



Internal Appeals Policy (Exams)

Walton-le-Dale High School

This procedure is reviewed and updated annually to ensure that appeals against internal assessment decisions (centre assessed marks) at Walton-le-Dale High School are managed in accordance with current requirements and regulations in the following JCQ documents: General Regulations for Approved Centres (5.3, 5.7), Instructions for conducting non-examination assessments (4.6, 6.1, 9) and Instructions for conducting coursework (6, 7, 13.5). This procedure is also informed by the JCQ documents Reviews 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).

Centre Name	Walton-le-Dale High School
Centre Number	46703
Date policy first created	02/11/2023
Current policy approved by	SLT
Current policy reviewed by	SLT& FGB
Date policy reviewed	December 2025
Date of next review	December 2026

Contents

Purpose of the procedure.....	3
Access arrangements and reasonable adjustments.....	3
Special Consideration.....	4
Centre decisions relating to access arrangements/reasonable adjustments and special consideration....	4
Appeals regarding centre decisions relating to other administrative issues.....	5
Internal Assessment decisions.....	5
Principles.....	5
Procedure for appealing internal assessment decisions (centre assessed marks).....	6
Deadlines and Timescales.....	7
Centre decisions not to support Review of Results.....	7
Purpose.....	8
Post Results Services.....	8
Centre actions in response to a concern about a result.....	8
Candidate Consent.....	9
Centre actions in the event of a disagreement (dispute).....	9
Appeals.....	10
Appeals against decisions to reject a candidate’s work on the grounds of malpractice.....	11
Further guidance to inform and implement appeals procedures.....	14

This procedure is reviewed and updated annually to ensure that appeals against any decision at Walton-le-Dale High School relating to access arrangements and special consideration or other administrative issues are managed in accordance with current requirements and regulations.

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

Purpose of the procedure

This procedure ensures compliance with JCQ regulations (GR 5.3) which state that centres must have in place for inspection that must be reviewed and 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 and internal assessment marks.

This procedure covers appeals relating to:

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

Access arrangements and reasonable adjustments

Walton-le-Dale High School will:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out in the JCQ document *Access Arrangements and Reasonable Adjustments*
- ensure that all staff who manage and implement access arrangements and reasonable adjustments are aware of the requirements and are appropriately supported and resourced

In accordance with the regulations, Walton-le-Dale High School:

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

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

Special Consideration

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

Walton-le-Dale High School will:

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

Where Walton-le-Dale High School 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 the affected candidate/candidates.

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

This may include:

- a decision not to award/apply for a specific access arrangement/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 Walton-le-Dale High 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 – Please see Appeals form at the end of this document..

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/reasonable adjustments and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within **7 working days** of the appeal being received and logged by the centre. If the appeal is upheld, Walton-le-Dale High 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 Walton-le-Dale High School to make decisions on other administrative issues that may affect a candidate's examinations/assessments.

Where Walton-le-Dale High 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 its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted – Please see Appeals form at the end of this document.

The appellant will be informed of the outcome of the appeal within **7 working days** of the appeal being received and logged by the centre. If the appeal is upheld, Walton-le-Dale High School will proceed to implement the necessary arrangements/submit the necessary application.

Internal Assessment decisions

Principles

The head of centre/senior leader(s) at Walton-le-Dale High School will ensure that the following principles are in place in relation to marking the work of candidates:

- A commitment to ensuring that whenever teaching staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents
- All centre staff follow a robust Non-Examination Assessment (NEA) Policy for the management of non examination assessments including controlled assessments and coursework which details the procedures relating to relevant qualifications delivered in the centre, 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)
- A commitment 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 mark(s), if candidates believe 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 their marking, then they may make use of the internal appeals procedure below to consider whether to request a review of the centre's marking

Walton-le-Dale High School Internal Appeals Policy

Certain qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Walton-le-Dale High School and internally reviewed/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.

The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

The qualifications delivered at Walton-le-Dale High School containing components of non-examination assessment/units of coursework are:

GCSE	Vocational – Tech Awards
Art – 60% portfolio	Health & Social Care
Food Preparation & Nutrition – Non Exam Assessment (NEA)	Performing Arts – Music
PE	Engineering
English Language – Spoken Endorsement	Sports Studies

[Procedure for appealing internal assessment decisions \(centre assessed marks\)](#)

The head of centre/senior leader(s) at Walton-le-Dale High School 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
- 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
- Inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
- Having received a request for copies of materials, promptly make them available to the candidate (for some marked assessment materials, such as artwork and recordings, inform the candidate that the originals will be shared under supervised conditions) within the period of time as specified (see Deadlines below)
- Provide candidates with sufficient time 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

