Southfields Academy

Enquiries and Appeals Policy

2026- 2027

Policy review date: 04/09/2027

Contents Page

Contents 2

Appeals against internal assessment decisions (centre assessed marks) 3

Appeals relating to the centres decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal 5

Appeals regarding centre decisions relating to access arrangements and special considerations 7

Appeals regarding centre decisions relating to exam administrative issues 8

Appendix A 10

Appeals against internal assessment decisions (centre assessed marks)

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Southfields Academy 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 Southfields Academy's compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the centre will:

- 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 the procedure are communicated, made widely available and accessible to all candidates
- Before submitting marks to the awarding body inform candidates of their assessed marks and allow a candidate to request a review of the centre's marking

Key Deadlines for the submission of marks

Date	Qualification	Details	Exam series
5th May 2027	GCSE	Final date for submission of centre assessed markers (WJEC)	Summer 2027
7th May 2027	GCSE	Final date for submission of centre assessed marks (AQA GCSE English)	Summer 2027
15th May 2027	GCSE. Cambridge Nationals, Cambridge Technicals & BTEC Tech Awards	Finals date for submission of centre assessed marks (AQA, OCR, Pearson and BTEC TECH AWARDS)	Summer 2027
15th May 2027	GCE	Final date for submission of centre assessed marks (AQA, OCR, and Pearson)	Summer 2027
5th July 2027	BTEC Firsts & Nationals	Final date for submission of centre assessed marks (Pearson)	Summer 2027

Southfields Academy 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.

Southfields Academy 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 for GCE, GCSE, Cambridge Nationals and Project qualifications, including the marking and quality assurance/internal standardisation process 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. Southfields Academy 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. As per JCQ (General Regulations 5.3) requirements teachers will not use AI tools as the sole or primary means of marking candidates work.

On being informed of the 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 marking standards to his/her marking, then he/she may make use of the appeals procedure below to consider whether to request a review of the centres marking. **He/she must do this within 4 working days of receiving his/her marks.**

Southfields Academy will:

1. Ensure that the candidates are informed of the 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 the work submitted.
3. Inform candidates that they may request copies of materials (general as a minimum, a copy of their marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centres marking of the assessment.
4. Having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as artwork and recordings, inform the candidates that the originals will be shared under supervised conditions) within 2 working days.
5. Inform candidates they will not be allowed access to original assessment material unless supervised.
6. Provide candidates with sufficient time 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 within 3 calendar days of receiving copies of the requested materials by completing the **internal appeals form**.
8. Allow 5 working days for the review to be carried out, to make any necessary changes to marks and to inform the candidates of the outcome, all before the awarding body's deadline for the submission of marks.
9. Ensure that the review of marking is conducted 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. **A review may result in marks being raised, lowered or remaining the same.**
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.

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 a 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 the 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. This process is outside the control of Southfields Academy and is not covered by this procedure.

Appeals relating to the centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or appeal

This procedure confirms Southfields Academy compliance with JCQ **General Regulations for Approved Centres** (section 5.13i) 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.

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting services and fees charged are provided by the Examinations Officer.

Candidates are also made aware of the arrangements for post results services and the availability of senior members of centre staff 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 **before** they sit any exams. This information can be found on the school's website.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the results may be requested.

The JCQ post-results services currently available are detailed below.

Review 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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a 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.

If a concern is raised about a particular examination result , the candidate can request one of the above reviews of results (service, 1, service 2 or priority service 2). Southfields Academy is committed to supporting the candidate in every instance; advice and guidance will be offered if the candidate is in danger of losing his/her overall grade.

Concerns raised by a Head of Faculty may result in the candidate being contacted, to discuss the feasibility of requesting one of the above enquiries about results. The candidate will pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf. Please note some EAR fees may be offered to be paid by the centre. This is at the discretion of the Head of Department for that subject.

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.

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.

The **Internal Appeals Form** should be completed (see Appendix A) and submitted to the centre within 14 days of the notification of the outcome of the RoRs. 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. 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 (the fee structure/tariff is available from the Examinations 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.

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Southfields Academy compliance with JCQ's General Regulations for Approved Centres (section 5.8e) 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

Southfields Academy will:

- Comply with the principles and regulations governing access arrangements and special considerations as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the Special Considerations Process**.
- Ensure that all staff who manage and implement access arrangements and special considerations are aware of the requirements and are appropriately supported and resourced.

Access Arrangements and Reasonable Adjustments

In accordance with the regulations, Southfields Academy:

- 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

Special Consideration

Where Southfields Academy has appropriate evidence signed 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 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 decision relating to access arrangements, reasonable adjustments, and special consideration

This may include Southfields Academy'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 Southfields Academy 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 candidates 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
- The internal Appeals Form should be completed (Appendix A) and submitted to the centre within 14 days of the notification of the outcome of the decision.

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 procedure.

The appellant will be informed of the outcome of the appeal within 30 calendar days of the appeal being received and logged by the centre.

If the appeal is upheld, Southfields Academy will proceed to implement the necessary arrangements/submit the necessary application.

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause Southfields Academy to make decisions on administrative issues that may affect candidates examinations/assessment.

Where Southfields Academy may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidates 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
- The internal Appeals Form should be completed (Appendix A) and submitted to the centre within 14 days of the notification of the outcome of the decision.

The appellant will be informed of the outcome of the appeal within 30 calendar days of the appeal being received and logged by the centre.

Further guidance to inform and implement appeals

JCQ

- General Regulations for Approved Centres - General Regulations - JCQ Joint Council for Qualifications
- Post-Results Services - Post-Results Services - JCQ Joint Council for Qualifications
- JCQ Appeals Booklet - Appeals - JCQ Joint Council for Qualifications
- Notice to Centres – informing candidates of the their centre assessed marks - Non-Examination Assessments - JCQ Joint Council for Qualifications

- Suspected Malpractice: Policies and Procedures - Non-Examination Assessments - JCQ Joint Council for Qualifications

- Access Arrangements and Reasonable Adjustments and A guide to the Special Consideration Process - Access Arrangements, Reasonable Adjustments and Special Consideration - JCQ Joint Council for Qualifications

Ofqual

- GCSE (9 to 1) qualification level conditions and requirements - GCSE (9 to 1) qualification-level conditions and requirements - GOV.UK

- GCE qualification level conditions and requirements - GCE qualification-level conditions and requirements - GOV.UK

Appendix A

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 centres decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal ☐

Appeal against the centres decision relating to access arrangements or special consideration ☐

Appeal against the centres decision relating to an administrative issue ☐

Name of appellant		Candidate Name	
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 and **I understand that marks may be raised, lowered, or remain the same**

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 or Centre to the timescale indicated in the relevant appeals procedure.