INTERNAL APPEALS POLICY (EXAMS)

Statement of Intent

Manor Green School understands that it is the responsibility of everyone involved in the exam process to read, understand and implement this policy.

The school is committed to ensuring that:

- Internal assessments are conducted by members of teaching staff who have the appropriate knowledge, understanding and skills to complete the duty to a consistently high standard.
- Assessment evidence provided by the candidates is produced and authenticated according to the requirements of the awarding body for the subject concerned.
- The consistency of internal assessment is maintained by internal moderation and standardisation.
- All student work being assessed by teaching staff for external qualifications is carried out fairly, consistently and in accordance with the rules and regulations of the specification relating to the qualification.

With the implementation of this policy, the school aims to ensure the:

- Planning and management of exams is conducted efficiently and in the best interests of candidates.
- Operation of an efficient exams system with clear guidelines for all relevant staff.

1. Legal framework

1.1 This policy has due regard to, but is not limited to, the following:

- Equality Act 2010
- Joint Council for Qualifications (JCQ) (2018) 'A guide to the awarding bodies' appeals processes'

1.2 The school will comply with legislation in accordance with examination awarding bodies and the JCQ.

1.3 This policy operates in conjunction with the following school policies:

- Feedback and Assessment Policy
- Equal Opportunities Policy

2. Roles and responsibilities

2.1 The exams officer is responsible for:

- Implementing this policy throughout the school and ensuring the relevant staff understand its impact.
- Responding to queries in regards to this policy.
- Liaising with candidates when an internal or external appeal is submitted.
- Liaising with awarding bodies when an external appeal is submitted.

- Ensuring moderating standards are maintained and effective.
- Processing all Internal Appeals Forms and establishing the next course of action from each.
- Handling any instances of disputes in accordance with section 6 of this policy.

2.2 The headteacher is responsible for:
- Reviewing the marking of all new internal markers, to ensure standards are satisfied.
- Reviewing this policy in liaison with the exams officer and SLT.

2.3 Assistant Headteachers are responsible for:
- Ensuring that markers within their department are familiar with the grade boundaries, marking criteria and high standards of consistency that they are expected to use when internally marking work.
- Offering guidance and training to internal markers as required.
- Monitoring the effectiveness and consistency of marking within their departments and addressing any issues promptly.

2.4 Internal markers are responsible for:
- Marking internal work against the correct marking criteria and grade boundaries.
- Ensuring their marking is consistent and fair, in accordance with the Equality Act 2010.
- Being unbiased when completing their marking.
- Participating in reviews and monitoring activities of marking data, to ensure it remains consistent across the school.

2.5 Candidates are responsible for:
- Completing exams to a high standard, revising appropriately and preparing themselves for exam season.
- Taking responsibility for their learning.
- Completing and submitting an Internal Appeals Form if required.

3. Acceptable grounds for appeal

3.1 Appeals will only be deemed valid when based on procedural irregularity in terms of the conduct of the examination or determination of the result.

3.2 Appeals will be deemed invalid and not upheld if based purely on the following:
- Academic judgement of examiners
- Extenuating circumstances affecting performance
- The candidate's lack of awareness of exam regulations and procedures

4. Internal appeals process

4.1 The school will ensure that candidates are informed of their centre-assessed marks prior to them being submitted to the awarding body, so that candidates may request a review.

4.2 Candidates will be informed that they may request copies of materials to assist them in considering whether they wish for a review to take place.

4.3 Any requests for copies of materials will be returned to the candidates within seven days and candidates will have seven days to review the materials.

4.4 If a candidate, or their parent, wishes to appeal against the procedure used in an internal assessment, they should write to the school's exams officer using the Internal Appeals Form.

4.5 The deadline for appeal applications is 10 days prior to the start of the written exam series.

4.6 Internal appeals will be resolved by the date of the last externally assessed paper of the series (e.g. by the end of June for the summer series).

4.7 On receipt of a written appeal, an enquiry will be conducted by the exams officer, a member of the SLT and an Assistant Headteacher who is not involved in the internal assessment decision.

4.8 The school will ensure that those completing the review have the appropriate competence and are unbiased.

4.9 This enquiry will consider whether the procedure used in the internal assessment conformed to the published requirements of the awarding body and the JCQ Code of Practice.

