

# Overview of the process for an appeal against the outcome of a post results service (clerical re-checks, reviews of marking and reviews of moderation)

## RESULTS ISSUED

Do you think there is a marking or moderation error?

**YES**

Have you received an outcome for one of the following:

- Service 1 (Clerical re-check)?
  - Priority Service 2 (Priority Review of marking A Level, Level 3)?
  - Service 2 (Review of marking)?
  - Service 3 (Review of moderation)?
- Please see [JCQ Post Results Services](#)

**YES**

Are you submitting an appeal within 30 calendar days of the outcome?

**YES**

Are you the Head of Centre (or their delegated representative) or a private candidate?

**NO**

An application for an appeal can only be submitted once an outcome of a review of marking or moderation has been confirmed.

The deadline for submitting an appeal has been missed.

You cannot appeal directly to the Awarding Body.

Submit a clear and concise application to appeal to the relevant awarding body, in line with their specific requirements.<sup>1,2,3</sup>

**NO**

**YES**

### Other useful information:

- Please note that an outcome from an awarding body must have been confirmed before an application for a preliminary appeal against post-results services (clerical re-checks, reviews of marking and reviews of moderation) can be submitted.
- A Head of Centre or private candidate must submit an application for a preliminary appeal against post results services outcome within 30 calendar days of the awarding body issuing an outcome.
- Awarding bodies will usually reject an application for a preliminary appeal that is made outside of the timescales outlined.
- All applications for an appeal must contain clear, concise and acceptable grounds for an appeal. Any applications that do not contain clear, concise and acceptable grounds for an appeal against post-results services can be rejected by an awarding body. See [JCQ A guide to the awarding bodies' appeals processes](#)
- The purpose of the appeals process is to identify if there have been any procedural irregularities and/or whether there are any errors in the marking/moderation decisions that have been confirmed.
- Awarding bodies may charge a fee for each stage of an appeal against a review of marking or moderation outcome.
- Details of these fees can be obtained from the awarding body concerned. The fee will be refunded/waived if the appeal is upheld.
- An awarding body will issue the appeal outcome within 42 calendar days of the receipt of a valid application for an appeal.
- For further details relating to appeals, please refer to [JCQ A guide to the awarding bodies' appeals processes](#)

### Please note:

<sup>1</sup>The Appellant is the head of centre or private candidate who submits the appeal. Internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Preliminary appeals cannot be submitted by the head of centre or private candidate until a post-results service outcome has been confirmed by an awarding body.

<sup>2</sup>It is the decision of the head of centre as to whether to submit an application for an appeal.

<sup>3</sup>An appeal against a review of moderation decision can only be made for the whole cohort.

### Examples of applications for appeals

- Anonymised examples from recent applications for review of marking preliminary appeals can be [found here](#). These examples are considered to contain clear, concise and acceptable grounds for an application to appeal. Although the examples relate to specific subjects, they illustrate approaches that can be applied to applications to appeal in any subject. The associated appeal decision is not provided.
- Please note that providing clear, concise and acceptable grounds for an application for an appeal, does not necessarily mean that the appeal will be upheld. Each application is assessed on a case-by-case basis.

# Overview of the process for an appeal against a decision made in a case of malpractice

Has written confirmation of an outcome been issued by the awarding body, e.g. a candidate malpractice, centre malpractice or centre staff malpractice decision?

YES

NO

Are you submitting an appeal against a malpractice decision within 14 calendar days of confirmation of the decision?

YES

NO

An application for an appeal can only be submitted once confirmation of a malpractice decision has been received.

Are you the Head of Centre submitting an appeal against a centre malpractice decision, or the Head of Centre or private candidate submitting an appeal against a candidate malpractice decision?

or

Are you the Head of Centre or the sanctioned member of staff/contracted personnel submitting an appeal against a centre staff/contracted personnel malpractice decision?

NO

The deadline for submitting an appeal has been missed.

You cannot appeal directly to the Awarding Body.

