



The Eaglewood School

“Raising Aspiration and Changing Lives”

Exam Appeals Policy

POLICY DETAILS

Subject and Version of Document:	Exam Appeals Policy
Author:	Miss Roma Brackstone, Exams Officer
Persons/Committees consulted whilst document in draft:	Headteacher and Governing Body
Date Policy agreed:	March 2026
Date of next review/update and by whom:	The Eaglewood School Governors March 2027
Copy obtainable from and/or distribution:	Clerk to Governors
Date document issued:	March 2026
Responsibility for dissemination to new staff:	SLT
Headteacher Target Audience:	All Staff; Examination Candidates; Parents/Carers; Commissioning Schools: Local Authority.

Policy Review

This Policy will be reviewed **annually**.

Background

Certain GCSE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by The Eaglewood School 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 The Eaglewood School's compliance with JCQ's Regulations 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 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.

Principles relating to centre-assessed marks

The Eaglewood 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.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The Eaglewood School 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 (if AI tools have been used to assist in the marking of a candidates' work, they will not be the sole marker).

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

1. The Eaglewood School 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. The Eaglewood 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 their work submitted.
3. The Eaglewood School will inform candidates that they may request copies of materials (for example, as a minimum, a copy of the 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 Centre's marking of the assessment.
4. The Eaglewood School will, having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art work and recordings, inform the candidate that the originals will be shared under supervised conditions).
5. The Eaglewood School will inform candidates they will not be allowed access to original assessment material unless supervised.
6. The Eaglewood School will provide candidates with sufficient time in order 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. The Eaglewood School will provide a clear deadline for candidates to submit a request for a review of the Centre's marking following marks release. Requests will not be accepted after this deadline. Requests **must** be made in writing either by letter addressed to the Exams Officer, The Eaglewood School, Culver Road, New Milton, Hampshire, BH25 6SY or by email marked for the attention of the Exams Officer on admin@eaglewoodschool.co.uk.
8. The Eaglewood 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, all before the awarding body's deadline.
9. The Eaglewood 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 for the component in question and has no personal interest in the outcome of the review.
10. The Eaglewood School will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the Centre.
11. The Eaglewood 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 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 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.

Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ Information for candidates' documents (Coursework, Non-examination assessments, Social Media) which are distributed to all candidates prior to assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

The Eaglewood School ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with internally and may result in the Centre not accepting the candidate's work for the assessment on the grounds of malpractice. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately. If the candidate disagrees with the Centre's decision to not accept work on the grounds of malpractice an **internal appeals form (Appendix 1)**

should be completed within 5 school days of the decision being made known to the candidate and marked for the attention of the Exams Officer and returned to reception or admin@eaglewoodschool.co.uk.

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

This procedure confirms The Eaglewood School's compliance with JCQ's General Regulations for Approved Centres that the Centre will:

- have in place and available for inspection 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 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 JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
- Service 2 (Review of marking)
- Service 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 a RoR service 1 or 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 teaching staff and Head of Centre will investigate whether a review should be requested.

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 (Appendix 1)** at least 7 calendar days prior to the internal deadline for submitting a request for a review of results. The appellant will be informed of the outcome of their appeal before the internal deadline for submitting a Review of Results.

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 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

Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The **internal appeals form (Appendix 1)** should be completed and submitted to the Centre within 3 calendar 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 **30 calendar days** of receiving 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.

A log of all complaints and appeals should be made on the **complaints and appeals log (Appendix 2)**

Appeals regarding Centre decisions relating to access arrangements and special consideration

This procedure confirms The Eaglewood School's compliance with JCQ's **General Regulations for Approved Centres** 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

The Eaglewood School 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, The Eaglewood 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

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

Special consideration is given to a candidate who is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

The Eaglewood 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 The Eaglewood School has appropriate evidence 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 The Eaglewood School'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 The Eaglewood 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 using the Internal Appeals Form (Appendix A)

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 10 school days.

If the appeal is upheld, The Eaglewood School will gather Centre based evidence, assess if required under JCQ regulation, instigate trial of the arrangement and apply when there is evidence of use and impact.



Appendix 1 - Internal appeals form

- 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 re-check, a review of marking, a review of moderation or an appeal
- Appeal against access arrangements and reasonable adjustments
- Appeal against special considerations
- Appeal against decision not to accept work on the grounds of malpractice

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Qualification type & Subject		Exam paper title	
<p>Please state the grounds for your appeal below:</p> <p>(If applicable, tick below)</p> <p><input type="checkbox"/> Where my appeal is against an internal assessment decision, I wish to request a review of the centre’s marking</p> <p>If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed</p>			
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



Appendix 2 - Complaints and appeals log

The outcome of any 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 logged as an appeal, so information can be easily made available to an awarding body upon request. The awarding body will be informed if the Centre does not accept the outcome of a review – this will be noted on this log.

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date