



# Examinations Internal Appeals Policy 25/26

Last reviewed: Feb 2026

Next review due: Feb 2027

**We do things differently.....**

**H.E.R.E**

**High Standards**  
**Empathy**  
**Resilience**  
**Emotional Response**

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## 1. Purpose

This policy confirms that **Arbour Academy complies with the JCQ General Regulations for Approved Centres (2025–26)** by: Maintaining a **written internal appeals procedure** relating to internal assessment decisions

- Ensuring the procedure is **communicated, accessible and widely available** to candidates
- Allowing candidates to **request a review of the centre’s marking** before marks are submitted to awarding bodies

## 2. Principles

Arbour Academy is committed to ensuring that:

- Internal assessments are conducted by staff with appropriate subject knowledge, understanding and training
- Candidate work is produced and authenticated in line with awarding body requirements
- Internal marking is **fair, consistent, transparent and specification-compliant**

- Internal standardisation is used where more than one assessor is involved
- All internal appeals focus on **whether correct procedures were followed**, not on academic judgement

### 3. Scope of this Policy

This policy covers:

1. **Internal appeals against centre-assessed marks (NEA / coursework)**
2. **Appeals against centre decisions not to support a Review of Results or Appeal**
3. Information on **awarding body post-results services**

It does **not** cover:

- Appeals against awarding body moderation outcomes
- Appeals against final grades (handled via awarding body processes)

### 4. Roles and Responsibilities

- **Exams Officer:** administers appeals, maintains records
- **Assistant Head (i/c Exams):** oversees internal appeals
- **Head of Centre:** informed of all appeals and outcomes

### Internal Appeals Against Centre-Assessed Marks (NEA)

#### 5.1 Notification of Marks

Candidates will be informed of their **centre-assessed marks** before submission to the awarding body.

This allows candidates to consider whether:

- JCQ / awarding body procedures were followed
- The mark scheme was correctly applied

#### 5.2 Requesting a Review of Centre Marking

Candidates must:

- Seek advice from subject staff or the Exams Officer
- Submit an **Internal Appeals Form** by the stated deadline

#### Timescale

- Normally **within 5 school days** of marks being released
- Deadlines may be adjusted to meet awarding body submission dates

#### 5.3 Access to Materials

Candidates may request copies of:

- Their marked work
- The specification
- The mark scheme and subject-specific guidance

Requests must be made **in writing**.

#### 5.4 Review Process

- A review will examine whether procedures were correctly followed
- The review will be completed **within 7 calendar days**, where possible
- Outcomes may result in:
  - Marks increasing
  - Marks decreasing
  - Marks remaining unchanged

The outcome will be:

- Provided to the candidate in writing
- Logged by the Exams Officer
- Reported to the awarding body if procedural irregularities are identified

#### 5.5 Administrative Fee

An **administrative fee of £25** may be charged to cover staffing and processing costs. This fee is **non-refundable** and does not influence the outcome.

### 6. Awarding Body Moderation

After submission, internally assessed work is externally moderated.

Any changes made by awarding bodies:

- Are outside the control of Arbour Academy
- Are **not covered by this internal appeals procedure**

### 7. Appeals Against Centre Decisions on Post-Results Services

Arbour Academy complies with JCQ requirements to have an internal procedure where a candidate disagrees with a centre decision **not to support**:

- A clerical check
- A review of marking
- A review of moderation
- An awarding body appeal

Candidates may submit an internal appeal to the **Head of Centre** using the Internal Appeals Form.

### 8. Post-Results Services (Awarding Body)

## 8.1 Available Services

Awarding bodies offer: **Clerical check**

- **Review of marking**
- **Review of moderation** (centre-initiated only)

Details, deadlines and fees are provided on **Results Day**.

## 8.2 Candidate Consent

Written candidate consent (including informed consent via email) is required **after results are published** before any service is requested, as grades may go down.

## 8.3 Centre Decision

If the centre does not support a request:

- The candidate may pay the relevant fee
- The centre will submit the request on the candidate's behalf

## 9. Appeals to Awarding Bodies

Following an outcome:

- The Head of Centre will decide whether acceptable grounds exist for an appeal
- Grounds must meet those set out in the **JCQ Appeals Booklet**

Candidates may request a **further internal appeal** if dissatisfied with the Head of Centre's decision.

Candidates **may not contact awarding bodies directly**.

## 10. Fees & Timescales

- Awarding body appeal fees must be paid **before submission**
- If an appeal is upheld, fees are refunded by the awarding body and repaid to the candidate
- Appeals must be submitted **within 7 calendar days** of receiving the outcome of a Review of Results

## 11. Record Keeping

The Exams Officer will retain:

- All appeal forms
- Correspondence
- Decisions and outcomes

Records will be made available to awarding bodies on request.

## **12. Data Protection**

All information is processed in accordance with:

- **UK GDPR**
- **Data Protection Act 2018**

Data is held securely, shared only where necessary, and retained in line with JCQ requirements.

## **13. Review of Policy**

This policy is reviewed **annually** and updated in line with:

- JCQ regulations
- Awarding body guidance
- Legislative changes