## Other useful information:

- Please note that an outcome from an awarding body must have been confirmed before an application for a preliminary appeal against decisions made in cases of malpractice can be submitted.
- A Head of Centre, private candidate or member of centre staff/contracted personnel concerned must submit an application for a preliminary appeal against decisions made in cases of malpractice within 14 calendar days of the awarding body issuing an outcome/decision.
- Awarding bodies will usually reject an application for a preliminary appeal that is made outside of the timescales outlined.
- All applications for an appeal must contain clear, concise and acceptable grounds for an appeal. Any applications that do not contain clear, concise and acceptable grounds for an appeal against malpractice decisions can be rejected by an awarding body. See [JCQ A guide to the awarding bodies' appeals processes](#)
- The purpose of the appeals process is to identify if there are any errors in the decisions that have been confirmed. The grounds for appeal of malpractice decisions are specified in paragraph 37 of the [JCQ A guide to the awarding bodies' appeals processes](#).
- An awarding body will issue the appeal outcome within 42 calendar days of the receipt of a valid application for an appeal.
- For further details relating to appeals, please refer to [JCQ A guide to the awarding bodies' appeals processes](#)

YES

Submit a clear and concise application to appeal to the relevant awarding body, in line with their specific requirements.<sup>12</sup>

### Please note:

<sup>1</sup>The appellant is the head of centre or private candidate who submits the appeal. Internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Preliminary appeals cannot be submitted by the head of centre or private candidate until a malpractice outcome has been confirmed by an awarding body.

<sup>2</sup>It is the decision of the head of centre as to whether to submit an application for an appeal.

# Overview of the process for an appeal relating to access arrangements, reasonable adjustments and special consideration

Has an access arrangement, reasonable adjustment or special consideration decision been confirmed by an awarding body?

YES

NO

Are you submitting an appeal against an access arrangement, reasonable adjustment or special consideration decision within 14 calendar days of confirmation of the decision?

An application for an appeal can only be submitted once an outcome has been confirmed.

YES

NO

Are you the Head of Centre (or their delegated representative) or a private candidate?

The deadline for submitting an appeal has been missed.

## Other useful information:

- **Access arrangements and reasonable adjustments are pre-examination adjustments** approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment. Special consideration is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition at the time of the examination or assessment.
- Please note that an outcome from an awarding body must have been confirmed before an application for a preliminary appeal relating to access arrangements, reasonable adjustments and special consideration can be applied for.
- A Head of Centre or private candidate must submit an application for a preliminary appeal against a decision relating to access arrangements, reasonable adjustments and special consideration (including any decision to apply an aegrotat/estimated mark) within 14 calendar days of the awarding body issuing an outcome.
- Awarding bodies will usually reject an application for a preliminary appeal that is made outside of the timescales outlined.
- All applications for an appeal must contain clear, concise and acceptable grounds for an appeal. Any applications that do not contain clear, concise or acceptable grounds for an appeal against an access arrangements, reasonable adjustments or special consideration decision can be rejected by an awarding body. See [JCQ A guide to the awarding bodies' appeals processes](#).
- The purpose of the appeals process is to identify whether or not the Awarding Body has followed due procedures.
- An awarding body will issue the appeal outcome within 42 calendar days of the receipt of the application for an appeal.
- For further details relating to appeals, please refer to [JCQ A guide to the awarding bodies' appeals processes](#).

NO

You cannot appeal directly to the Awarding Body.

YES

Submit a clear and concise application to appeal to the relevant awarding body, in line with their specific requirements.<sup>12</sup>

### Please note:

<sup>1</sup>The appellant is the head of centre or private candidate who submits the appeal. Internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Preliminary appeals cannot be submitted by the head of centre or private candidate until an outcome has been confirmed by an awarding body.

<sup>2</sup>It is the decision of the head of centre as to whether to submit an application for an appeal.

# Overview of the process for an application for a review of other administrative decisions (e.g. very late arrival decisions, missing scripts, or estimated marks)

**Have you received confirmation of the outcome of an administrative decision (e.g. very late arrival decisions, missing scripts, estimated marks) from the relevant awarding body?**

**YES**

**NO**

**Are you submitting an application for a review of an administrative decision within 14 calendar days of confirmation of the outcome?**

