



Review of Results and Appeals Policy

Policy Type	Regulatory
Regulation	JCQ: GR5.13
Last Review	Spring 2022
Next Review	Autumn 2023

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1 Related Information

1.1 Regulatory Guidance

This regulatory policy has been reviewed in accordance with the following guidance:

5.13 The centre will:
have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services before they sit any examinations and the accessibility of senior members of centre staff immediately after the publication of results;

2 Appeals Procedure against Centre Decisions not to Support a Review of Results

Following the issue 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 Head of Examinations.

The service, RoR (Reviews of Results), may be requested by centre staff or candidates (or their parents/carers). (RoR service 3 is not available to individual candidates). If a query is raised about a particular examination result, the Head of Department will advise the candidate. The candidate is at liberty to accept or ignore this advice. **The Head of Department merely acts on an advisory capacity.** The candidate must pay the appropriate fee, and a **request will be made** to the awarding body on the candidate's behalf.

3 Appeals Procedure Following the Outcome of a Review of Results

Where the Head of Centre remains dissatisfied after receiving the outcome of a RoR, an appeal will be made to the Awarding Body, following the guidance in the JCQ publications Post-results services <http://www.icq.org.uk/exams-office/post-results-services> and *A guide to the awarding bodies' appeals processes* <http://www.icq.org.uk/exams-office/appeals>.

Where the Head of Centre is satisfied after receiving the outcome of a RoR, but the internal candidate and/or their parent/carer is not satisfied, they may make a further representation to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with an appeal will be based upon all information available. 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 School within **ten calendar days** of the notification of the outcome of the review. Subject to the Head of Centre's decision, this will allow the School to process the appeal and submit to the Awarding Body within the required 14 calendar days. Awarding Body fees, which may be charged for the appeal, must be paid by the appellant on submission of the internal appeals form. 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 School.

Internal Appeals Form

This form should be completed in all cases to lodge an appeal against **the outcome of a review of results**.

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:

Continue overleaf if necessary

Appeal against the outcome of a review of results

Appellant declaration

By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.

Signature:

Date of signature:

The appellant declaration against the relevant appeal must be signed, dated and returned to the Head of Examinations, on behalf of the Head of Centre, to the timescale indicated in the policy.