



Queen Elizabeth's Examinations Internal Appeals Procedures 2024/25

This policy was approved at the Full Governing Body meeting on 27th March 2025, to be reviewed in 2026.

Purpose of the procedure

This procedure confirms Queen Elizabeth's Grammar 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 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

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 centres and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The qualifications delivered at Queen Elizabeth's Grammar School containing internally assessed components/units are:

Level 3 Ext Proj Qual Mod UpId (H857/01)	GCSE Design And Technology Nea (8552/C)
Computer Science Adv Nea (7517/C)	Food Prep And Nutrition Nea (8585/C)
Design And Make Project (9DT0 02)	GCSE Design And Technology Nea (8552/C)
Independent Investigation (9GE0 04)	Devising (1DR0 01)
History Adv Nea (7042/C)	Practical Performance (1PE0 03)
Physical Education Adv Nea (7582/C)	Personal Exercise Prog. (1PE0 04)

Deadlines for the submission of marks

Date	Qualification	Details	Exam series
7 May 2025 for most subjects 31 May 2025 for Art and Design	GCSE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer - 2025
15 May 2025 for most subjects	GCE	Final date for submission of centre assessed marks (AQA, OCR, Pearson and WJEC)	Summer - 2025

31 May 2025 for Art and Design			
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Queen Elizabeth's Grammar 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.

Queen Elizabeth's Grammar School ensures that all centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedures relating to GCE, GCSE, Project qualifications, including the marking and quality assurance 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. Queen Elizabeth's Grammar School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, at least 14 working days before the final submission deadline, 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 mark scheme 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.

Queen Elizabeth's Grammar School will:

1. ensure that candidates are informed of their centre assessed marks, at least 14 working days before the submission deadline, 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 the quality of their work in meeting the published assessment criteria
3. inform candidates that they may request copies of materials for example, a copy of their 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 to the candidate. (This will either be the originals viewed under supervised conditions or copies)
5. inform candidates they will not be allowed access to original assessment material, including artefacts unless supervised
6. provide candidates with sufficient time, normally at least five working days, in order to allow them to review copies of materials and reach a decision

7. provide a clear deadline for candidates to submit for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within 5 calendar days of receiving copies of the requested materials by completing the **internal appeals form** (see below) and handing it to **the Exams Officer**. Requests will not be accepted after this deadline and candidates must explain on what grounds they wish to request a review
8. allow 7 calendar days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks
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 and has no personal interest in 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, even if it is lower than the mark originally awarded. 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 bodies 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.

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.

Queen Elizabeth's Grammar 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, Queen Elizabeth's Grammar 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
- an **internal appeals form** should be completed and submitted within 5 calendar/working days of the decision being made known to the appellant

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

As is the case for review requests for externally assessed examinations, a fee will be charged for the review process. This fee will be refunded in the event of a significant increase (10% of the marks available for the task) in the marks awarded. For the 2024/25 examination series this fee is **set at £50**, payable upon application.

The procedure is informed by the JCQ publications [*Instructions for conducting non-examination assessments*](#) (section 6.1), [*Review of marking \(centre assessed marks\) suggested template for centres*](#), and [*Notice to Centres -Informing candidates of their centre assessed marks*](#)

Appeals against the centre's decision not to support a review of moderation or an appeal

This procedure confirms Queen Elizabeth's Grammar School compliance with JCQ's General Regulations for Approved Centres 2024/25 (section 5.13) that the centre will:

- have available for inspections 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 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. The Examinations Officer supplies students with a copy of the post results application in the same envelope with their results.

Students are informed of the post results fees, deadlines and how to proceed with this request on results day.

Candidates are also made aware of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results **before** they sit any exams. Information is available on the school website.

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:

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)

- Service 2 (Review of marking - a copy of the post reviewed script may be subject to an additional fee and must be requested at the same time)
- Priority Service 2 (Review of marking)
- This service is only available for externally assessed components of GCE A-level specifications - a copy of the post reviewed script may be subject to an additional fee and must be requested at the same time)
- 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.

Candidates are first advised to speak to their subject teacher/head of faculty with regards to possibly requesting a review of marking. However, the final decision is to be made by the candidate/parent and a consent form or written request must be received before this can be submitted.

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 confirming that 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. Queen Elizabeth's Grammar School will only proceed with the candidate's RoR request once fees for post results services have been paid in full.

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**. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form (see below)** should be completed and submitted to the centre within 7 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 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. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Queen Elizabeth's Grammar Schools compliance with JCQ's **General Regulations for Approved Centres** (section 5.3x) 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

Queen Elizabeth's Grammar 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, Queen Elizabeth's Grammar 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 AARA (Importance of these regulations)

Special consideration

Where Queen Elizabeth's Grammar School can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of 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 his or her normal level of attainment in an assessment.

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

This may include Queen Elizabeth's Grammar 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 Queen Elizabeth's Grammar 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, within 5 calendar/working days of the decision being made known to the appellant)].

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 7 calendar/working days of the appeal being received and logged by the centre.

If the appeal is upheld, Queen Elizabeth's Grammar School will for example: proceed to implement the necessary arrangements/submit the necessary application.

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

Internal appeals form

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
- ☐ 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 relation 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

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
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

Complaints and appeals log

On receipt, all complaints/appeals are 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.

[illegible]

Further guidance to inform and implement appeals procedures

JCQ publications

- General Regulations for Approved Centres
<https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – informing candidates of their centre assessed marks
<https://www.jcq.org.uk/exams-office/non-examination-assessments>

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>

Date _____