**An application for a review of an administrative decision can only be submitted once a decision has been confirmed.**

**YES**

**NO**

**Are you the Head of Centre (or their delegated representative) or a private candidate?**

**The deadline for submitting an application for a review of an administrative decision has been missed.**

## Other useful information:

- Please note an outcome from an awarding body must have been confirmed before an application for a review of an administrative decision (e.g. very late arrival decisions, missing scripts, estimated marks) can be submitted.
- Estimated marks may be referred to as 'aegrotats' by some Awarding Bodies.
- A Head of Centre or private candidate must submit an application for a review of an administrative decision (e.g. very late arrival decisions, missing scripts, estimated marks) within 14 calendar days of the awarding body issuing an outcome.
- Awarding bodies will usually reject an application for a review that is made outside of the timescales outlined.
- All applications for review of administrative decisions must contain clear and concise information about the review. Any applications that do not contain clear information can be rejected by an awarding body.
- The purpose of the review process is to identify if there are any errors in the decisions that have been confirmed.
- An awarding body will issue the review outcome within 42 calendar days of the receipt of a valid application.
- A review of an administrative decision does not have the right to proceed to an appeal hearing.
- For further details relating to appeals, please refer to [JCQ A guide to the awarding bodies' appeals processes](#).

**NO**

**You cannot submit a request for a review of an administrative decision directly to the Awarding Body.**

**YES**

**Submit a clear and concise application for a review of an administrative decision to the relevant awarding body, in line with their specific requirements.<sup>1</sup>**

### Please note:

<sup>1</sup>The head of centre or private candidate should contact the relevant awarding body's appeals office to request a review of an administrative decision. Internal candidates and/or their parents/carers cannot contact the awarding body directly. A request for a review of an administrative decision cannot be submitted by the head of centre or private candidate until an administrative decision has been confirmed by an awarding body.

# Appeal Hearing

The preliminary appeal outcome from an awarding body will confirm if an appeal has not been upheld or has been upheld in whole or in part.

The preliminary appeal stage outcome letter will be sent to the Appellant and will include reasons for the decision. Following the preliminary appeal stage, the Appellant may pursue the appeal to an appeal hearing.

## Have you received a preliminary appeal outcome from the Awarding Body?

YES

NO

Are you submitting an appeal hearing application within 14 calendar days of the outcome?

An application for an appeal hearing can only be submitted once an outcome from the preliminary appeal has been confirmed.

YES

NO

Are you the Head of Centre (or their delegated representative) or a private candidate or a staff member/contracted personnel (for malpractice appeal hearings only)?

The deadline for submitting an appeal hearing application has been missed.

### Appeal Hearing

- Please note a preliminary appeal outcome from an awarding body must have been confirmed before an appeal hearing application can be submitted.
- A Head of Centre or private candidate must submit an application for an appeal hearing against a confirmed preliminary appeal decision within 14 calendar days of the awarding body issuing an outcome. In cases of centre staff malpractice, the member of centre staff/contracted personnel concerned may submit an application for an appeal hearing against a confirmed decision.
- Awarding bodies will usually reject an application for an appeal hearing that is made outside of the timescales outlined.
- All applications for an appeal hearing must contain clear, concise and acceptable grounds for an appeal. Any applications that do not contain clear, concise and acceptable grounds for an appeal hearing can be rejected by an awarding body. See [JCQ A guide to the awarding bodies' appeals processes](#).
- The purpose of the appeal hearing is explained in paragraph 69 of the JCQ A guide to the awarding bodies' appeals processes.
- An awarding body will aim to hold an appeal hearing within 70 calendar days of the receipt of a valid request for an appeal hearing.
- The hearing by the appeals panel will complete the awarding body's internal appeals procedures. No further appeal will be accepted by the awarding body.
- For further details relating to appeals, please refer to [JCQ A guide to the awarding bodies' appeals processes](#).
- You may be able to submit a procedural review to Ofqual, CCEA Regulation or Qualifications Wales if you think the exam board didn't follow its appeals process. The Exam Procedure Review Service (EPRS) is provided by Ofqual in England, Qualifications Wales in Wales and CCEA for Northern Ireland. For details about the EPRS please refer to the relevant qualification regulator's website.

NO

You cannot appeal directly to the Awarding Body.

YES

Submit a clear and concise application to appeal to the relevant awarding body, in line with their specific requirements.<sup>12</sup>

#### Please note:

<sup>1</sup>The appellant is the head of centre or private candidate who submits the appeal. Internal candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Preliminary appeals cannot be submitted by the head of centre or private candidate until an outcome has been confirmed by an awarding body.

<sup>2</sup>It is the decision of the head of centre as to whether to submit an application for an appeal hearing.