Walton-le-Dale High School Internal Appeals Policy

- Provide a clear deadline for candidates to submit a request for a review of the centre's marking and confirm understanding that requests must be made in writing and will not be accepted after this deadline (see Deadlines below)
- Require candidates to make requests for a review of centre marking by submitting a request **within 5 calendar days** of receiving copies of the materials.
- 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 (see Deadlines below)
- 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
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
- Inform the candidate in writing of the outcome of the review of the centre's marking
- Ensure the outcome of the review of the centre's marking is 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
- Ensure a written record of the review is kept and made available to the awarding body upon request
- Ensure the awarding body is informed if the centre does not accept the outcome of a review

Deadlines and Timescales

- Upon request, copies of materials will be made available to the candidate **within 7 calendar days**
- The deadline to request a review of marking must be made **within 5 calendar days** of the candidate receiving copies of the requested materials
- The process for completing the review, making any changes to marks, and informing the candidate of the outcome will be completed **within 10 calendar days**, all before the awarding body's deadline for the submission of marks

Centre decisions not to support Review of Results

Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at Walton-le-Dale High School)

If teaching staff at Walton-le-Dale High School or a candidate (or his/her parent/carer) have a concern that 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)
- Priority Service 2 (Review of marking) – This service is available for externally assessed components of both unitised and linear GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- Service 3 (Review of moderation) – This service is not available to an individual candidate

Access to Scripts (ATS):

Walton-le-Dale High School Internal Appeals Policy

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Purpose

The purpose of this procedure is to confirm the arrangements at Walton-le-Dale High School for dealing with candidate appeals relating to any centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal.

This procedure ensures compliance with JCQ regulations (GR 5.13) which state that centres must have available for inspection 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.

Post Results Services

At Walton-le-Dale High School:

- 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/informed by email prior to results day and on results day on collection of results.

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the Exams Officer.

Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate, Walton-le-Dale High School 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 concern may be justified

For written components that contributed to the final grade, Walton-le-Dale High School will:

Consider accessing the script by:

- (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline OR
- (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
- Collect written consent/permission from the candidate to access the 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

Walton-le-Dale High School Internal Appeals Policy

- Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error is identified
- Collect written consent from the candidate to request the Review of Results service before the request is submitted
- Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

For **moderated** components that contributed to the final grade Walton-le-Dale High School 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 Review of Results 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

Candidate Consent

Walton-le-Dale High School will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a Review of Results service 1 or 2 is submitted to the awarding body
- Acquire informed candidate consent 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
- Only collect candidate consent after the publication of results

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, Walton-le-Dale High School will:

- For a review of marking (Review of Results 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 (and any required fee) for the centre to access the script from the awarding body
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results 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 request the service from the awarding body
- Inform the candidate that a review of moderation (Review of Results 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 an internal appeals form (at the end of this document) **at least 7 calendar days prior to the**

internal deadline for submitting a request for a review of results. The appellant will be informed of the outcome of the appeal **within 5 days** of the internal deadline to request a review of results.

Appeals

Following a Review of Results 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 Review of Results outcome, but the candidate (or parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made directly to the centre. Candidates or parents/carers are not permitted to make direct representations to an awarding body. 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.

To submit an internal appeal:

- An internal appeals form should be completed and submitted to the centre within the time specified by the centre from the notification of the outcome of the review of the result
- Subject to the head of centre's decision, the preliminary appeal will be processed and submitted to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results process
- Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the exams officer)
- If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre

Appeals 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.

Walton-le-Dale 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

Walton-le-Dale High School Internal Appeals Policy

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, Walton-le-Dale High School will:

- Investigate and follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting NEA/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:

- Complete and submit 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 days of the decision being made known to the appellant

The appellant will be informed of the outcome of the appeal within **5 calendar days** of the appeal being received and logged by the centre.

Walton-le-Dale High School Internal Appeals Policy

INTERNAL APPEALS FORM

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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

- 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 <small>(if different to appellant)</small>	
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

Further guidance to inform and implement appeals procedures

JCQ publications

- [General Regulations for Approved Centres](#)
- [Post-Results Services](#)
- [JCQ Appeals Booklet \(A guide to the awarding bodies' appeals processes\)](#)
- [Notice to Centres – Informing candidates of their centre assessed marks](#)
- [Suspected Malpractice: Policies and Procedures](#)
- [Access Arrangements and Reasonable Adjustments](#)
- [A guide to the special consideration process](#)

Ofqual publications

- [GCSE \(9 to 1\) qualification-level conditions and requirements](#)