



## Review of Marking and Internal Appeals Procedures – Centre Assessed Marks, Post Results Services & Appeals and Access Arrangements & Special Consideration

Status:	JCQ Requirements
Responsible Person:	Headteacher / Exams Officer
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## Section 1: Reviews of Marking - relating to internal assessment decisions - Centre Assessed Marks

(GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments and Project qualifications)

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Willow Bank 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:**

Willow Bank Schools compliance with JCQ's General Regulations for Approved Centres that the centre will:

1. 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.
2. 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.
3. ensure 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.
4. ensures that all centre staff follow a robust non-examination assessment policy (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.
5. ensure assessments and marking of candidates' work will be conducted by staff who have appropriate knowledge, understanding and skills, and who have appropriate professional development (CPD) and training for this activity.
6. ensure 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.
7. ensure 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 his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.
8. ensure in all cases that the candidate is advised that they should check the specific arrangements for submitting appeals, on the relevant awarding body's website.

### **Willow Bank School 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 the quality of their work in meeting the published assessment criteria

3. 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. These materials could include a copy of their marked work, the relevant specification and associated subject-specific documents.
4. having received a request for copies of materials, promptly make them available to the candidate either originals viewed under supervised conditions or copies within 5 working days.
5. inform candidates they will not be allowed access to original assessment material unless supervised.
6. provide candidates with sufficient time in order 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.
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 and candidates must explain on what grounds they wish to request a review by completing the internal appeals form and handing it to the Headteacher or senior leadership member of staff.
8. allow sufficient time 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 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 may be a third party, provided that they meet the conditions defined above.
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.

#### **Review Outcome:**

1. The outcome of the 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 made available to the awarding body upon request. The centre will inform the awarding body if it does not accept the outcome of a review.
2. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately
3. 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.
4. If a candidate feels that these procedures have not been carried out in relation to his or her work, he or she should first discuss the matter with the relevant teacher. If the problem cannot be resolved in this way, the candidate may use the formal appeal procedure described below. Appeals may be made only against the procedures that led to the assessment and not against the mark or grade.
5. Only in the most exceptional circumstances, for example permanent centre closure, will an awarding body accept an appeal directly from an internal candidate.
6. An appeal may be submitted if the Appellant, the head of centre or private candidate who submits the appeal, considers that either:
  - a marking or moderation (or a review of marking/moderation) error has occurred; or
  - the awarding body did not apply its procedures consistently, properly or fairly.

### **The Appeals Procedure - Centre Assessed Marks:**

1. The parent or carer of the candidate, but not the candidate acting alone, must write to the Headteacher. The application must be made as soon as the circumstances become known and always before the date of the first written paper of the examination series.
2. The Headteacher and another experienced member of the teaching staff, not directly involved in the assessment in question, will conduct the appeal. If the Headteacher was directly involved in the assessment in question, or is otherwise unable to investigate, the Headteacher will appoint another Senior Leader in their place.
3. The teachers who conduct the appeal will decide whether the procedures used for the internal assessment conformed to the requirements of the awarding body and the JCQ Code of Practice.
4. The outcome of the appeal will be reported in writing to the parent or carer of the candidate before the last written paper of the examination series. Any changes made to the assessment of the work, any changes made to improve the School's application of the procedures, and any correspondence with the awarding body will also be reported.
5. The outcome of the appeal will be made known to the Headteacher and will be logged as a complaint under the school's complaints procedure. The school will notify the awarding body of any outcome of the appeal that has implications for the conduct of the examination or the issue of results. A written record of the appeal will be kept and must be made available to the awarding body at their request.
6. Any disputes where a candidate disagrees with a centre decision not to support a clerical re-check, reviews of marking, reviews of moderation and appeals is contained in Willow Bank School's Complaints Policy and Procedures which can be found on the school website or made available to candidates upon request.

