GEORGE ABBOT SCHOOL

Policy Title:	**Internal Appeals Policy**
Author:	**Examinations Manager**
Date of most recent review:	**October 2026**
Date of next review:	**October 2027**

School Mission Statement:
Academic excellence within a strong community of equality and respect, where potential and opportunity are realised.

This internal appeals policy will cover the following areas:

- Centre Assessed Marks
- Enquiries About Results (EARs)/Review of Results (RORs)
- Malpractice
- Access Arrangements and Special Considerations
- GCSE Tier entry decisions

Appeals against Centre Assessed Marks for Controlled Assessments (CA), Coursework (CW) and Non-Examination Assessments (NEA)

In accordance with the Code of Practice for the conduct of external qualifications produced by Joint Council for Qualifications (JCQ), George Abbot (Centre) is committed to ensuring that whenever its staff mark candidates' work, that this is done fairly, consistently and in accordance with the awarding body 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. George Abbot is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

If a candidate feels that this may not have happened in relation to their work, they may make use of this appeals process.

Where a candidate wishes to view their CA/CW/NEA work, the candidate will need to complete the Review of Centre Assessed Marks form. Candidates who view their work, this must be completed within school, under supervision, as there must be no opportunity for the work to be amended. All fees are included on the form and can be located on our website www.georgeabbot.surrey.sch.uk/examinations

If a candidate then decides to proceed with a full Review of Centre Assessed Marks, they must complete a further Review of Centre Assessed Marks form, as outlined above. An additional fee will be charged. All fees will be on this form.

In requesting a Review of Centre Assessed Marks, an appeal may only be made against the process of marking and moderation that has produced the grade or mark to be submitted to the awarding body and not

against the actual mark or grade given. Candidates will need to explain on what grounds they wish to request a review of an internally assessed mark. This explanation should be included in the body of the email when submitting the form to the Exams Office at exams@georgeabbot.surrey.sch.uk

The fees mentioned above are for administration purposes only and therefore are non-refundable. All payments need to be made via Bromcom MCAS payments.

Candidates/Parents /Carers will be notified by a school communication of the release of NEA/CA/CW marks. Candidates have **3 working days in total** from the date the Centre Assessed Marks are released on both Bromcom Student Portal and MCAS (Parent App/Portal), within which to request either or both services and should submit the form to the Exams Office within the 3 working day deadline, together with payment. To ensure that requests are dealt with promptly, we recommend that forms are directly emailed to the Exams Office (exams@georgeabbot.surrey.sch.uk) and payment made via Bromcom MCAS payments. Candidates/Parents/Carers need to be aware that marks can go up or down following a review.

Candidates who miss the 3 working day deadline will be unable to submit a late request. Release dates for Centre Assessed Marks will differ from subject to subject.

George Abbot 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
- Inform candidates that they may request copies of CA/CW/NEA to assist them in considering whether to request a review of the Centre's marking of the assessment
- Having received a request for copies of CA/CW/NEA, promptly make them available to the candidate
- 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 deadline
- 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
- Instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the Centre
- Inform the candidate in writing of the outcome of the review of the Centre's marking.

All outcomes of reviews of the Centre's marking will be made known to the Head of Centre and will be logged. A written record will be kept and made available to the awarding body upon request. Should the review of the Centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

After candidates' work has been internally assessed and marks submitted to the awarding body, it is then moderated by the awarding body to ensure consistency in marking between Centres.

Following the exam board moderation process, candidates should be aware that marks can go down as well as up during this process. It is important to note that marks, whether pupil appealed or not, can easily be changed by the external moderation process, which is out of the Centre's control, which can affect the marks of many, if not all the candidates.

If the moderator selects a candidate who has been marked too generously either before or after appeal, then an overall reduction in marks will be applied generally, not just to the selected candidate. The mark submitted by the Centre to the awarding body is subject to change and should therefore be considered provisional until the publication of results in August.

For clarity, the mark submitted to the awarding body by the Centre may not necessarily be the same as the mark published on results day. Candidates/Parents/Carers should be aware that the mark received on results day for CA/CW/NEAs does not form part of the ROR services available following the publication of results.

It is impossible to transfer each given mark into an individual grade as the awarding bodies only make the grade boundary decisions based on the total marks in each subject once the national patterns have been analysed in July.

Heads of Department (HODs) will maintain the responsibility for managing their own awarding body deadline dates for Centre Assessed Marks, as these can differ by subject/awarding body.

The Centre will adhere to the following JCQ publications:

- Instructions for Conducting Controlled Assessments
- Instructions for Conducting Coursework
- Instructions for Conducting Non-Examination Assessments

It is vital that candidates are clearly aware that work cannot be changed because of the review of assessed marks process. The purpose of this process is to deal solely with the issue of a marking error, rather than a mark that is below personal expectations. The work must remain unchanged once submitted.

Appeals against outcomes for Reviews of Results (RORs)

If a candidate remains dissatisfied after the outcome of a Priority Service 2/Service 2 (Review of Marking) the candidate must:

- ensure that as part of the ROR they have requested their script(s)
- the candidate should then raise this with their subject teacher in the first instance at the earliest opportunity and provide them with the script(s)
- the subject teacher/Head of Department must agree to review the case to support a possible request for an Appeal by the candidate.

All Appeals must be made within 30 calendar days of receiving the outcome of the ROR. Please note that the 30-day deadline does not take into account any published school closures and may require you to act earlier e.g. Inset Days/school holidays. Where the Centre supports your request for an Appeal, there will be a fee payable by the candidate/parent/carer via Bromcom MCAS payments. Should the Appeal be successful the Centre will make arrangements for a refund to be issued.