4.10 Consideration will be given to whether the original mark awarded is fair and just.

4.11 If necessary, comparisons will be made to other students' work to help determine a correct and appropriate mark.

4.12 A written response to the appeal will be sent to the candidate and their parents within 10 working days of the school receiving the appeal.

4.13 A written record of the appeal and the outcome will be kept on file at the school, with the awarding body being informed of any amendments.

4.14 Candidates should note, after their work has been internally assessed, it is moderated by the awarding body to ensure consistency – this moderation process may lead to marks being altered and the school has no control over this.

5. External appeals process

Enquiries about results (EARs)

5.1 EARs can be submitted throughout the academic year.

5.2 Candidates should be aware that EARs can result in the marks/grades being raised, confirmed or lowered.

5.3 Any candidate who wants to query a mark/grade awarded by an awarding body should adhere to the following procedure:

- Contact the exams officer and the subject teacher as soon as possible in person to discuss the mark/grade.
- The exams officer will advise on the options available to query the mark/grade and any costs involved in doing so.
- Candidates must sign a consent form to confirm that they understand the consequences of an EAR; these forms will be issued by the exams officer.
- Consent forms must be returned before an EAR can be valid.
- The subject teacher will review the candidate's grades and discuss them with the Assistant Headteacher to agree on the appropriate action, considering the breakdown of marks, the grade boundaries and the candidate's predicted grades.

5.4 If the EAR is supported, the department will make a request, together with the student's consent form, to the exams officer before the deadline for EARs.

5.5 The cost of the enquiry will be met by the departmental budget.

5.6 If the EAR is successful, the fee will be refunded.

5.7 If the department does not agree to support the EAR, a candidate may appeal against the decision not to support an EAR by doing the following:

- Appeals should be made in writing to the exams officer, at least five working days before the published deadline for EARs
- The appeal should state the reason(s) for the appeal
- This appeal must be signed, dated and include the contact number and email address of the student and their parent
- The appeal information will be reviewed by the exams officer and a member of the SLT
- The outcome of the appeal will be communicated either by telephone, email or first-class post, as appropriate, within 24 hours of receipt
- The decision that is reached is final

5.8 If the department does not agree to support the EAR, the fee will be paid by the candidate at the time the EAR is made. No enquiry will be processed until the correct fee is paid.

5.9 Requests must be made in person to the exams officer before the published deadline for EARs.

5.10 If the department does not agree to support the EAR and the enquiry is successful, the fee will be refunded to the candidate

5.11 Outcomes following EARs will be forwarded by the exams officer to the student as soon as they have been received from the awarding bodies.

Appeals against outcomes of post-results services

5.12 Post-results services refer to clerical re-checks, reviews or marking and reviews of moderation.

5.13 In instances where the school is dissatisfied with an assessment result, the school will apply for a clerical re-check, review of marking or review of moderation.

5.14 If an appeal application is accepted, an investigation into candidates' or the school's results will follow – this will generally not involve a review of a candidate's work.

5.15 As internal candidates are not entitled to appeal directly, the school will do it on their account, if the school agrees.

5.16 Appeals will be made within 30 calendar days of the awarding body issuing the outcome.

5.17 The appeal will either be rejected or upheld in full or in part.

Appeals against malpractice decisions

5.18 The headteacher may appeal against a finding of malpractice and/or the sanction imposed on the school, and on behalf of candidates.

5.19 Appeals will be based on reasonable grounds that relate to the incidents in question.

Appeals against decisions made in respect of access arrangements and special consideration

5.20 The school must make appeals on candidates' behalf.

5.21 The exams officer will discuss the matter with the relevant awarding body prior to undertaking the appeal.

5.22 The appeal request will be made within two calendar weeks of receiving the original decision and will set out clearly and concisely the grounds for the appeal.

6. Disputes over appeals

Internal

6.1 If, after appealing an internal mark, candidates are dissatisfied with the decision, a letter requesting a personal hearing should be made to the exams officer.

6.2 Following this:

- A date for a hearing must be given to the candidate and any teachers involved in the assessment.
- A hearing panel should be established. The panel must consist of a least two individuals who have not previously dealt with the particular case.
- The school will make a written record of the hearing, which should include the outcome of the appeal and the reasons for that outcome.
- A copy will be sent to the candidate, their parents and teacher(s) within 10 working days of the hearing.

6.3 If, after this, candidates are still dissatisfied, candidates will compile a written explanation of the situation and pass this to the headteacher.

