

Internal appeals procedures:

Review of Results and Appeals

Centre Number	58277
Updated	06/10/2025
Current policy created by	Mrs A M Hine
Current policy approved by	Mr Applin
Head of centre	Miss S Hearle

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

This procedure confirms The Henry Beaufort School's compliance with JCQ's *General Regulations for Approved Centres* 5.13 i) 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 a clerical check, a review of marking, a review of moderation or an appeal...*"

Candidates are informed of the arrangements for post-results services **before** they sit any exams, details of which are published on the school website.

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided on Results day.

Senior members of staff are available on Results day and from the start of the new term.

If the centre or a candidate (or his/her parent/carer) has a concern and believes a result may not be accurate, a review of the result may be requested.

Reviews of Results (RoRs) offers three services.

- ▶ Service 1 – clerical re-check
- ▶ Service 2 – review of marking (ROM)
- ▶ Service 3 – review of moderation (this service is not available to an individual candidate)

Written candidate consent is required in all cases before a request for an RoR service 1 or 2 or Access to Scripts (ATS) is submitted to the awarding body as with these services candidates' marks and subject grades may stay the same go up or be lowered. Candidate consent can only be collected **after** the publication of results.

If a concern is raised about a particular examination result, AL/HOD following school policy will investigate the feasibility of requesting a review supported by the centre.

Where The Henry Beaufort School 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.

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 his/her 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.

This appeal should be completed and submitted to the centre within 5 working 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 receiving 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. 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.