Internal Appeals Procedure

(Review of Results and Appeals)

Centre name	The Roundhill Academy
Centre number	25327
Date policy reviewed	31 October 2026
Policy approved by	Natalie Teece
Policy reviewed by	Julia Rann
Date of next review	30 September 2027

Key staff involved in the policy

Role	Names
Head of Centre	Natalie Teece
SLT Member with responsibility for Exams	Julia Rann
Examinations Manager	Tania Taylor

This procedure is reviewed and updated annually to ensure that appeals against any decision at The Roundhill Academy not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations and reflects centre practice.

Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres.**

To be read in conjunction with:

- Certificate Issue Procedure and Retention Policy
- Exam Archiving Policy
- Internal Appeals Procedure (Access arrangements, special considerations and other admin issues)
- Internal Appeals Procedure (Internal Assessment Decisions)

Introduction

Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at The Roundhill Academy)

If teaching staff at The Roundhill Academy or a candidate (or their parent/carer) have a concern that a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check): This is the only service that can be requested for multiple choice tests

- Service 2 (Review of marking): This service is available for externally assessed components of GCSE specifications. It is also available for Level 2 Vocational and Technical qualifications.

- Service 3 (Review of moderation): This service is not upon the work of an individual candidate or the work of candidates not in the original sample

Requests must be submitted online via the awarding bodies' extranet sites.

Access to Scripts (ATS):

Centres may request copies of scripts to support

- reviews of marking; and/or

- to support teaching and learning

Appeals

- The appeals process is available after receiving the outcome of a review of results

Purpose of the procedure

Details of these procedures are made widely available and accessible to all candidates.

The purpose of this procedure is to confirm the arrangements at The Roundhill Academy for dealing with candidate appeals relating to any centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation, or an appeal.

This procedure ensures compliance with JCQ regulations (GR 5.3, 5.8, 5.13) which state that centres must:

- have in place for inspection, that must be reviewed and updated annually, a written internal appeals procedure relating to post-results services and appeals (with reference to the JCQ document *A guide to the awarding organisations' appeals processes*)

- draw to the attention of candidates and their parents/carers their written internal appeals procedure which will cover appeals regarding internal assessment decisions, access to post-results services and appeals, and centre decisions relating to access arrangements and special consideration

- have available for inspection purposes and draw to the attention of candidates and their parents/carers a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

Post-results services

- Candidates must be made aware of the arrangements for post-results services prior to the issue of results

- A review of moderation cannot be undertaken upon the work of an individual candidate or the work of candidates not in the original sample (PRS 4.3)

- The appeals process is available after receiving the outcome of a review of results (PRS 5.1)

At The Roundhill Academy:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results. This is initially by the Student Handbook issued with candidate timetables and then this will be via email and sent to all parents / carers / students at least one week before the results are issued to candidates. They will also be included within the results pack on the day of the results and will also be shown on The Roundhill Academy website.

- Candidates are also informed of the periods during which senior members of centre staff will be available immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking (GR 5.13, PRS 4.1)

- Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by the Examinations Manager at The Roundhill Academy The procedures will be posted on the Roundhill Academy website prior to results day.

Dealing with requests

- All post-results service requests from internal candidates must be made through the centre (GR 5.13)

At The Roundhill Academy the process to request a service is:

Contact the Exams Manager who will provide a candidate consent form and details of how to pay the fees.

Candidate consent

- Candidates must provide their **written consent** for clerical re-checks, reviews of marking, and any subsequent appeal, and access to scripts services offered by the awarding bodies **after** the publication of examination results (GR 5.13)

- (As applicable, it will be ensured that any private candidates are made aware that all post-results service requests can be made directly through the relevant awarding body)

The Roundhill Academy will:

- Acquire written candidate consent (accepting informed consent via candidate email) in all cases **before** a request for a clerical re-check, a review of marking, and any subsequent appeal, or an access to scripts service request is submitted to the awarding body

- Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re- check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded

- Only collect candidate consent **after** the publication of results

- Retain consent forms or e-mails from candidates for at least six months following the outcome of a clerical re-check or review of marking or any subsequent appeal (PRS 4.2)

- Retain consent/permission forms or e-mails from candidates to request and use their scripts for at least six months (PRS Appendix B)

- There may be fees payable by the candidate prior to any Post Results Services being requested.

- All forms can be obtained from the Examinations Manager and will need to be completed, signed and returned by the published deadlines issued to candidates in advance.

Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate, The Roundhill Academy will:

- Look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information, etc., when made available by the awarding body, to determine if the concern may be justified

In all other instances:

Consider accessing the script by:

- requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline OR

- (where the option is made available by the awarding body) viewing a copy of the candidate's marked script online to consider if requesting a review of marking is appropriate

- Collect written consent/permission from the candidate to access the script

- On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking

- Support a request for the appropriate Review of Results service (clerical re-check or review of marking) if any error is identified

- Collect written consent from the candidate to request the Review of Results service before the request is submitted

- Where relevant, advise an affected candidate to inform any third party (such as a college) that a review of marking has been submitted to an awarding body

For **moderated** components that contributed to the final grade The Roundhill Academy will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation

- Consult the moderator's report/feedback to identify any issues raised

- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a Review of Results service 3 (Review of moderation) will not be available

- Determine if there are any grounds to submit a request for a review of moderation for all candidates in the original sample

Submitting requests

The Roundhill Academy will:

- Submit requests electronically for clerical re-checks, reviews of marking, reviews of moderation and access to scripts by the published deadline(s) in accordance with the JCQ document **Post-results services** (GR 5.13)

- Submit requests for appeals in accordance with the JCQ document **A guide to the awarding organisations' appeals processes** (GR 5.13)

- Confirm the awarding body's acknowledgement of receipt of a review of results request prior to the deadline for submission of post-results services and regularly check the progress of the request online (PRS 4.5)

Dealing with outcomes

The Roundhill Academy will:

- Ensure outcomes of clerical re-checks, reviews of marking, reviews of moderation and appeals are made known to candidates as soon as possible (GR 5.13)

- Candidates will be notified by email and a phone call to advise on the outcome of the enquiry

Managing disputes

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, The Roundhill Academy will:

- For a review of marking advise the candidate a review may be requested by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre

- For a review of marking (Review of Results service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission (and any required administration fee) for the centre to access the script from the awarding body

- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (Review of Results service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for the centre to request the service from the awarding body

- Inform the candidate that a review of moderation (Review of Results service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre by emailing the Examinations Manager at The Roundhill Academy at least five working days prior to the internal deadline for submitting a request for a review of results.

The appellant will be informed of the outcome of the appeal two working days after submitting an appeal.

Appeals

Following a Review of Results 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 documents **Post-Results Services** and **A guide to the awarding organisations' appeals processes** will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the head of centre is satisfied after receiving the Review of Results outcome, but the candidate (or parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made directly to the centre. Candidates or parents/carers are not permitted to make direct representations to an awarding body. Following this, the head of centre's (or their delegated representative's) decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in *A guide to the awarding organisations' appeals processes*.

To submit an internal appeal:

- An internal appeals form should be completed and submitted to the centre within the time specified by the centre from the notification of the outcome of the review of the result

- Subject to the head of centre's decision, the preliminary appeal will be processed and submitted to the awarding body within the required 30 calendar days of the awarding body issuing 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 (fees are available from the exams manager)

- 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