Notes: After work has been assessed internally it is moderated by the awarding body to ensure consistency between centres. Such moderation may change the marks awarded internally but is beyond the control of the school.

### **Section 2 Reviews of Marking – Post Results Services and Appeals (External Examinations)**

#### **This procedure confirms:**

1. Willow Bank School compliance with JCQ's General Regulations for Approved Centres that the centre has in place "a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal..."
2. Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results in their candidate exam guidelines which is provided to them with their exam timetable.
3. If the centre or a candidate (or his/her parent/carers) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.
4. Willow Bank School ensures in all cases that the candidate is advised that they should check the specific arrangements for submitting appeals, on the relevant awarding body's website.

**Willow Bank School will:**

1. ensure all centre staff at Willow Bank School are fully aware of the post-results process, including the published deadlines for clerical re-checks, reviews of marking and reviews of moderation.
2. submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts **by the published deadline(s)** in accordance with the JCQ publication post-results services. In addition, Willow Bank School will submit requests for appeals in accordance with the JCQ publication A guide to the awarding bodies' appeals processes.
3. make all candidates aware of the arrangements for clerical re-checks, reviews of marking and reviews of moderation before they sit any examination(s) and ensure that all internal candidates are made aware that all post-results service requests must be made through the centre. These arrangements also extend to private candidates.
4. ensure Willow Bank School Senior Team are accessible to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are informed of the periods during which centre staff will be available so that they may plan accordingly.

**The Appeals Procedure – Post Results Services and Appeals (External Examinations):**

1. **Reviews of results (RORs) offers three services.**
  - 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 - This service is only available for externally assessed components of 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
2. **Access to Scripts (ATS):**
  - Copies of scripts to support reviews of marking
  - Copies of scripts to support teaching and learning
3. Appeals against the marking of externally assessed examination components are dealt with after the publication of results according to procedures published by the awarding bodies. If a head of centre is dissatisfied with examination results and has reasons to suspect they may not be accurate, the first step is to submit an application for a clerical re-check, a review of marking or a review of moderation.
4. If a concern is raised about a particular examination result, candidates are first advised to speak to their subject teacher/ Assistant Head with regards to possibly requesting a review of marking. The subject teacher/ Assistant Head will investigate the feasibility of requesting an enquiry supported by the centre. 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 requested.
5. Willow Bank school will ensure that candidates have provided their written consent before the request for an ROR service is submitted and are advised of the outcome from any clerical re-checks, reviews of marking, reviews of moderation and appeals.
6. More information about the awarding bodies' procedures may be obtained from the school's Examinations Officer and JCQ Post Results Services Policy A guide to the awarding bodies' appeals processes.

**7. For written components that contributed to the final result, the centre will:**

- Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
- In all other instances, 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 informed written consent/permission from the candidate to access his/her 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
- Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
- Collect informed written consent from the candidate to request the RoR 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]

**8. 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]

**9. 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 he/she 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 his/her script to support a review of marking by providing written permission for the centre to access the script (and any required 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]

10. Where the centre does not uphold a request from a candidate, the school will proceed with the candidates ROR request once the consent form has been received.
11. If the candidate (or his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre in writing to the Headteacher by completing the internal appeals form at least 14 calendar days prior to the internal deadline for submitting an ROR.
12. The appellant will be informed of the outcome of his/her appeal within 7 calendar days prior to the internal deadline for submitting an ROR.

#### **Review of Results Outcome:**

1. 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.
2. 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.
3. The internal appeals form 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 enquiry about results process.
4. Any disputes where a candidate disagrees with a centre decision not to support a clerical re-check, reviews of marking, reviews of moderation and appeals is contained in Willow Bank School's Complaints Policy and Procedures which can be found on the school website or made available to candidates upon request.
5. Only in the most exceptional circumstances, for example permanent centre closure, will an awarding body accept an appeal directly from an internal candidate.
6. An appeal may be submitted if the Appellant, the head of centre or private candidate who submits the appeal, considers that either:
  - a marking or moderation (or a review of marking/moderation) error has occurred; or
  - the awarding body did not apply its procedures consistently, properly or fairly.

