




Internal Appeals Procedure

2025/26

Academic Year

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Department Area	Funding Data & Exams
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Status	Internal

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This procedure confirms The Sandwell Colleges compliance with JCQ's General Regulations for Approved Centres that the centre has in place "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" and that the centre "must inform candidates of their centre assessed marks as a candidate is allowed to request a review of the centre's marking before marks are submitted to the awarding body."

Certain components of GCSE and GCE (GCSE controlled assessments, GCE coursework, GCE and GCSE non-examination assessments) and other qualifications that contribute to the final grade of the qualification are internally assessed (marked) by the centre. The marks awarded (the internal assessment decisions) are then submitted by the deadline set by the awarding body for external moderation.


The Sandwell Colleges are committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

The Sandwell Colleges ensures that all centre staff follow a robust Non-examination assessment policy (for the management of GCE and GCSE non-examination assessments). This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. The Sandwell Colleges are committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre-assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of his/her work, or that the assessor has not properly applied the mark scheme to his/her marking, then he/she may make use of this appeals procedure to consider whether to request a review of the centre's marking.

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The Sandwell Colleges 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.

The Sandwell Colleges will inform candidates that they may request copies of materials (for example, a copy of their marked work, the relevant specification, the mark scheme and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's marking of the assessment.

The Sandwell Colleges will, having received a request for copies of materials, promptly make them available to the candidate within five calendar working days.

The Sandwell Colleges will provide candidates with sufficient time to allow them to review copies of materials and reach a decision.

The Sandwell Colleges will provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within five calendar days of receiving copies of the requested materials.

Appeals should be made to the Head of Department who will take the following actions:

- Inform the relevant Assistant Principal
- Inform internal verifier, moderator or coordinator for the appropriate course
- Together they will convene an Appeal Panel of course team members, this should not include any lecturer, verifier, moderator or coordinator involved in the original assessment, although they should be made aware of the appeal.

The Sandwell Colleges will allow five working calendar 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.


The Sandwell Colleges will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

The Sandwell Colleges will inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the head of Centre for exams. A written record of the review will be kept and made available to the awarding body upon request.

The moderation process carried out by the awarding bodies may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

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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 Cirencester College compliance with JCQ's General Regulations for Approved Centres 2017-2018, section 5.14 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..."

Following the issue of results, awarding bodies make post-results services available. Candidates are also informed of the arrangements for post-results services before they sit any exams and the accessibility of senior members of centre staff immediately after the publication of results by displaying notices on College website.

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

Enquiries about results (EARs) offers three services.

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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an EAR service 1 or 2 is submitted to the awarding body, as with these services candidates' marks and subject grades may be lowered. Candidate consent can only be collected after the publication of results.


If a concern is raised about a particular examination result, the exams officer, teaching staff and the head of centre for exams will investigate the feasibility of requesting an enquiry supported by the centre.

Where the centre does not uphold a request from a candidate, the candidate may pay the appropriate EAR fee to the centre, and a request will be made to the awarding body on the candidate's behalf.

Following the EAR 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 for exams is satisfied after receiving the EAR 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

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The internal appeals form should be completed and submitted to the centre within 7 calendar days of the notification of the outcome of the EAR. 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 enquiry about 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 officer). 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.

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Further guidance to inform and implement appeals procedures

JCQ

General Regulations for Approved Centres

- <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

- <https://www.jcq.org.uk/exams-office/appeals>

Notice to Centres - Reviews of marking (centre assessed marks)

- <https://www.jcq.org.uk/exams-office/controlled-assessments>
- <https://www.jcq.org.uk/exams-office/coursework>
- <https://www.jcq.org.uk/exams-office/non-examination-assessments>

Notice to Centres – informing candidates of their centre assessed marks

- <https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual

GCSE (9 to 1) qualification-level conditions and requirements

- <https://www.gov.uk/government/publications/gcse-9-to-1-qualification-levelconditions>

GCSE (A* to G) qualification-level conditions and requirements

- <https://www.gov.uk/government/publications/gcse-a-to-g-qualification-levelconditions-and-requirements>

GCE qualification-level conditions and requirements

- <https://www.gov.uk/government/publications/gce-qualification-level-conditions-andrequirements>

Pre-reform GCE qualification-level conditions and requirements

- <https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-prereformqualifications>

Data Protection

When managing a student's personal data information, it will be collected in accordance with the College's data protection policy. Data collected is held securely and accessed by, and disclosed to, individuals only for the purposes of information relating to this policy. Inappropriate access or disclosure of student data constitutes a data breach and should be reported in accordance with the organisation's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the College's disciplinary procedure.

Equality

As with all College Policies and Procedures due care has been taken to ensure that this policy is appropriate to all students regardless of gender, age, race, ethnicity, disability, gender identity, sexual orientation or religion/faith. The policy will be applied fairly and consistently whilst upholding the College's commitment to providing equality to all.

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