Ringwood School

Exams Related Appeals Policy

Policy Name	Exams Related Appeals Policy
Date	Sept 2026
Author	Assistant Headteacher – Data and Outcomes
Created on	March 2024
Authorised By	Full Governing Body
Review Frequency	Annual
Statutory, regulatory and / or contractual considerations	Requirement of the exam boards
Review Date	September 2027
Rationale for Policy	To ensure that the planning and management of the assessments, that decisions regarding post -results services, the provision for EAA and the application for Special Consideration are managed efficiently and conducted in the best interests of the students. 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 Requirement of Exam Board

Parsonage Barn Lane Ringwood Hampshire BH24 1SE T: 01425 475000
E: reception@ringwood.hants.sch.uk www.ringwood.hants.sch.uk
Registered in England and Wales Registration Number: 7552519

This procedure is reviewed and updated annually to ensure that appeals against internal assessment decisions (centre assessed marks) at Ringwood School are managed in accordance with current requirements and regulations in the JCQ publications General Regulations for Approved Centres (GR 5.7), Instructions for conducting non-examination assessments (ICNEA 6.1). This procedure is also informed by the JCQ publications Reviews of marking (centre assessed marks) suggested template for centres and Notice to Centres - Informing candidates of their centre assessed marks.

The purpose of this policy is to set out clear procedures for a candidate to request a review of the centre's marking; to appeal against decisions made by the centre regarding Post Results services and appeals; to appeal against decisions regarding Special Consideration and the awarding of EAA (Exams Access Arrangements).

This policy has been written with reference to the JCQ document: A guide to the awarding organisations' appeals processes – Joint Council for Qualifications

Internal Appeals procedures: Requesting a review of marking

Ringwood 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.

All centre staff follow a robust Non-examination Assessment Policy (for the management of non-examination assessments and also of controlled assessment and coursework). This policy details all procedures relating to non-examination assessments for 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.

Ringwood School will follow the process outlined by JCQ (and found in the NEA Policy) if a student requests a review of marking. A fee of a minimum of £50 will be charged to cover the costs of getting any NEA / CW reviewed. This fee could be more, depending on the cost of the reviewer's time.

The Head of Centre

Ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement.

Subject leaders

Ensure teaching staff have the necessary and appropriate knowledge, understanding, skills, and training to set tasks, conduct task taking, and to assess, mark and authenticate candidates' work (including where relevant, private candidates);

Ensure appropriate internal moderation, standardisation and verification processes are in place;

Ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications and all other qualifications) follow JCQ Instructions for conducting coursework and the specification provided by the awarding body ;

Ensure teaching staff delivering GCE & GCSE specifications (which include components of non-examination assessment) follow JCQ Instructions for Conducting NEA and the specification provided by the awarding body;

Ensure that work produced by candidates is authenticated in line with the requirements of the awarding body.

Teaching staff

Ensure appropriate instructions for conducting internal assessment are followed;

Ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place

Exams officer

Identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment;

Signposts teaching staff to relevant JCQ Information for candidates documents that are annually updated

Candidates

On being informed of their centre assessed mark(s), if candidates 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 marking, then they may make use of the internal appeals procedure below to consider whether to request a review of the centre's marking.

Candidates requesting a review of their centre assessed marks:

- The school will ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

- The school will inform candidates that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.

- The school will 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

- The school will ensure that they, having received a request for copies of materials, promptly make them available to the candidate.

- The school will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

- Ringwood School will provide a clear deadline for candidates to submit a request for a review of the centre's marking. This must be done by a student completing the 'Request for an Appeal Proforma which will be available via the school website. Requests will not be accepted after this deadline. Requests **must** be made in writing using this form and will not be accepted if they are submitted in an alternative form, i.e. simply via email or verbally.

- Ringwood School will allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome in writing, all before the awarding body's deadline.

- Ringwood School will ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the review.

- Ringwood School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

- Ringwood School will 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. A written record of the review will be kept and made available to the awarding body upon request.

- The school will ensure the Awarding Body is informed if the candidate 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 line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Internal Appeals Procedures: review of results and appeals

It is the decision of Ringwood School as to whether to apply for any post-results service, including a review of marking, a review of moderation or an appeal post a review of marking or moderation. The school will consider requesting these post results services if the school thinks an awarding organisation has (1) made a marking error or, (2) a moderation error, or (3) has not applied its procedures consistently, properly or fairly.

Marking Error: "A Marking Error is defined as the awarding of a mark which could not reasonably have been awarded given the evidence generated by the Learner, the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to marking, including in particular where the awarding of a mark is based on –

an administrative error;

a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgement; or

an unreasonable exercise of academic judgement."

Moderation Error: "A Moderation Error is defined as a moderation outcome which could not reasonably have been arrived at given the evidence generated by Learners, which was considered for the purpose of Moderation, the centre's marking of that evidence, the criteria against which Learners' performance is differentiated and any procedure of the awarding organisation in relation to moderation, including in particular where the outcome of moderation is based on

an administrative error;

a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment; or

an unreasonable exercise of academic judgment."

An academic judgment is what is involved when assessing. It is possible for different examiners to reasonably reach different judgments. An unreasonable decision or application of academic judgment is one that no reasonable decision-maker having proper regard to the assessment criteria could have made.

This procedure is reviewed and updated annually to ensure that appeals against any decision at Ringwood School not to support an application from a student for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**. Gen_regs_approved_centres_23-24_FINAL-1.pdf (jcq.org.uk)

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):

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

Purpose of the procedure

The purpose of this procedure is to confirm the arrangements at Ringwood 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 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.

Internal Appeals Procedures: Post-results services

At Ringwood School:

- Candidates are made aware of the arrangements for post-results services prior to the issuing 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 towards the end of the exam season.
- Details and relevant forms are also uploaded onto the school website prior to August and accessible throughout September
- 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 and the Assistant Headteacher with responsibility for exams.

For **written** components that contributed to the final grade, Ringwood School 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 written consent/permission from the candidate to access the script
- 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 Ringwood 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

Ringwood 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 (including priority service 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

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 in writing via email to the Exams Officer (hclarke@ringwood.hants.sch.uk) at least 5 working 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

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:

- 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

Internal Appeals Procedure: Decisions regarding Access Arrangements and Special Consideration:

This part of the policy refers to the JCQ publication **General Regulations for Approved Centres**. This procedure is also informed by the JCQ publications **A guide to the awarding bodies' appeals processes** (chapters 3, 7), **A guide to the special consideration process** (sections 1, 2, 6), **Access Arrangements and Reasonable Adjustments** (Importance of these regulations), **GR** (section 5.4) and **Suspected Malpractice: Policies and Procedures** (section 3.3).

Ringwood School will:

- comply with the principles and regulations governing access arrangements and reasonable adjustments as set out in the JCQ publication **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, Ringwood 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

Special consideration is given to a candidate who has temporarily experienced illness, injury or some other event outside of 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 his or her normal level of attainment in an assessment.

Ringwood School will:

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

Where Ringwood School has appropriate evidence agreed 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 Ringwood 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
- 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

If the appeal is upheld the school will seek to implement the necessary arrangements / submit the necessary application to the awarding bodies.