



Policy document

Post Results and Appeals

1 Policy

- 1.1** This policy outlines the procedure for making an appeal against the following:
- Internal assessment decisions relating to coursework (centre assessed marks)
 - External assessment decisions (externally assessed mark)
 - The centre's decision not to support a request or appeal to the awarding body (externally assessed marks)

The policy should be read in conjunction with the College policy **GCE non-examination assessment (coursework)** and **Coursework and Internal Assessments – Guidelines**

2 Appeals against internal assessment decisions – centre assessed marks

- 2.1** Section 2 of this policy should be read in conjunction with the JCQ publication '**General Regulations for Approved Centres 2024-2025**', section 5.7 which requires that the centre will:

- *'have in place and be available for inspection purposes, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates'*
- *'before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking'*

2.2 Deadlines for Summer 2025 NEA series:

Date	Action
Friday 28 March	Deadline for submission of all internally assessed NEA (individual departments could set an earlier deadline)
Monday 28 April	Return from Easter holidays
Tuesday 29 April	Results to examinations manager
Thursday 1 May	NEA marks issued to students by examinations team
Thursday 8 May 4pm	Deadline for students to request a review of marking (to be made in writing to the Examinations Manager)
Tuesday 13 May 12pm	Deadline for teacher review of marking and candidate informed of the outcome
Thursday 15 May	Deadline for submission of NEA marks to awarding body (Estimated date based on previous years)

- 2.3** The College is committed to ensuring that the marking of coursework and non-examination assessments is done fairly, consistently and in accordance with the awarding body's 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. The College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

- 2.4** The College 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.

On being informed of their centre assessed marks, if a candidate believes that the procedures outlined above have not been followed, or that the mark scheme has been applied incorrectly, then he/she should follow the guidelines below to decide whether to request a review of the centre's marking. **They must do this within 5 working days of receiving their marks.**

- 2.5** The procedure for requesting a review of centre assessed marks is as follows:

1. The college 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.
2. Candidates will be informed that they may request copies of materials to assist them in considering whether to request a review of the centre's marking of the assessment.
3. Subject leaders will, having received a request for copies of materials, promptly make them available to the candidate.
4. The college will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
5. Requests for reviews of marking **must** be made in writing to the Examinations manager via email. There will be a charge to cover administration and external moderator costs (payable via Evolve).
6. The college will allow 5 working days 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. The review of marking will be 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. This is a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. **It is not a re-marking of the candidate's script.** If the review leads to a change in the overall mark it should be noted that marks can go up and down.
9. The college will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
10. The candidate will be informed in writing of the outcome of the review of the centre's marking.

After candidates' work has been internally assessed, it is moderated by the awarding body to ensure consistency in marking between centres. The moderation process may lead to mark changes. This process is outside the control of the College and is not covered by this procedure.

3 Appeals against external assessment decisions – externally assessed marks

- 3.1** Section 3 of this policy should be read in conjunction with the JCQ publication '**General Regulations for Approved Centres 2024-2025**', section 5.13 which requires the centre to '*have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services prior to the issue of results*'
- 3.2** Once results have been issued in August, post-results services are provided by the awarding bodies. Full details of these services, including internal deadlines for requesting a service and fees charged, are provided by the Examinations Manager.
- 3.3** Candidates will also be informed **before** they sit any exams of the arrangements for post-results services and the availability of senior members of centre staff immediately after the publication of results.
- 3.4 Enquiries about results**
Awarding bodies offer three levels of post-results service:
1. Clerical re-check
 2. Review of marking (including a priority service)
 3. Review of moderation (this service is not available to individual candidates)
- 3.5 Procedure for enquiries about results**
After the publication of results, the candidate can request a clerical re-check or a review of marking.
1. The candidate should obtain a personalised post-results form in person from the Examinations Manager; this form details the options available and the fees applicable
 2. Written candidate consent is required in all cases before a request is submitted to the awarding body; **the candidate must understand that marks and subject grades can go up and down**
 3. Advice and guidance will be offered to support the candidate in making a decision to request a post-results service
 4. Where there is concern that a candidate risks losing his/her overall grade, consent must be obtained from a senior member of College staff
 5. Where a subject leader raises a concern about a specific student's result, the candidate may be contacted to discuss the possibility of requesting a post-results service
- 3.6** Following the outcome of a post-results service, 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 process)**' will be consulted to determine the acceptable grounds for a preliminary appeal.

4 Appeals against the centre's decision not to support a request or appeal to the awarding body (externally assessed marks)

- 4.1** Where the head of centre is satisfied with the outcome of a post-results service or malpractice outcome, but the candidate 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**
- 4.2** Candidates or parents/carers are not permitted to make direct representations to an awarding body

- 4.3** If the candidate is not happy with the centre's decision, they can request a personal hearing before an appeals panel.
1. The appeals panel will consist of two members of the college leadership team
 2. The request for a personal hearing must be made within two days of receipt of the written reply to the initial request.
 3. The candidate will be given at least two days' notice of the hearing date.
 4. The candidate may bring a parent/carer to the hearing.
 5. If appropriate, the teacher(s) involved will be present at the hearing.
 6. The Examinations Manager will convey the outcome of an appeal and the reasons for that outcome in writing to the candidate.
 7. The college will maintain a written record of all appeals.

5 Further guidance and support

College policies:

- ***GCE non-examination assessment (coursework)***
Coursework and Internal Assessments - Guidelines

JCQ publications:

- ***'General Regulations for Approved Centres 2024-2025'***
<https://www.jcq.org.uk/exams-office/general-regulations>
'Post-Results Services'
<https://www.jcq.org.uk/exams-office/post-results-services>
- ***'JCQ Appeals Booklet (A guide to the awarding bodies' appeals process)'***

6 Equality Impact

The College's equality, diversity and inclusion policy has been taken into account when considering this policy.

Date of review	Date agreed	JCC	Governors	Review date	Comments
April 2025		N/A	N/A	November 2025	Changed review date cycle to fall more in line with JCQ updates

