

Exams – Internal Appeals Procedures

This policy applies to:

Francis Holland Regents Park **Francis Holland Sloane Square** **Francis Holland Prep**

Where there are differences between the schools these have been clearly highlighted.

Policy owner	RP: Exams Officer with Deputy Head Academic SSq: Exams Officer with Senior Deputy Head Academic
Type of policy	JCQ: General Regulations for Approved Centres <ul style="list-style-type: none"> have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, post-result services and appeals, and centre decisions relating to access arrangements and special consideration
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Linked Policies	NEA policy

Revision History	
This section should be completed by the reviewer each time this policy is reviewed	
Changes made [Brief description of edits]	Date
Sloane Square and Regent's Park policies merged and updated to 2021-22 regulations	Autumn 2021
Section added covering appeals against decisions on access arrangements, special consideration and other administrative issues Sloane Square and Regent's Park appeal and log forms merged Appendix 2 moved to separate document	Autumn 2022
Updated to reflect changes in key personnel Purpose of policy section added and further guidance list updated Updated content to reflect changes in: Gen_regs_approved_centres_23-24_FINAL-1.pdf (jcq.org.uk) Updates to the internal deadlines in the Appendix	Spring 2024
Updates to key staff involved	Sept 2024
Updated to include appeals relating to coursework malpractice	Jan 2025

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Key staff involved in internal appeals procedures at Francis Holland Schools

Sloane Square School		Regent's Park School	
Role	Name(s)	Role	Name(s)
Head of Centre	Alexandra Haydon	Head of Centre	Katharine Woodcock
SLT members	Rob Cawley	SLT members	Philip Purvis
Assistant Head Assessment and Data	Tristan Marshall		
Exams Officer	Rowan Dinwoodie	Exams Officer	Suraya Kazi
SENCO	Victoria Marshall	SENCO	Margot Wynne

Purpose of the procedure

This procedure confirms Francis Holland School's compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3, 5.8) that the centre will:

- have in place for inspection a written internal appeals procedure that must be reviewed and updated annually and 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 written internal appeals procedure

This procedure covers appeals relating to:

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

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/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/>

Cambridge

- ▶ Cambridge Handbook
<https://www.cambridgeinternational.org/exam-administration/cambridge-exams-officers-guide/>

Ofqual

- 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 Process

1. Appeals against internal assessment decisions (centre assessed marks)

Certain qualifications contain components of non-examination assessment, controlled assessment or and/or coursework which are internally assessed (marked) by Francis Holland Schools and internally standardised. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Francis Holland Schools' compliance with JCQ's *General Regulations for Approved Centres* (section 5.7) that the centre will:

- *have in place for inspection a written internal appeals procedure that must be reviewed and updated annually 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*

Francis Holland Schools are 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.

Francis Holland Schools ensure that all centre staff follow a robust *Non-examination assessment policy*. This policy details all procedures relating to non-examination assessments for GCE, GCSE, IGCSE and Project qualifications, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, have been trained in this activity and do not have any conflicts of interest. If AI tools have been used to assist the marking of candidates' work, they will not be the sole marker. Francis Holland Schools are 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 standardisation will take place to ensure consistency of marking.

On being informed of her centre assessed marks for JCQ-regulated qualifications, if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to their work, then the candidate may make use of this appeals procedure to consider whether to request a review of the centre's marking. The working days referred to in the timeline below exclude school holidays and Bank Holidays.

Francis Holland Schools 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 work submitted
3. inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme or assessment criteria and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment. Candidates should make a request for materials within 2 working days of receiving their marks.
4. having received a request for copies of materials, make them available to the candidate within 3 working days. This will either be the originals viewed under supervised conditions or copies.
5. allow candidates sufficient time to review copies of materials and reach a decision. Candidates will have minimum of 3 working days from receiving copies of materials.
6. provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests for reviews of marking must be made in writing by completing the **internal appeals form** within 8 working days of the marks being released to candidates. Candidates must explain on what grounds they wish to request a review. Requests will not be accepted after this deadline.
7. allow 5 working days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks.
8. 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 for the component in question and has no personal interest in the outcome of the review. Heads of Department must liaise with the Academic Deputy Head to ensure that a suitable assessor is in place before marks are issued to candidates. This is to ensure that a suitable assessor is available to be called upon at short notice in the event of a review being requested. If no suitable assessor is available within the school, the Head of Department should approach their counterpart at the sister Francis Holland School in the first instance. If there are no suitable assessors within the Trust, the Head of Department should set up a reciprocal arrangement with a counterpart in another school.
9. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. 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 has the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record 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 or if any irregularity in procedure comes to light during the review.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres.

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.

The moderation process conducted by the awarding bodies is outside the control of Francis Holland Schools and is not covered by this procedure.

Deadlines for release of marks and submission of NEA marks

Appendix 1 summarises the timeline for appeals. Appendix 2, a separate document, details the internal and external deadlines for NEAs at Francis Holland Schools – there are separate versions of this appendix for the two sister schools. The Exams Officer in each school will create a new Appendix 2 each year and distribute it to Heads of Department.

2. 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.

Francis Holland Schools ensure 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, Francis Holland Schools will:

- follow the authentication procedures and/or malpractice instructions in the relevant JCQ/Cambridge document (*Instructions for conducting non-examination assessments/Instructions for conducting coursework/Cambridge Handbook*) 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, an internal appeals form should be completed and submitted within 3 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.

