

Internal Appeals Policy for External Qualifications



ST JOHN'S COLLEGE
Cardiff

St John's College, Cardiff

INTERNAL APPEALS POLICY FOR EXTERNAL QUALIFICATIONS

This policy applies to all sections of the School:

Sixth Form, Senior School, Junior School,
Infant School & Nursery.

Version: September 2025

1. Purpose of the policy

This procedure confirms St John's College's compliance with JCQ's General Regulations for Approved Centres (5.3, 5.8) that the centre will:

- have in place for inspection that must be reviewed and updated annually, 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;
- draw to the attention of candidates and their parents/carers their 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.

2. Appeals relating to Internal Assessment decisions (centre-assessed marks)

Certain qualifications contain components/units of non-examination assessment, controlled assessments, and/or coursework which are internally assessed (marked) by centres and internally standardised. The marks awarded which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation. The list of qualifications at St John's College containing internally assessed components can be seen in **Appendix 1**.

This policy confirms St John's College's compliance with JCQ's General Regulations for Approved Centres (5.7) that the centre will:

- have in place for inspection that must be reviewed and updated annually, 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.

St John's College 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.

St John's College ensures that all centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, who have been trained in this activity and do not have any potential conflicts of interest.

St John's College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is 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 marking standards to the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

St John's College is committed to ensuring that:

- internal assessments are conducted by members of the teaching staff who have the appropriate knowledge, understanding and skills and who have been trained in this area;
- assessment evidence provided by candidates is produced and authenticated according to the requirements of the Awarding Body for the subject concerned;
- the consistency of internal assessment will be maintained by internal moderation and standardisation;
- all student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

Reviews of marking (GCSE and A Level Coursework, NEA, Project qualifications)

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 his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

1. St John's College will 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. Candidates may request copies of materials (e.g. a copy of their marked work, the relevant specification, the mark scheme and any other subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Once candidates have been informed of their centre-assessed mark, they have **3** calendar days to contact the examinations officer to either request a review of the centre's marking or to request copies of materials to assist them. Any requests made after the 3 calendar day deadline will not be processed.
4. St John's College will, having received a request for copies of materials, promptly make these available to the candidate within **2** working days.
5. St John's College will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
6. Requests for reviews of marking must be made in writing, within **3** calendar days of receiving copies of the requested materials, by completing an Internal Appeals Form (available from the Examinations Officer).

7. St John's College will allow **3** 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.
8. St John's College 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. The reviewer will ensure that the candidate's mark is consistent with the standard set by the centre.
9. The candidate will be informed in writing of the outcome of the review of the centre's marking.
10. The outcome of the review of the centre's marking will be made known to the Headteacher. A written record of the appeal and the outcome will be kept on file at the centre.

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.

Note to students:

1. If a student has any concerns about the procedures used in assessing their internally assessed work for public exams i.e. NEAs /coursework/portfolios/ s/he should discuss the matter with the Head of Subject immediately. Following that, if the matter remains unresolved, the formal appeal procedure may be used by the student concerned.
2. The regulations for GCSE, GCE, Entry Level and Project Qualification Coursework Assignments and GCSE NEA state that:
 - o "The work you submit for assessment must be your own"
 - o "You must not copy from someone else or allow another candidate to copy from you"
 - o "If you copy the words or ideas of others and don't show your sources in references and a bibliography, this will be considered as cheating or malpractice"

Teachers have the right to reject a student's work on the grounds of malpractice if any of the above regulations are broken.

The student, parent or guardian of a student has the right to appeal against any decisions to reject a candidate's internally assessed work, on the grounds of malpractice.

3. 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 St John's College's compliance with JCQ's General Regulations for Approved Centres 2024-2025, section 5.3z 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 Examinations Officer.

Candidates are also informed 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.

If the centre or a candidate (or his/her 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 **three** services:

- 1:** clerical re-check;
- 2:** review of marking;
- 3:** review of moderation (*this service is not available to an individual candidate*).

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for EAR service 1 or 2 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 Examinations Officer will investigate the feasibility of requesting an enquiry supported by the centre.

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 his/her parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least 10 working days prior to the internal deadline for submitting an EAR.

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 EAR 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 and submitted to the centre within 10 working days of the notification of the outcome of the EAR. 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 (fees are 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.

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

This procedure confirms St John's College compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) 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

St John's College 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, St John's College:

- 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 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 AARA (Importance of these regulations).

Special consideration

Where St John's College can provide signed evidence 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 decisions relating to access arrangements, reasonable adjustments and special consideration

This may include St John's College'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 St John's College 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 5 calendar days of the decision being made known to the appellant.

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 within 5 calendar days of the appeal being received and logged by the centre.

If the appeal is upheld, St John's College will proceed to implement the necessary arrangements/submit the necessary application.

This procedure is informed by the JCQ publications 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)

Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause St John's College to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where St John's College 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 the regulations or followed due process, a written request setting out the grounds for appeal should be submitted.
- an **internal appeals form** should be completed and submitted within 5 calendar days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 5 calendar days of the appeal being received and logged by the centre.

This procedure is informed by the JCQ publication A guide to the awarding bodies' appeals processes (section 7)

Appendix 1

List of qualifications with internally assessed units:

GCSE	
Art	Unit 1, Unit 2
DT	Unit 2
English Language	Unit 1
English Literature	Unit 3
History	Unit 4
Music	Unit 1, Unit 2
PE	Unit 2
A Level	
Art	Unit 1, Unit 2, Unit 3
DT	Unit 2, Unit 4
English Literature	Unit 5
Geography	Unit 5
History	Unit 5
PE	Unit 2, Unit 4
Welsh	Unit 2
EPQ	-