



# Backwell School

## Internal Appeals Procedure

### 2024/25

This plan is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Clara Mason- Deputy Headteacher	
Date of next review	December 2025

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## Purpose of the procedure

This procedure confirms Backwell School'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, access to post results 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

This procedure covers appeals relating to:

- internal assessment decisions (centre assessed marks)
- centre decisions not to support an application for 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

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

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed by Backwell 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 Backwell School'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.

### **Reviews of marking - centre assessed marks (GCE and GCSE non-examination assessments; Applied General, Cambridge National, BTEC, ELC and Project qualifications coursework)**

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

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. Backwell School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Internal standardisation and moderation will ensure consistency of marking, this is particularly important where several subject teachers are involved in marking candidates' work.

1. Departments will ensure that candidates are informed of their centre assessed marks and that they are aware of the relevant deadlines so that they may request a review of the centre's marking before the marks are submitted to the awarding body.
2. The School will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment. This is the pre-review request and should be made in writing to the Exams Office.

3. The Exams Office, having received a pre-review request for copies of materials, will inform the necessary CL/SL who will promptly make them available to the candidate. These materials will usually include a copy of their marked and annotated work along with relevant assessment schemes and relevant pages from the course specification.
4. The School will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision. A deadline by which the candidate can request a review of marking will be clearly stated.
5. Requests for reviews of marking **must** be made in writing to the Exams Office. A candidate cannot request a review simply because they do not like their mark. A specific issue must be identified e.g. 'Section of work not credited towards an AO and they believe it should be' or 'insufficient time given in class for NEA'.  
**Candidates should be aware that marks can go down as well as up following a request for a review.**
6. The School 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.
7. The School will ensure that the review of marking is carried out 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 review. This could be a subject specialist from another school but will usually be the SL or another senior member of the department.
8. The School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the Head of Centre. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, all candidate marks will be reviewed and the awarding body will be informed immediately.

This internal review process is a regulatory requirement, and is in place to ensure consistency of marking within the centre. After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of Backwell School and is not covered by this procedure.

The awarding body's deadlines for centre assessed marks and school deadlines for informing candidates of provisional marks are published on the school website under the Exam Arrangements section in advance of each examination series.

### **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, (and are available on the school website under the Exam Arrangements tab) inform candidates of the things they must and must not do when they are completing their work.

Backwell 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, Backwell 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 to [exams@backwellschool.net](mailto:exams@backwellschool.net) using the internal appeals form (found at the end of this policy). The form should be completed and submitted within 5 school working days of the decision being made known to the appellant.

The appeal will be reviewed by the member of the senior leadership team with responsibility for exams in consultation with the relevant department head. The appellant will be informed of the outcome of the appeal within 5 school 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 (4.5).

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component after the candidate has signed the declaration of authentication must be reported to the awarding body and will be dealt with in accordance with the centre's malpractice policy.

## **2. Appeals against the centre's decision not to support an application for a clerical check, a review of marking, a review of moderation or an appeal**

This procedure confirms Backwell 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

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 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/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware of post results services in the key information booklet which is issued to students with their statements of entry, and full information including deadlines and fees is provided to candidates and their parents/carers prior to results days by email. The information may also be included in the school weekly bulletin, and is always made available on the school website under the Exam Arrangements tab.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

*Enquiries About Results (EARs)* offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

EAR Service 1&2:

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a EAR service 1 or 2 is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.

EAR Service 3:

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 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

If a concern is raised about a particular examination result, the teaching staff will investigate the feasibility of requesting a review supported by the centre. Where the centre does not uphold a request from a candidate, and 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 in writing at least 5 days prior to the awarding bodies deadline for submitting a request for a review.

The appellant will be informed of the outcome of his/her appeal before the awarding bodies deadline for submitting an EAR.

Following the EAR 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 EAR 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.

Any such internal appeal must be made by the candidate in writing and submitted to the Exams Office within 10 calendar days of the notification of the outcome of the EAR. 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 receiving 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.

### 3. Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Backwell 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 a written internal appeals procedure which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration

Backwell School will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- 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, Backwell 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 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 Backwell 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.

Any candidate who believes they qualify for special consideration will need to complete the appropriate form (available from the exams office), get it authorised by Clara Mason (GCSEs) or Rose Hayward (GCEs) before passing it to the exams team for processing. All forms must be delivered to the exams office by the date of the candidate's last exam, to ensure that the application can be made within the exam board deadlines.

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

This may include Backwell 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 Backwell 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
- The written request must be submitted to the Exams Office within:
  - 10 working days of the decision being notified to the appellant (for access arrangements and reasonable adjustments); and
  - 5 working days of the decision being notified to the appellant (for special consideration requests), to ensure we are able to meet exam board deadlines for special consideration applications.
- There is an internal appeals form attached at the end of this document which may be used to submit the appeal.

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, Backwell School will proceed to implement the necessary arrangements/submit the necessary application.

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This procedure is informed by the JCQ publications A guide to the awarding bodies' appeals processes (chapter 3), Suspected Malpractice: Policies and Procedures (section 3.3), General Regulations for Approved 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)



## 4. Appeals regarding centre decisions relating to other administrative issues

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

Where Backwell 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
  - The written request must be submitted to the Exams Office within 10 working days of the decision being notified to the appellant.
- There is an internal appeals form attached at the end of this document which may be used to submit the appeal.

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.

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

## 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 the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

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

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

## Appeals log

On receipt, all appeals are assigned a reference number and logged. Outcome and outcome date is also recorded. The outcome of any review of the 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.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date