

# INTERNAL APPEALS PROCEDURE



## RECORD OF ISSUE

ISSUE	DATE	NEXT REVIEW DATE	SUMMARY
13	Oct 2025	Oct 2026	Annual Review
12	Oct 2024	Oct 2025	Annual Review
11	Oct 2023	Oct 2024	Annual Review
10	Oct 2022	Oct 2023	Annual Review
9	Oct 2021	Oct 2022	Annual Review
8	Oct 2020	Oct 2021	Policy Review
7	Oct 2019	Oct 2020	Policy Review
6	Sept 2018	Oct 2019	Policy Review and Update
5	Sept 2017	Sept 2018	Policy included in the complaints and Appeals
4	Sept 2016	Sept 2017	Annual Review
3	May 2016	Sept 2016	Policy reviewed by Exams Officer in line with guidance from Awarding Bodies
2	Jan 2014	Sept 2014	Policy reviewed by Exams Officer in line with guidance from Awarding Bodies
1	Sept 2012	Sept 2013	Policy written in line with guidance from examination boards

## DOCUMENT CONTROL

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## Appeals relating to internal assessment decisions (Centre-assessed marks)

Certain qualifications contain components/units of non-examination assessment-controlled assessment and/or coursework which are internally assessed (marked) by centres 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 compliance with JCQ's General Regulations for Approved Centres (Section 5.7) that the centre will:

- have in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, an 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
- 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
- draw to the attention of candidates and their parents/carers their written internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre-assessed marks)
- Centre decisions not to support an application for 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

South Cumbria Pupil Referral Service is committed to ensuring that whenever their staff assess students' work for external qualification, this is done fairly, consistently and in accordance with the specification for the qualification concerned.

South Cumbria Pupil Referral Service follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedures relating to the qualifications delivered in the centre, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

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. If AI tools have been used to assist in the marking of candidates work, they will not be the sole marker. The centre is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. 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 this appeals procedure to consider whether to request a review of the centre's marking.

Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the centre for moderation by the awarding body.

South Cumbria PRS will:

1. 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. 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 work submitted
3. inform candidates that they may request copies of materials (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. having received a request for copies of materials, promptly make them available to the within 5 working days (this will either be the originals viewed under supervised, or copies)
5. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
6. provide candidates with sufficient time, normally at least 5 working days, to allow them to review copies of materials and reach a decision.
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 5 working days of receiving copies of the requested materials, by completing the internal appeals form, and candidates must explain on what grounds they wish to request a review.
8. allow 5 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 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 for the component in question and has no personal interest in the outcome of the review
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 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 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 moderation by the awarding body ensures that the centre's marking is in line with national standards. The mark submitted to the awarding body is subject to change and should, therefore be considered provisional.

Records of complaints will be retained for a period of 3 academic years.

### **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 relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

The JCQ [Information for candidates - AI \(Artificial Intelligence and assessments\)](#) or similar centre document is issued to candidates prior to assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work).

South Cumbria PRS ensures that staff delivering/assessing coursework, internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner work and have robust processes in place for identifying and reporting plagiarism (including AI misuse) and other potential candidate malpractice.

Candidate malpractice offences relating to the content of work (i.e. inappropriate/offensive content, copying/collusion, plagiarism (including AI misuse) and/or false declaration of authentication) which are discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication do not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment where the offence does not relate to the content of candidates' work (e.g. possession of unauthorised materials, breach of assessment conditions) or where a candidate has signed the declaration of authentication, must be reported to the awarding body.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, the centre will:

- follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting non-examination assessments/Instructions for conducting coursework*) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an **internal appeals form** should be completed and submitted within 5 calendar/working days of the decision being made known to the appellant

The appellant will be informed of the outcome of the appeal within 7 calendar/working days of the appeal being received and logged by the centre.

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This procedure is informed by the JCQ documents [Instructions for conducting non-examination assessments](#) (4.6, 6.1, 9), [Instructions for conducting coursework](#) (6, 7, 13.5), [Review of marking \(centre-assessed marks\) suggested template for centres](#), [Notice to Centres - Informing candidates of their centre-assessed marks](#) and [Suspected Malpractice: Policies and Procedures](#) (4.5)

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



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This procedure confirms South Cumbria Pupil Referral Service's compliance with JCQ's General Regulations for Approved Centres, section 5.13 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 an application for 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.

Candidates are made aware of the arrangements for post-results services prior to the issue of results. Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results, so that results may be discussed, and decisions made on the submission of review of marking. Candidates are made aware/advised, in advance, by way of letter at the end of the summer term, prior to results day.

If the Centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered:

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

#### **Reviews 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
- 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

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

Where the Centre does not uphold a request from a candidate, the candidate may pay the appropriate RoR fee to the Centre, and a request will be made to the awarding body on the candidate's behalf.

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 the candidate (or their 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 7 working school days prior to the internal deadline for submitting an RoR.

The appellant will be informed of the outcome of the appeal 3 days prior to the internal deadline for submitting a RoR.

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 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 5 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 the awarding body issuing 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.

## Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms South Cumbria Pupil Referral Service' compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

- have in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, an internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

South Cumbria Pupil Referral Service will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ documents **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, South Cumbria Pupil Referral Service:

- to submit applications for reasonable adjustments through the access arrangements process and make reasonable adjustments to the services 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

### Special consideration

Where South Cumbria Pupil Referral Service has appropriate evidence authorised 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 is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

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

This may include South Cumbria Pupil Referral Service 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 South Cumbria Pupil Referral Service 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 as soon as possible following 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 10 working days of the appeal being received and logged by the centre

If the appeal is upheld, South Cumbria Pupil Referral Service proceed to implement the necessary arrangements/submit the necessary application].

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This procedure is informed by the JCQ document [A guide to the awarding bodies' appeals processes](#) (chapter 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 South Cumbria Pupil Referral Service to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where South Cumbria Pupil Referral Service 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 with 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 as soon as possible following the decision being made known to the appellant. The appellant will be informed of the outcome of the appeal within 10 working days of the appeal being received and logged by the centre

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This procedure is informed by the JCQ document [A guide to the awarding bodies' appeals processes](#) (chapter 7)

**FOR CENTRE USE ONLY**

**Internal Appeals form**

Please tick box to indicate the nature of your appeal and complete all white boxes\* on the form below

Date received	
Reference No.	

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against a decision to reject candidates work on the grounds of malpractice
- 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 the centre's decision relating to access arrangements or special consideration
  - Appeal against the centre's decision relating to an administrative issue

\*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Qualification Type Subject		Exam paper title	
Please state the grounds for your appeal below			
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



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## Further guidance to inform and implement appeals

### JCQ publications

- General Regulations for Approved Centres  
<https://www.jcq.org.uk/exams-office/general-regulations>
- Post-Results Services  
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)  
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre-assessed marks <https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process <https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

### Ofqual publications

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements <https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>