

Slough and Eton Church of England Business and Enterprise College



Internal Appeals Procedures (Exams)

This policy is reviewed annually to ensure compliance with current regulations


Owner:	Steve Thatcher
Ratified by Governing Body:	
Date Ratified:	March 2026
Date Policy to be reviewed:	March 2027

Table of Contents

	Page No.
1. Contents	1
2. Purpose of this document	2
3. Examinations and Procedures Relating to Examinations	3
4. Internal Assessments	4
5. Appeals against the centre’s decision not to support a clerical check, a review of marking, a review of moderation or an appeal.....	6
6. Appeals regarding centre decisions relating to access arrangements and special consideration..	7
7. Internal Appeals Form.....	9
8. Complaints and Appeals log	10
9. Further Guidance to inform and implement appeals procedure JCQ	11

2 Purpose

This procedure confirms Slough & Eton C of E Business & Enterprise College compliance with JCQ's **General Regulations for Approved Centres** (section 5.3) that the centre will:

- have in place for inspection 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

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support a 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

THE SLOUGH AND ETON INTERNAL APPEALS PROCEDURE FOR ASSESSMENT DECISIONS IN PUBLIC EXAMINATIONS

Slough and Eton's procedures for internal appeals are designed to promote quality, consistency, accuracy and fairness in assessment and awarding. In all cases, the final awarding decisions are taken by the Awarding Bodies: AQA; OCR; Edexcel; CIE and others.

This procedure confirms Slough and Eton's compliance with JCQ's General Regulations for Approved Centres 2025-2026, that the centre has in place 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."

This document covers the schools' policy in dealing with the Awarding Bodies, the Joint Council for Qualifications (JCQ), internal departments, officers of the school and any other parties involved in awarding matters.

3 Examinations and Procedures Relating to Examinations

Examinations policy is decided by the Senior Leadership Team (SLT) with reference to the guidance and regulations supplied by the JCQ and the Awarding Bodies. The Examinations Officer is responsible to the Head of Centre for the day to day administration of the examinations system.

All candidates should note that the Awarding Bodies are often unable to process appeals and queries relating to the examinations process, timetabling, internal assessment or complaints from students or parents. All queries of this type must be raised in the first instance with the Slough and Eton's Examination Officer. Should a complaint relating to the administration of some part of the exams process be made against the Examination Officer, this must first be notified to the Headteacher.

At the time of the exams, candidates must be aware of the JCQ 'Warning to Candidates', a copy of which is posted outside of each examination room. During examinations, candidates must follow any instructions given to them by the Examination Officer, member of the Examinations Office staff or any Invigilator present. Candidates must also be aware of the regulations regarding the submission of internal assessment, particularly those relating to the proper acknowledgement of sources. Failure to do so can result in the Awarding Bodies or the JCQ setting penalties which can include official reprimands, loss of examination marks or in extreme cases the loss of all examination results and banning from future examinations.

All candidates are issued with examinations information at the start of year 10 containing the up-to-date JCQ notices. Other examination years will receive an updated pack at the start of the year.

Slough and Eton undertake to run the examinations system in accordance with the published JCQ guidance, given in the Instructions for the Conduct of Examinations (ICE) document, and others where appropriate.

4 Internal Assessment

The Joint Council Code of Practice and the Awarding Bodies require school centres offering their examinations to:

- 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
- 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

The Awarding Body will moderate the assessed coursework/oral tapes and the final mark awarded is that of the Awarding Body. This mark is outside the control of the Slough and Eton and is not covered by this procedure.

Internal assessment includes controlled assessments, coursework and portfolios of evidence, certain components of GCSE and GCE qualifications (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) that contribute to the final grade of the qualification are internally assessed (marked) by the subject teacher. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.

Slough and Eton 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.

Slough and Eton ensure 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.

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. Slough and Eton 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, 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 this appeals procedure to consider whether to request a review of the centre's marking.

Slough and Eton will ensure that:

1. The work submitted by the candidate for assessment has been authenticated as original work according to the guidance issued by the Joint Council;

2. At the beginning of the course, candidates are given written guidance about the Awarding Bodies regulations on the production of internal assessments and the school's deadlines for submission. Information about the school's appeals procedure, together with this document, will be given at the same time;
3. Within each department, candidates are given adequate and appropriate time to produce the internal assessment;
4. Internal assessments are conducted by staff who have an appropriate level of knowledge, understanding and skill;
5. The consistency of the internal assessment is secured through the departmental mark scheme or marking criteria and internal standardisation, as necessary;
6. Staff responsible for internal standardisation of a subject will attend any training sessions given by the relevant Awarding Body.
7. 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.
8. Slough and Eton will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme 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.
9. Slough and Eton will, having received a request for copies of materials, promptly make them available to the candidate within 5 calendar days.
10. Slough and Eton will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
11. Requests for reviews of marking must be made in writing within 5 calendar days of receiving copies of the requested materials by completing the internal appeals form. Candidates must explain on what grounds they wish to request a review.
12. Slough and Eton will allow 5 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.
13. 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.
14. Slough and Eton will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
15. The candidate will be informed in writing of the outcome of the review of the centre's marking.

16. 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. 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 body 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.

5 Appeals against the centre's decision not to support a clerical check, a review of marking, a review of moderation or an appeal

This procedure confirms Slough and Eton's compliance with JCQ's *General Regulations for Approved Centres 2025-2026*, section 5.13 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..."

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 exams officer.

Candidates are informed of the arrangements for post-results services when they collect their results and the accessibility of senior members of centre staff immediately after the publication of results.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, an enquiry about the result may be requested.

Enquiries about results (EARs) offers the following services.

- ▶ Service 1 – clerical re-check
 - ▶ Service 2 – review of marking
 - ▶ Service 3 – review of moderation (this service is not available to an individual candidate)
 - ▶ Access to Scripts (ATS) to support reviews of marking and to support teaching and learning
- Written candidate consent is required in all cases before a request for an EAR service 1,2 or ATS is submitted to the awarding body as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected **after** the publication of results.
 - If a concern is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry supported by the centre.
 - Teachers may request enquiries about results or access to scripts for particular students via the Examinations Officer. Their department may be liable for EAR fees.
 - All applications/requests for EARs or ATSs must be made within awarding body deadlines to enable the Examinations Officer to process them.

- Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.
- 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 within two weeks of results being issued. The appellant will be informed of the outcome of his/her appeal before the internal deadline for submitting an EAR.
- Following the EAR 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 should be completed and submitted to the centre within ten 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 thirty 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.]

- Records of the request for the appeal and the result will be kept by the Examination Officer and made available to the Awarding Body if required.

6 Appeals regarding centre decisions relating to access arrangements and special consideration

Access arrangements and reasonable adjustments

In accordance with the regulations, Slough & Eton:

- 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 has 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 Slough & Eton can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse 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 Slough & Eton'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 Slough & Eton 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, an internal appeals form 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 and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal in time for any awarding body deadlines to be met, should the appeal be upheld.

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Slough & Eton to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Slough & Eton 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, an internal appeals form setting out the grounds for appeal should be submitted within 5 working days of the decision being made known to the appellant.

Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

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

9 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 (A guide to the awarding bodies' appeals processes)
<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>
- 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/>

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>