

Exams Internal & External Appeals Procedure Policy

Heathlands School





Policy Review

This policy will be reviewed in full by the Governing Board.

The policy was agreed by the Resources Committee on 25.11.25

Next Review due November 2026.

Co-Headteachers Signature:		Date: 25.11.25
Governor Signature:		Date: 25.11.25

Purpose of the procedure

This procedure confirms Heathlands School compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3z, 5.8) 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 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 written internal appeals procedure.

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application a 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/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by Heathlands School 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 Heathlands School's compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the centre will:

- have in place 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.

Deadlines for the submission of marks

Date	Qualification	Details	Exam series
	GCSE	Deadline for submitting of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer-2026
	GCE	Deadline for submitting of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer-2026

Heathlands 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.

Heathlands ensures that all centre staff follow a robust policy regarding the management of non-examination assessment including controlled assessments and coursework. This policy details all procedures relating to non-examination assessments for GCE, GCSE, Entry Level qualification 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 and do not have any potential conflicts of interest. If AI tools have been used to assist in the marking of candidates' work, they will not be the sole marker. Heathlands 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 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.

Heathlands will

1. 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. 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 quality of work submitted.
3. 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

4. having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days. (This will either be the originals viewed under supervised conditions, or copies).
5. inform candidates they will not be allowed access to their original assessment material, including artefacts, unless supervised by centre staff.
6. provide candidates with sufficient time, normally at least five working days, to allow them to review copies of materials and reach a decision.
7. 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 must be made in writing within 10 working days of receiving copies of the requested materials. Requests must be made in writing by 16 April of each year by completing the internal appeals form and candidates must explain on what grounds they wish to request a review.
8. allow 10 working 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. The review should be carried out by 30 April of each year.
9. 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. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. 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. 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)

Heathlands 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 AI 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, Heathlands 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
- an **internal appeals form** should be completed and submitted within 5 calendar/working days of the decision being made known to the candidate

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

This procedure is informed by the JCQ documents [Instructions for conducting non-examination assessments](#) (4.6, 6.1, 9), [Instructions for conducting coursework](#) (6, 7, 13.5), [Review of marking \(centre assessed marks\) suggested template for centres](#), [Notice to Centres - Informing candidates of their centre assessed marks](#) and [Suspected Malpractice: Policies and Procedures](#) (3.3, 4.5 including reference to Form JCQ/M1)

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 Heathlands 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 clerical re-check, a review of marking, 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 by the Exams Officer.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available 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 via email.

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 are detailed below.

Post Results Services

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. It is also available for Level 3 Vocational and Technical qualifications. For NCFE this service only applies to T-levels.

- 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

The decision to request a post-result service can only be made by the student. If a student would like to consider a review of marking and/or have access to their scripts, after the results have been issued, they must complete a post-results service consent form (see appendix) and return this to the Exams Officer before the deadline.

The student must complete the post results form and return to the Exams Officer by the deadline specified (by email or printed and signed and handed directly to the Exams Officer).

Mark schemes are available on results day to the general public so students can check. The centre staff cannot review individual students results against mark schemes, therefore the decision to send for any post results requests is down to the students themselves.

Heathlands will support all students with their post-results services.

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 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 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 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 centre by the deadline set by the centre
- 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
- 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, an internal appeal can be submitted to the centre by completing an internal appeals form, see appendix, at least 10 working days prior to the internal deadline for submitting a request for a review of results.

The candidate will be informed of the outcome of the appeal in writing.

1. The Assistant Headteacher is in overall charge of managing appeals relating to internal assessments.
2. If a candidate (or their parent/carer) wishes to appeal about his/her internal assessment marks then the following procedures should be followed:
 - a. The appeal should be made in writing to the Assistant Headteacher, **using the internal appeals form**, stating the details of the complaint and the reasons for the appeal.
 - b. The appeal should normally be submitted by Easter holidays for examinations in the summer series (this deadline may be extended in exceptional circumstances where the controlled assessment/coursework marking and moderation schedule extends beyond this time).
3. The teacher(s) concerned in marking the assessment which is the subject of the appeal will respond to the appeal in writing and a copy will be sent to the parent/carer **and a copy kept on file by the exams officer**.
 - The Curriculum Lead of the Subject area will discuss the details of the complaint and the reasons given for the appeal with the teacher(s) concerned in the marking who marked/moderated the assessment controlled assessment/coursework originally.
 - The Curriculum Lead will arrange for the student's work samples to be internally moderated by another Curriculum Lead/or another subject specialist previously not involved.
 - The form will be completed by the Curriculum Lead.

- After the internal moderation of the student's sample(s), the Assistant Headteacher will respond to the appeal in writing stating the outcome of the internal moderation and a copy will be sent to the candidate (via the parent/carer if applicable) **and a copy kept on file by the Exams Officer.**
4. If the **candidate (or parent/carer)** remains unsatisfied, the case can be referred to the Examinations Appeals Board (EAB). NB This service applies where Awarding Bodies' normal enquiries and appeals procedures have been exhausted.

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 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.

The **internal appeals form** should be completed and submitted to the centre within 10 calendar days of the notification of the outcome of the RoR. 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.

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

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Heathlands School'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, a internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration

Heathlands School 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, Heathlands School:

- 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 Heathlands School has appropriate evidence authorised by a member of 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 Heathlands School'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 Heathlands 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 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 at least 10 days prior to the internal deadline for submitting a request for a review of results.
- Following receipt of an internal appeals form, the decision will be made known to the appellant in writing within 10 working days.

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

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

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

Appeals regarding centre decisions relating to other administrative issues


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

Where Heathlands 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
- An **internal appeals form** should be completed and submitted within 10 working days of the decision being made known to the appellant.

The candidate will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre.

This procedure is informed by the JCQ documents A guide to the awarding bodies' appeals processes (chapter 7)

	Heathlands 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			
<input type="checkbox"/> Appeal against an internal assessment decision and/or request for a review of marking			
<input type="checkbox"/> Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal			
<input type="checkbox"/> Appeal against a decision to reject candidate's work on the grounds of malpractice			
<input type="checkbox"/> Appeal against the centre's decision relating to access arrangements or special consideration			
<input type="checkbox"/> Appeal against the centre's decision relating to an administrative issue			

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:

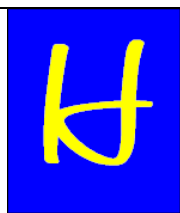
This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure.

	<h2>Heathlands Appeals Log</h2>	FOR CENTRE USE ONLY	
		Date received	
		Reference No.	

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 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	Appellant Name	Outcome	Outcome date



Heathlands School

Post-Results Service Candidate Consent Form



Candidate Name	
Candidate Number	
Candidate Email	

Exam Board	GCSE	Subject	Paper or Unit Code	Access to Script*	Clerical Check*	Review of Marking*

I hereby give my consent to the Examinations Officer to make an enquiry about a result / access my script for the examination (s) listed above. In signing below, I confirm that I understand that by requesting a Review of Result, my original grade is not protected and that it may be lowered, confirmed, or raised.

Student's Signature	
Date	

*Fees Apply

Access to Script	Clerical Check	Review of Marking	Application Deadlines
Request a copy of your marked exam from the examination board.	Adding up of marks is checked, this may help you decide to request a review of marking.	Your exam paper is checked to make sure that it was marked correctly according to the mark scheme. Marks are changed if the new examiner feels there has been clear marking errors. During this process marks can go up, stay the same or go down.	5.9.25

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>