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) as well as the *Cambridge Handbook*.

3. 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 Francis Holland Schools' 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*

Requesting post-results services

Following the issuing 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 immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates are made aware/informed via a letter issued by the relevant senior member of staff.

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. Please note that students must give their consent for any of these services to be enacted by the centre.

Reviews of Results (RoR):

- 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 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

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.

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

1. Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking (where the qualification concerned is eligible for this service)
2. In all other instances, consider accessing the script by:
 - a. requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, or
 - b. viewing the candidate's marked script online to consider if requesting a review of marking is appropriate
3. Collect informed written consent/permission from the candidate to access their script
4. 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
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. 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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an RoR service 1 or 2 (including priority service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results and must be received directly from the candidate rather than from a parent or carer.

The Exams Officer will then submit the enquiry to the relevant examining board. The candidate will bear the cost of the enquiry.

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, an 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 candidates in the original sample

Internal appeal against a decision not to support an RoR

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by completing the **internal appeals form** at least 5 working days prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of the appeal before the internal deadline for submitting an RoR.

External appeal against an RoR outcome

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.

Internal appeal against a decision not to appeal against an RoR outcome

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** should be completed and submitted to the centre within 5 working days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow the centre to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of the awarding body issuing the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal must be paid to the centre by the appellant if the appeal is not upheld by the awarding body.

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

This procedure confirms Francis Holland Schools compliance with JCQ's General Regulations for Approved Centres (section 5.3x) 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 which must cover at least appeals regarding centre decisions relating to access arrangements and special consideration*

Francis Holland Schools 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, Francis Holland Schools:

- recognise the 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 Francis Holland Schools can provide appropriate evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by circumstances beyond their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

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

This may include Francis Holland Schools' 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 Francis Holland Schools 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 10 working days of the decision being made known to the appellant.

To determine the outcome of the appeal, the head of centre or her appointed representative 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 Francis Holland Schools.

If the appeal is upheld, Francis Holland Schools will proceed to implement the necessary arrangements and will submit the necessary application.

This procedure is informed by the JCQ documents [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)

5. Appeals regarding centre decisions relating to other administrative issues

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

Where Francis Holland Schools may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An Internal Appeals Form (see example on page 13) should be completed and submitted within 10 working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by Francis Holland Schools.

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

Appeals log

On receipt of the appeals form, all appeals will be assigned a reference number and logged. Appeals will be numbered:

- NEA1/XX, NEA2/XX etc. for appeals regarding non-examination assessment marks
- MP1/XX, MP2/XX etc. for appeals regarding NEA/coursework malpractice
- RoR1/XX, RoR2/XX etc. for appeals regarding reviews of results
- AA1/XX, AA2/XX etc. for appeals regarding access arrangements
- SC1/XX, SC2/XX etc. for appeals regarding special consideration
- OAI1/XX, OAI2/XX etc. for appeals regarding other exam-related administrative issues

The /XX refers to the year of the exam series, e.g. /25 for the June 2025 exam series.

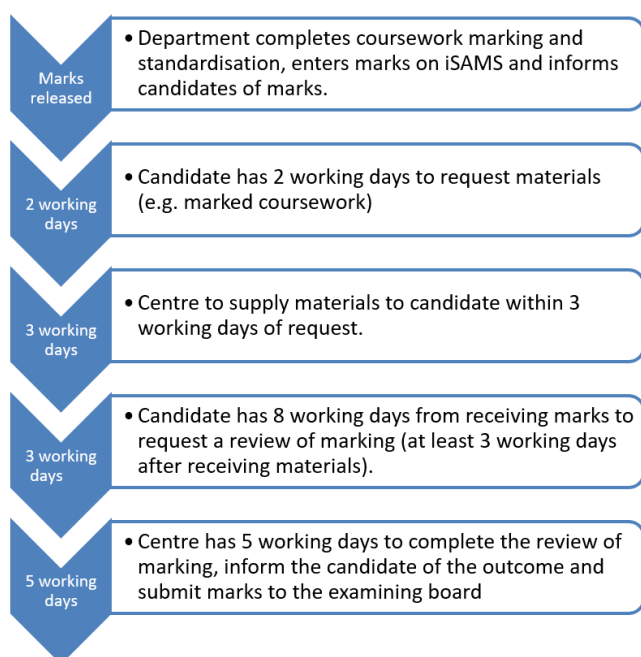
The outcome of any reviews of the centre's marking will be made known to the Head of Centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Ref No.	Date received	Name of appellant	Qualification code	Outcome	Outcome date

Appendix 1: Non-examination assessment appeal timeline

The deadlines for notifying candidates of marks for non-examination assessments in the current academic year are available from the respective School. Please contact them if you wish to see it.

For internally assessed tasks subject to appeal procedures, the internal deadline is set 15 working days before the external deadline. By the internal deadline, internally standardised marks should be entered into iSAMS and shared with candidates. Candidates must be informed at that stage of their right of appeal and the timeline specific to that subject. The timeline below describes the sequence of events from the time marks are released, which in many cases will be before the internal deadline. Candidates cannot submit appeals more than 8 working days after receiving marks.



For externally assessed tasks and for internally assessed tasks not subject to these appeal procedures, the internal deadline is set 7 working days before the external deadline. This time allows checking of candidate materials and documentation before it is dispatched to the board. Heads of department should not dispatch samples to the boards before it has been checked by the Exams Officer. 'Working days' excludes school holidays and Bank Holiday.