination assessment (NEA) and/or coursework, which are internally assessed (marked) and internally standardised by the school, in line with our NEA policy. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms St Bernard's Catholic High School's compliance with JCQ's *General Regulations for Approved Centres* (section 5.7) that the centre will:

- Have in place and available for inspection that must be reviewed and updated annually, 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.

St Bernard's Catholic High School is committed to ensuring that whenever staff mark candidates' work, this is done fairly, consistently, and in accordance with the awarding body's specification and subject-specific associated documents. Staff follow a robust policy regarding the management of non-examination assessments (see separate NEA Policy).

Subject Leaders 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. Subject Leaders will also inform



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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.

Subject Leaders will, having received a request for materials, promptly make them available to the candidate. This will either be the originals viewed under supervised conditions or copies. Subject Leaders will provide candidates with at least five working days to review copies of materials and reach a decision.

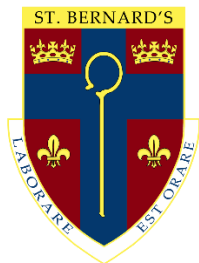
On being informed of their centre assessed marks, if a candidate believes that the correct procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate may make use of the appeals procedure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

- The candidate must complete and submit an *Internal Appeals Form* (see Appendix 1), which must be received by the Examinations Officer at least five working days before the deadline for coursework marks to be sent to the relevant awarding body. Requests will not be accepted after this deadline. Requests **must** be made in writing and candidates **must** explain on what grounds they wish to request a review. Appeals must be against the process that led to the assessment and not the mark or grade itself.
- The Examinations Officer 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.
- The Examinations Officer will allow sufficient time 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.
- The Examinations Officer will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
- The Examinations Officer will inform the candidate 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.
- If the outcome of the review is a change to the candidates mark then this mark will be altered by the Examinations Officer before submission to the awarding body.
- If the outcome of the review is no change to the candidates mark then the centre will inform the awarding body that it does not accept the outcome of a review.
- A written record of the review will be kept and made available to the awarding body upon request.

Each awarding body specifies detailed criteria for the internal assessment of work. After work has been assessed internally it is moderated by the awarding body to ensure consistency between centres. Such moderation can change the marks awarded for internally assessed work, even after internal review. As such the mark submitted to the awarding body is subject to change and should therefore be considered provisional. The final judgement on marks awarded lies with the awarding body. This is outside the control of the School and is not covered by this internal appeals policy.

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.



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St Bernard's Catholic High School ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

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, the school 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:

- A written request, 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.
- This written request should be completed on an *Internal Appeals Form* (see Appendix 1), which should be submitted within 5 working days of the decision being made known to the appellant.

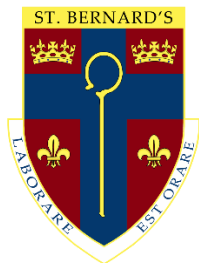
The candidate will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

Outcome of malpractice investigation

In cases of malpractice a head of centre may appeal against the sanction imposed. Appeals can be made on the grounds that:

- The incident was not dealt with in accordance with the published procedures as detailed in the JCQ document Suspected Malpractice –Policies and Procedures
- The decision was unreasonable in light of the evidence
- Further evidence (including medical evidence) has come to light
- The sanction imposed was unduly harsh
- The following do not, by themselves, constitute grounds for an appeal:
 - The individual did not intend to cheat
 - The individual has an unblemished academic record
 - The individual could lose a FEI/HEI place

The candidate must set out clearly and concisely the grounds for the appeal, this should be in writing to the head of centre within 5 working days of the publication of the outcome against which they are appealing. It is the decision of the head of centre whether or not to submit an appeal if they believe there is satisfactory evidence to support either point above.



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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 St Bernard's Catholic High School'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 re-check, a review of marking, a review of moderation or an appeal.

This procedure is informed by the JCQ documents [Post-Results Services](#) and [A guide to the awarding bodies' appeals processes](#).

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.

Candidates will be made aware of the arrangements for clerical rechecks, reviews of marking and reviews of moderation prior to the issue of results. This will be put in writing to both candidates and their parents.

Senior members of centre staff will be available to candidates immediately after the publication of results until 12pm the same day so that results may be discussed, and decisions made on the submission of reviews of marking. Following this time candidates will be able to seek advice using the email address examresults@stbernardsschool.uk.

If the centre 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 for level 1 and 2 qualifications 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.

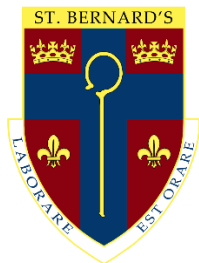
Access to Scripts (ATS):

- *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:
 - a) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, or



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- b) 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
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, 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 clerical re-check (RoR service 1) or review of marking (RoR 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.

Candidates may be required to pay the fee for this service, details of the fees can be found on the awarding body websites.

