SACRED HEART HIGH SCHOOL

EXAMS APPEALS POLICY

JANUARY 2026

To be reviewed January 2027

This Policy should be read in conjunction with all other Sacred Heart High School Policies

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1 PURPOSE OF THE POLICY

This policy confirms Sacred Heart High School's (SHHS) compliance with JCQ's *General regulations for Approved Centres* (section 5.3x) 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*

Key staff associated with the implementation of this policy are:

- The Head of Centre or Head Teacher (HT)
- Examinations Officer (EO)
- Relevant Heads of Department (HoD)

This policy will be available to parents on the school's website, and shared with staff and students as deemed appropriate and in a timely manner

2 APPEALS RELATING TO INTERNAL ASSESSMENT DECISIONS (CENTRE ASSESSED MARKS)

Certain GCSE, GCE and other qualifications contain components of controlled assessment or units of coursework which are internally assessed (marked) by SHHS 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 SHHS'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 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*

This procedure is informed by the JCQ publications *Instructions for Conducting Non-examination Assessments* (section 6.1), *Review of Marking (centre assessed marks)* and *Notice to Centres - Informing candidates of their centre assessed marks*.

SHHS 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.

In order for a candidate to be eligible to make an appeal against the marking of internally assessed work, such work must be submitted by **the internal deadline which should be no less than two weeks (ten working days) before the exam board's deadline for the submission of centre assessed marks**. Additionally, the work must be accompanied by the signed candidate declaration, stating that the work was entirely their own. (See Exams –

Malpractice Policy). This is to allow time for the appeals procedure to be implemented.

The internal deadline should be shared with candidates at least ten weeks in advance and they must be made aware that if this deadline is missed, they may forfeit their opportunity for making an appeal.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. SHHS 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 her work, or that the assessor has not properly applied the marking standards to his/her marking, then she may make use of the appeals procedure below to consider whether to request a review of the centre's marking. **The candidate must do this within two working days of receiving the marks.**

1. SHHS will inform candidates of their centre assessed marks prior to external moderation by Awarding Organisations, so that they may request a review of the centre's marking before marks are submitted to the awarding body.

2. Candidates who believe 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 his/her marking must, **within two working days, request a copy of the marked work and the marking scheme** applied to it. The candidate should also speak with the EO during this time.

3. Candidates have **four calendar days** to review the materials. If the candidate wishes to proceed with a formal appeal, she should write to the HT and EO. The letter/email must spell out the grounds for the appeal, citing instances where the marking scheme has been incorrectly applied. Appeals received after the four day deadline, or which do not spell out the grounds for the appeal, will be rejected at this stage.

4. The HT will, in collaboration with the EO and HoD will consider the candidate's request. On the advice of the HoD and EO, the HT will take one of two actions:

    a) Reject the appeal, explaining where the candidates views are incorrect and the marking scheme was applied correctly

    b) Direct the HoD to arrange for a re-marking of the candidate's work by a different member of staff. At this point, the candidate must be warned that any changes to the marks are irreversible, and that they can go up as well as down.

5. The revised or confirmed mark will be relayed in writing to the candidate **within five working days** of the appeal being taken forward. This mark will be submitted to the exam board.

6. The outcome of the review of the centre's marking will be made known to the HT. A written record of the review will be kept and made available to the awarding body upon request.

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.

3 APPEALS RELATING TO POST-RESULTS SERVICES

This procedure confirms SHHS's compliance with *JCQ's General Regulations for Approved Centres* (section 5.13) 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 online 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. Details of these services, including fees and deadlines are issued to candidates on results day. The cost of post-results services will be paid by the candidates/parents/carers. In certain circumstances Pupil Premium funding may be available to assist with the costs.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results through the school website. Exams Office staff are available to candidates and their parents/carers during the post-results period, to whom they can submit queries about results and post-results services and seek help/advice if necessary on the submission of reviews of marking.

When the centre supports a concern that a particular result may not be accurate, the centre will process the relevant post-results request to the Awarding Organisation. Written candidate consent is required in all cases before a request for a RoR (Review Of Results) service 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.

For any moderated components that contributed to the final result, the centre will:

- confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- consult the moderator's report/feedback to identify any issues raised
- determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample. All candidates must be in agreement

Following the RoR outcome, where the candidate (or her parent/carer) remains dissatisfied and believes there are grounds for a preliminary external appeal to the awarding body, **a request may be made to the Head of Centre within seven calendar days**.

The external appeals process is available if the Head of Centre also remains dissatisfied with the RoR 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.

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 the awarding body issuing the outcome of the RoR 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 EO). 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 SHHS's compliance with *JCQ's General Regulations for Approved Centres* (section 5.3x) 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*

SHHS 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

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)

4.1 Access arrangements and reasonable adjustments

In accordance with the regulations, SHHS:

- 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

4.2 Special consideration

Where SHHS can provide 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.

4.3 Centre decisions relating to access arrangements, reasonable adjustments and special consideration

This may include SHHS'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 SHHS 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 within seven 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 **seven calendar days** of the appeal being received and logged by the centre. If the appeal is upheld, the appellant will be informed in writing and the school will proceed to implement the necessary arrangements/submit the necessary application.

5 RATIFICATION

This policy has been approved and ratified by the Headteacher in January 2025. The policy will be reviewed for January 2026.

Mrs S O'Donovan
Headteacher