



KINGSTONE ACADEMY TRUST

APPROVED DOCUMENT

External Exams Appeals Policy	
Relevant School/s:	KHS
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Approved By:	Mr M Morris (Head of School)
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Appeals and reviews of exam results

The process for requesting a review of results or appeal against a decision made by an awarding body is laid out according to Joint Council Qualifications (JCQ) guidance below.

Review of results (RORs)

Centres should use awarding bodies' review of results (RoRs, formerly EARs) services in the first instance if the Head of Centre is dissatisfied with examination results.

If the Head of Centre remains dissatisfied after receiving the outcome of a RoR, then the appeals process is available.

Awarding bodies offer the following RoRs services:

1. **Clerical re-check (Service 1)** – a re-check of all clerical procedures leading to the issue of a result.
It includes the following checks:
 - That all parts of the script have been marked
 - The totalling of marks
 - The recording of marks
2. **Review of marking (Service 2)** – a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It's not a re-marking of the candidate's script.

This also includes the clerical re-checks available in Service 1. A priority post-results review of marking is also available in certain circumstances.

3. **Review of moderation (Service 3)** – a review of the original moderation to ensure that the assessment criteria have been fairly, reliably and consistently applied. It's not a remoderation of candidates' work.

Submitting requests

The Senior Leadership Team, in conjunction with Faculty Heads, will determine whether a request is justified to apply for one of the RoRs services. This will then be submitted online through the relevant awarding body's extranet site. **Applications will not be accepted if submitted by any other individuals such as candidates or parents.**

Candidates **must** provide their written consent for clerical checks and reviews of marking after the publication of results. They must also be informed that their marks and subject grades may be lowered, before the application is submitted.

Outcome of enquiries

The outcome of each enquiry will be confirmed to the school by the respective awarding body, and a reason for the decision of a review of marking will be provided. The school will inform the student in writing of the outcome.

Where marks have been reduced or there has been a downgrade, the RoR request cannot be revoked and the original mark or grade cannot be reinstated.

Appeals

Awarding bodies can accept appeals in relation to 3 areas:

- 1. Appeals against results:** when a centre is dissatisfied with an examination result or results following the RoRs process
- 2. Appeals against malpractice decisions:** following a decision to apply a penalty because of malpractice in an examination/assessment
- 3. Appeals against decisions made in respect of access arrangements and special consideration**

1. Appeals against results

If the Head of Centre is dissatisfied with examination results following the outcome of the RoRs, they can refer to:

- The relevant JCQ documentation
- Information published by awarding bodies at the time of results being made available.

If after consulting the documentation, the Head of Centre genuinely believes that the awarding body has not followed due procedures, they can submit an appeal.

Who can appeal?

Appeals can only be submitted by the Head of Centre on behalf of a candidate or a group of candidates.

How to appeal?

The Head of Centre must submit a written request for an appeal to the relevant awarding body, clearly setting out the grounds for appeal. Appeals must be made within 30 calendar days of receiving the outcome of the RoRs process.

Appendix A of the JCQ's guidance on appeals includes an application form that can be used.

2. Appeals against malpractice decisions

Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the awarding body. It is not possible to appeal against a decision to take no further action or against a sanction which is seen to be too lenient.

Who can appeal?

The following stakeholders can appeal against malpractice decisions:

- **The Head of Centre** may appeal against a finding of a finding of malpractice and/or the sanction imposed on the centre or members of staff. The Head of Centre may also appeal on behalf of candidates entered or registered through the centre.
- **A member of centre staff or personnel contracted to a centre (e.g. an external invigilator):** may appeal against a finding of malpractice and/or the sanction imposed on him/her.
- **A third party** who has been barred from taking examinations or assessments with an awarding body may appeal against that decision

Candidates and/or parents are not entitled to appeal directly to the awarding body.

They must contact the Head of Centre, who should then decide whether to proceed with an appeal.

How to appeal?

Clear and concise requests for an appeal should be submitted in writing to the relevant awarding body within 2 calendar weeks of receiving a malpractice decision. Appeals must be "based on reasonable grounds which relate to the incident in question".

The following can be accepted as reasonable grounds:

- The incident was not dealt with in accordance with the JCQ's published procedures
- The decision was unreasonable in light of the evidence presented to the malpractice committee
- Further evidence (including medical evidence) has come to light which changes the basis of the awarding body's decision
- The sanction imposed is disproportionate to the seriousness of the malpractice.

The following do not, by themselves, constitute grounds for an appeal:

- The individual did not intend to cheat
- The individual has an unblemished academic record
- The individual could lose a further/higher education placement or employment
- The individual regrets their actions

3. Appeals relating to access arrangements and special consideration

The Head of Centre can make a written request setting out the grounds for a preliminary appeal if:

- They disagree with a decision made relating to an access arrangement, and;
- Reasonably believe that the awarding body has not followed due procedures for a reasonable adjustment or special consideration

This request should be made after consulting the document detailing the decision made by the awarding body.

Who can appeal?

Appeals will only be accepted from a Head of Centre on behalf of a candidate or a group of candidates. The appeal request should be made within 2 calendar weeks of receiving the original decision letter.

It may help if the Head of Centre discusses the matter with the relevant awarding body before making an appeal request as this may resolve the matter before reaching the appeals stage.

The principles and regulations governing access arrangements and special consideration are outlined in guidance from the JCQ