6.4 The exams officer will pass the following details on to the headteacher within 24 hours of the headteacher receiving the candidate's letter:

- An explanation and confirmation of the assessment decision
- Assessment record sheets
- Any written comments

6.5 Candidates will be given an opportunity to speak to the SLT.

6.6 The assessor who marked the work originally will be asked to attend the meeting and answer any questions.

6.7 The matter will be discussed in private by the SLT and the candidate will be given a written response within five working days. **This decision will be final.**

Appeals against school's decision to not support a clerical check, review of marking, review of moderation or an appeal

6..8 Where the school does not support a decision to appeal for a clerical check, review of marking, review of moderation or an appeal, the candidate is at liberty to pay the appropriate fee and a request will be made to the awarding body on their behalf.

6.9 If the candidate (or their parent) believes there are grounds to appeal against the school's decision to not support an enquiry, an internal appeal can be submitted to the school using the Internal Appeals Form at least one week prior to the internal deadline for submitting an EAR

7. Appeal hearing

7.1 If the school is dissatisfied with an appeal from an awarding body, the school may request for an appeal hearing – the full procedure for this is detailed in JCQ's (2025) 'A guide to the awarding bodies' appeals processes'.

7.2 If the school decides to submit a request for an appeal hearing, we will submit the application within two calendar weeks of the outcome of the preliminary appeal being issued.

7.3 The request will clearly set out the grounds of the appeal with supporting documentation.

7.4 Appellants (the school) will be expected to attend the hearing in person – they will be permitted to be accompanied by a third party; however, the names and addresses of all representatives must be given to the awarding body no later than seven calendar days before the hearing.

7.5 The appeal hearing will take the form of a re-examination of the evidence, comments and reports provided to and by the awarding body, and observations presented by the appellant.

8. Quality assurance

8.1 The school is committed to quality assurance and believes it is an integral part of its processes.

8.2 The provision of education is regularly monitored and reviewed by the named quality assurance representative.

8.3 At the school, an internal verification process is in place to ensure that consistent testing and assessment standards are maintained.

8.4 Several methods of internal verification are carried out on an ongoing basis, including the following:

- Cross-marking
- Peer reviewing and appraisals
- Working observations
- Moderation
- Standardisation

8.5 All cases of borderline achievement are internally verified. All internal verification is recorded on students' work and on central recording systems.

8.6 At least 10% of other assessments are checked across all relevant markers and modules.

8.7 All necessary staff members attend relevant training and courses, keeping up-to-date with various methods of assessment and marking.

8.8 Where a new marker is assessing, all work is double-marked until the headteacher is satisfied with the standard.

8.9 All new invigilators will undertake invigilation training

8.10 Existing invigilators will be retrained periodically

8.11 Information from the awarding body is circulated to all members of staff involved in the assessing of students' work.

8.12 The school's Equal Opportunities Policy is followed at all times and regularly monitored.

Raising Awareness of this Policy

We will raise awareness of this policy via:

- the school website
- iAM Compliant, Compliance Manager
- meetings with parents
- school events
- meetings with school staff
- communications with home

Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, civil partnership or marriage, race, religion or belief, sex or sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010. As it is fair, it does not prioritise or disadvantage any student and it helps to promote equality at this school.

Monitoring the effectiveness of the policy

Review of Procedure

This procedure shall be subject to annual review.

The Governing Board approved this policy on date: 22nd October 2026

Signed: Colin Hayfield, Chair of Governors

Signed: Helen Hannam, Headteacher

Date of review or revision	Description	Author or reviewing officer
April 2026	Change the policy name in line with JCQ requirements. Amend the compliance manager. Change of positions. Update reference to latest JCQ document.	Nicola Camano

Appendix 1

Internal Appeals Form

For school use	
Date received:	
Reference number:	

Please complete this form so that the school can establish the nature of your appeal.

Reason for appeal	Please tick
Appeal against an internal assessment decision and/or a request for a review of marking	
Appeal against the school's decision to not support a clerical check, review of marking, review of moderation or an appeal	

Name of appellant:		**Candidate name, if different:**	
Awarding body:		**Assessment code:**	
Subject:		**Assessment title:**	
Please provide details regarding your appeal, e.g. justification for the appeal:			
Tick below, if applicable: ☐ My appeal is against an internal assessment decision and I wish to request a review of the school's marking			
Appellant signature:		**Date:**	