### **Section 3 Reviews – relating to access arrangements, reasonable adjustments and special consideration**

#### **This procedure confirms:**

1. Willow Bank School compliance with JCQ's General Regulations for Approved Centres 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.
2. Willow Bank School will ensure in all cases that the candidate is advised that they should check the specific arrangements for submitting appeals, on the relevant awarding body's website.



**Willow Bank School will:**

1. 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
2. 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, Willow Bank School:

1. 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.
2. 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:**

1. putting in place access arrangements/adjustments that are not approved
2. failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
3. permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
4. charging a fee for providing reasonable adjustments to disabled candidates AARA (Importance of these regulations)

**Special consideration:**

Where Willow Bank 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 Willow Bank School 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 Willow Bank School makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates they will ensure:**

1. 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 on the internal appeals form 11.

2. this written submission should be on the internal appeals form and received by the examinations officer within five working days. The submission must include the type of special consideration or reasonable adjustment desired, grounds for appeal and evidence to support the reasonable adjustment or special consideration desired.
3. that 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.
4. the appellant will be informed of the outcome of the appeal within five working days of the appeal being received and logged by the centre.
5. if the appeal is upheld, Willow Bank School will proceed to implement the necessary arrangements/submit the necessary application.
7. only in the most exceptional circumstances, for example permanent centre closure, will an awarding body accept an appeal directly from an internal candidate.
8. an appeal may be submitted if the candidate, the head of centre or private candidate who submits the appeal, considers that:
  - the awarding body did not apply its procedures consistently, properly or fairly.

## Section 4 Appeals regarding centre decisions relating to malpractice, and maladministration

### **This procedure confirms:**

1. Willow Bank School compliance with JCQ's General Regulations for Approved Centres 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 Malpractice.
2. Willow Bank School will ensure in all cases that the candidate is advised that they should check the specific arrangements for submitting appeals, on the relevant awarding body's website.
3. Circumstances may arise that cause Willow Bank School to make decisions on malpractice issues that may affect a candidate's examinations/assessments.
4. Malpractice, maladministration or non-compliance, includes any act, default or practice which is a breach of the published JCQ regulations and awarding body requirements including, for example, that which:
  - compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; and/or
  - damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.
5. Only in the most exceptional circumstances, for example permanent centre closure, will an awarding body accept an appeal directly from an internal candidate.
6. An appeal may be submitted if the candidate, the head of centre or private candidate who submits the appeal, considers that either:
  - a malpractice error has occurred; or
  - the Willow Bank School did not apply its procedures consistently, properly or fairly.

### **Willow Bank School will:**

1. comply with the principles and regulations governing Malpractice as set out in the JCQ publications Suspected Malpractice and Maladministration.
2. ensure that all staff are aware of the requirements and are appropriately supported and resourced

3. ensure where Willow Bank School may make a decision that affects a candidate or candidates:
7. 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 the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
8. an internal appeals form should be completed and submitted within five working days.
9. ensure the candidate will be informed of the outcome of the appeal within five working days of the appeal being received and logged by the centre.

## Internal Appeals Form

For centre use only

Date Received	
Reference Number	

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 the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against the centre's decision relating to access arrangements and 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	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal

<p>(If applicable, tick below)</p> <p><input type="checkbox"/> Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking</p> <p><i>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</i></p>	
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 appeals will be assigned a reference number and logged

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. 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, the awarding body will be informed immediately.

Ref No:	Date Received	Complaint or Appeal	Outcome	Outcome Date

## Further guidance to inform and implement appeals procedures

### JCQ

- 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 - Reviews of marking (centre assessed marks)

<https://www.jcq.org.uk/exams-office/controlled-assessments>

<https://www.jcq.org.uk/exams-office/coursework>

<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/accessarrangements-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>