Carshalton High School for Girls

Internal Appeals Procedures and Enquiries About Results for Public Examinations

Reviewed and Agreed by Carshalton Local Governing Body: Autumn 2026

Next Review: Autumn 2027

Policy Notes may be subject to review and revision at any time by the Carshalton Local Governing Body notwithstanding that the next review date has not been reached.

Review dates are for guidance only and whilst the intention is always to arrange reviews within the stated time frame all Policy Notes will remain in force until this has taken place and been formally approved by the Carshalton Local Governing Body.

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1. Appeals against internal assessment decisions

GCE and GCSE Qualifications
The Joint Counsel for Qualifications' (JCQ) General Regulations for Approved Centres stipulates that Carshalton High School for Girls (CHSG) is to have in place a written internal appeals procedure relating to internal assessment decisions and to ensure that the details of this procedure are to be communicated and made readily available and accessible to students. CHSG is to inform students of their internally assessed marks and the student is allowed to request a review of the School's marks before they are submitted to the awarding body.

Certain components of GCSE and GCE (legacy GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed by the School. The marks awarded will then be submitted by the deadline set by the awarding body for external moderation.

CHSG ensures that whenever its staff mark students' work this is carried out fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

CHSG ensures that all Centre staff follow the Non-Examination Assessment Policy (relating to the management of GCE and GCSE non-examined assessments). Included in this Policy are all the procedures relating to the non-examination assessments for GCE, GCSE and Project qualifications including the marking and quality assurance processes that teaching staff are required to follow.

CHSG will ensure that:

- students' work is marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity;
- that work produced by the candidates is authenticated in line with the requirements of the awarding body;
- where a number of subject teachers are involved in marking students' work that internal moderation and standardisation will be carried out to ensure consistency of marking.

Once students have been informed of their centre assessed mark, if they believe that the above procedure has not been followed in relation to the marking of their work, or that the assessor has not properly applied the mark scheme to his/her marking, then the student may make use of the appeals procedure set out below to consider whether to request a review of marking.

CHSG 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 may request copies of materials (e.g. a copy of their marked work, the relevant specification, mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the Centre's marking of the assessment.

3. Having received a request for copies of materials, promptly make them available to the candidate.

4. Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.

5. Provide a clear deadline for students to submit a request for a review of the Centre's marking. Requests will not be accepted after the deadline. Requests for reviews of marking **must** be made in writing using the CHSG Internal Appeals form.

6. 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.

7. 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.

8. Instruct the reviewer to ensure 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.

The outcome of the review of the Centre's marking will be made known to the Head of Centre. A written record 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 with 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 as provisional.

BTECs
Aim:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, the centre will:

- Inform the learner at induction, of the appeals policy and procedure.
- Clearly reference the procedure in subject handbooks.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeal procedure.
- Will take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.
- The Appeals Procedure appears in all subject handbooks.
- This policy will reviewed every term by Quality Nominee.

Appeals Procedure

- Any discrepancies that the student feels have taken place are first discussed with the candidate and the assessor.
- If no headway is made at this point, the assessor and IV meet to discuss the appeal. The assessors will then feedback to the candidate the IV's decision.
- The candidate is at liberty to discuss this decision with the IV.
- If this does not clear the situation then the information will be passed onto the QN, if the candidate is still not happy with outcome the External Verifier for the subject will be asked to decide, which can be upheld by the Awarding Body.
- This should give a prompt, fair and accurate feedback to the candidate.

The Appeals procedure is accessible and is flagged up regularly from the induction through to the end of the course. If students require any further information they should speak to their assessor or curriculum leader.

2. Appeals relating to the Centre's decision not to support a clerical check, a review of marking, a review of moderations or an appeal

Following the publication of examination results, candidates may wish to request a post-results service through the relevant awarding body. CHSG will provide information and guidance regarding available services, fees and deadlines.

Available post-results services may include: Access to Scripts, Clerical Re-check, Review of Marking, Review of Moderation and Awarding Body Appeals.

Candidates should discuss concerns with the relevant subject teacher as soon as possible following results publication. The subject teacher and Head of Department will consider available evidence before advising whether a post-results service is appropriate.

Candidates and parents/carers retain the right to request a post-results service even where the school does not recommend one. Appropriate application forms, written consent and payment of any applicable fee must be submitted before the internal deadline.

Written candidate consent must be obtained where required by awarding body regulations and candidates must be advised that marks and grades may increase, remain unchanged or decrease following a review.

If a candidate or parent/carer believes that the school has not followed its published procedures when deciding whether to support a post-results service, they may submit an appeal using the CHSG Internal Appeals Form within five working days of the decision being communicated.

The Head of Centre, or a delegated senior leader not previously involved in the decision, will review the process followed and provide a written response.

The awarding body decision following a post-results review will be managed in accordance with the relevant awarding body appeals process and current JCQ guidance.

If the Student/ Parent/Carer still expresses a wish for a Review of Result to be submitted by the school against the professional judgement of the teacher:

- They need to obtain the relevant paperwork from the Exams Office, pay the Review of Result fee then return the paperwork and the consent form, to the Exams Manager as soon as possible and before the deadline date provided by the awarding body.
- The Examination Boards decision after Review of Result is final and no appeal will be made by the school.

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

Access arrangements and reasonable adjustments

- In accordance with the regulations, CHSG:
- 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 CHSG 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 CHSG 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 CHSG 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 five working 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 ten working days of the appeal being received and logged by the centre.
- If the appeal is upheld, CHSG will proceed to implement the necessary arrangements/submit the necessary application.

4. Appeals regarding centre decisions relating to other administrative issues

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

Where CHSG 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 five working days of the decision being made known to the appellant.
- The appellant will be informed of the outcome of the appeal within ten working days of the appeal being received and logged by the centre.

CHSG Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

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

- ☐ 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 check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against the centre's decision to not apply for access arrangements and/or special consideration
- ☐ Appeal against the centre's decision relating to an administrative issue

Name of appellant		Candidate name if different to appellant	
Awarding body		Exam paper code	
Subject		Exam paper title	

Please state the grounds for your appeal below

(If applicable, tick below)

☐ Where my appeal is against an internal assessment decision I wish to request a review of the centre's marking

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

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

CHSG Complaints and Appeals log

Ref No.	Date received	Complaint or Appeal	Outcome	Outcome date