Candidates and/or their parents/carers are not entitled to appeal directly to the awarding body. Appeals can only be made by the Head of Centre on behalf of candidates where it is supported

If after reviewing the script(s) the Centre genuinely believes that the awarding body has not followed due procedures, it is possible to submit an Appeal on behalf of the candidate. The appeal will focus on whether an awarding body:

- Have used procedures that were consistent with regulatory requirements
- Have applied its procedures properly and fairly in arriving at judgements
- (For AS, A-Level and Project qualifications) has not properly applied the mark scheme. For the avoidance of any doubt, the Head of Centre must indicate precisely where this has been the case
- (For AS, A-Level and Project qualifications) the mark could not have been given by a trained and standardised marker who had appropriate subject knowledge and who had exercised their academic judgement in a reasonable way.

The first stage of the process would be for the Head of Centre to inform the awarding body of its intention to proceed to a Stage One Appeal (Preliminary). This must be completed within the 30-calendar day deadline following the outcome of the ROR.

The Centre will then complete the required paperwork for submission to the awarding body. When an application for an Appeal is received, an awarding body will have various mechanisms for deciding whether it will be accepted or not.

The Centre will adhere to the JCQ publication “A guide to the Awarding Bodies’ appeals process”.

Appeals against decisions made in cases of Malpractice

Decisions in cases of suspected malpractice are usually made by a dedicated and trained team of officers at the relevant awarding body. In cases of serious malpractice, the decision may be made by a committee of senior officers or an external committee.

Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the awarding body. It is not possible to appeal against a decision to take no further action or against a sanction which is perceived to be too lenient. Appeals can only be made by the Head of Centre on behalf of candidates.

A Head of Centre may appeal against a finding of malpractice and/or the sanction imposed on the Centre or members of staff, and on behalf of candidates entered or registered through the Centre.

A member of Centre staff or personnel contracted to a Centre (e.g. an external invigilator) may appeal against a finding of malpractice and/or the sanction imposed on them.

A third party who has been barred from taking examinations or assessments with an awarding body may appeal against that decision.

Candidates and/or their parents/carers are not entitled to appeal directly to an awarding body. Representations must be made to the Head of Centre where the candidate was entered or registered.

Appeals should be made within 14 calendar days of receiving the malpractice decision. Awarding bodies will usually reject appeals made outside of this timescale. Appeals will be based on reasonable grounds which relate to the incident in question. The grounds for the appeal must set out as clearly and concisely as possible the grounds for the appeal and must include any further evidence relevant to supporting the appeal. The following are accepted as reasonable grounds:

- The incident was not dealt with in accordance with the published procedures in the JCQ publication "*Suspected Malpractice in Examinations and Assessments"*
- The decision was unreasonable in light of the evidence presented to the Malpractice Committee
- Further evidence (including medical evidence) has come to light which changes the basis of the awarding body decision
- The sanction imposed is disproportionate to the seriousness of the malpractice.

The following do not, by themselves, constitute grounds for an appeal:

- The individual did not intend to cheat
- The individual has an unblemished academic record
- The individual could lose a further education/higher education institution place or employment
- The individual regrets their actions.

Appeals relating to Access Arrangements and Special Considerations

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.

The Centre will adhere to the following JCQ publications:

- Access Arrangements and Reasonable Adjustments
- A guide to the Special Consideration process

Appeals can only be made by the Head of Centre on behalf of candidates. If after consulting with the above respective documents, which outline the decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, the Head of Centre disagrees

with the decision made and reasonably believes that the awarding body has not followed due procedures, a written request setting out the grounds for a preliminary appeal should be forwarded to the relevant awarding body.

Candidates and/or their parents/carers are not entitled to appeal directly to an awarding body. Representation must be made to the Head of Centre where the candidate was entered or registered. The decision as to whether to proceed with an appeal remains with the Head of Centre.

Appeals should be made within 14 calendar days of receiving the original decision and should set out clearly and concisely the grounds for the appeal. Awarding bodies may reject Appeals made outside of this timescale.

Appeals relating to GCSE Tier Entries

Where a student/parent/carer remains unsatisfied with the GCSE tier entry decision, a written request for review may be submitted to Head of Department (HOD) within 10 school days of being notified of this decision. The request must outline the reasons for the review and include any supporting evidence for consideration.

The HOD will review all relevant evidence, including assessment data, mock examination results, class performance and professional judgements made by subject staff. A written response will normally be provided within 10 school days.

Where the HOD was involved in the original decision, or where the parent/carer remains dissatisfied following the review, a final appeal may be made to the relevant member of the Senior Leadership Team (SLT), whose decision will be final.

The Centre reserves the right to determine the most appropriate tier of entry based on the student's demonstrated performance and likelihood of achieving the best possible outcome.

Statements of Entry will be published to both student/MCAS parent portals on Bromcom. Following the publication of statements of entry, parents/carers will have 10 school days within which to raise a request for a review.

on our return from the February half term break and parents/carers will have 10 school days within which to raise a request for a review.

If candidates/parents/carers remain unsatisfied following the outcome of an internal appeal against a Centre Assessed Mark, RORs, Malpractice and Access Arrangements/Special Considerations/GCSE Tier Entries, they must refer to the Learnings Partners Trust Complaints Policy https://learningpartners.org/346/key-information/category/36/trust-policies

Other useful information:
https://www.jcq.org.uk/exams-office/appeals