The request must be received by the school by Friday 5th September 2025 for us to submit to the relevant awarding body by Friday 19th September 2025. Outcomes are normally received within 10 working days and will be communicated to candidates via letter along with details on the appeals process.

Consent forms or emails from candidates will be retained by the centre and kept for at least six months following the outcome of the clerical recheck or review of marking or any subsequent appeal.

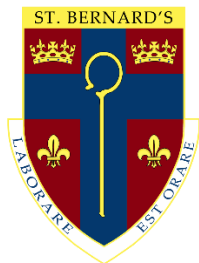
For any moderated components that contributed to the final result, the centre will:

- 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 any moderator 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 the work of all candidates in the original sample.

Centre actions in the event of a disagreement (dispute)

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 administration fee for this service) for 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 this service) for the centre to submit this request



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- 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 their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, this can be appealed by the following process:

- A written appeal, in the form of a completed *Internal Appeals Form* (see Appendix 1) must be received by the Examinations Officer within five working days of the candidate being informed of the decision.
- Requests must be made in writing and candidates must explain on what grounds they wish to request a review.
- The Examinations Officer will ensure that the review is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the outcome of the review.
- The Examinations Officer will allow sufficient time for the review to be carried out.
- The Examinations Officer will inform the candidate in writing of the outcome of the review of the centre's decision.
- If the outcome of the review is that the review of marking should be submitted then this will be done immediately by the Examinations Officer.
- The outcome of the review will be made known to the head of centre.
- A written record of the review will be kept and made available to the awarding body upon request.

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.

Where 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.

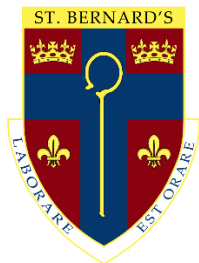
If a candidate is unhappy with the outcome of RoR, it is possible for the head of centre to appeal against this outcome. An appeal may be submitted if:

- A marking or moderation (or a review of marking/moderation) error has occurred
- The awarding body did not apply its procedures consistently, properly or fairly.

The candidate must set out clearly and concisely the grounds for the appeal, this should be in writing to the head of centre within 5 working days of the publication of the outcome against which they are appealing. It is the decision of the head of centre whether or not to submit an appeal if they believe there is satisfactory evidence to support either point above.

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.

Subject to the head of centre's decision, this will allow the centre 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 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.



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Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms St Bernard's Catholic High School's compliance with JCQ's *General Regulations for Approved Centres* (section 5.3z) that the centre will:

- Have in place and available for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

This procedure is informed by the JCQ documents *A guide to the awarding bodies' appeals processes* (3), *Suspected Malpractice: Policies and Procedures* (3.3), *General Regulations for Approved Centres* (5.4), *Access Arrangements and Reasonable Adjustments* (Importance of these regulations) and *A guide to the special consideration process* (1, 2, 6)

We 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*
- 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, St Bernard's Catholic 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 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 has the potential to constitute malpractice which may impact on a candidate's result(s).

Special consideration

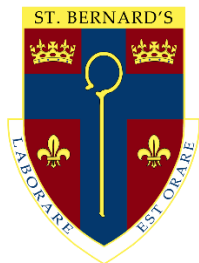
Where St Bernard's Catholic High School has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond their control when the issue 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 the centre'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 the centre 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



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due procedures, a written request, in the form of a completed *Internal Appeals Form* (see Appendix 1) setting out the grounds for appeal, should be submitted.

- The candidate must set out clearly and concisely the grounds for the appeal, and submit the Internal Appeals Form to the head of centre within 5 working days of the publication of the outcome against which they are appealing. It is the decision of the head of centre whether or not to submit the appeal.

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 5 working days of the appeal being received and logged by the centre.

If the appeal is upheld, the school 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 the school to make decisions on administrative issues that may affect a candidate's examinations/assessments.

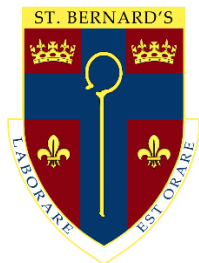
Where the school may make a decision that affects a candidate or candidates:

- 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
- This written request should be completed on an *Internal Appeals Form* (see Appendix 1), which should be 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.

General complaints

General complaints can be made to the Head of centre, Mr Vince, via telephone, email or letter. Our formal complaints procedure can be followed should this not result in a satisfactory outcome.



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Further guidance to inform and implement appeals

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 (A guide to the awarding bodies' appeals processes)
<https://www.jcq.org.uk/exams-office/appeals>
- 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/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>

INTERNAL APPEALS FORM

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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 a decision to reject candidate's work on the grounds of malpractice
- ☐ Appeal against centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against centre's decision relating to access arrangements or special consideration
- ☐ Appeal against centre's decision relating to an administrative issue

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

Name of appellant		Candidate name (if different from 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 <i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i>			
Appellant signature:		Date of signature:	

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