



Leigh Academy  
Tonbridge

# INTERNAL APPEALS PROCEDURE 2024/25

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Michael Crow Yue Xiu Wang	
Date of next review	28/09/2025

## Key staff involved in the procedure

Role	Name(s)
Head of centre	Michael Crow
Senior leader(s)	Jenny Gray, Luke Fuller, Alison Jolliffe , Patrick Bidder, Ben Racher, Laura Elstone
Exams officer	Yue Xiu Wang
SENCo	Sophie Waight
IT manager	Michael Burlow

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## Purpose of the procedure

This procedure confirms **Leigh Academy Tonbridge** compliance with JCQ's **General Regulations for Approved Centres** (5.3z, 5.8) that the centre will:

- have in place for inspection **that must be reviewed and updated annually**, a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, **access to** post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates and their parents/carers **their** internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

## Appeals relating to internal assessment decisions (centre assessed marks)

Certain qualifications contain **components/units** of non-examination assessment, **controlled assessment and/or coursework** which are internally assessed (marked) by **centres** and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

The qualifications delivered at **Leigh Academy Tonbridge** containing internally assessed components/units are:

- GCSE Art & Design
- GCSE English Language
- GCSE Geography
- GCSE Food Preparation & Nutrition
- GCSE Design & Technology
- BTEC Tech Award in Sport
- BTEC Tech Award in Music Practice
- A Level Design & Technology
- A Level English Literature
- A Level History
- A Level Physics
- Level 3 Extended Project
- BTEC National in IT
- BTEC National in Creative Media
- BTEC National in Business
- T Level Accounting
- Cambridge Technical in Sport

This procedure confirms **Leigh Academy Tonbridge's** compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the centre will:

- have in place for inspection **that must be reviewed and updated annually**, 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

**Deadlines for the submission of marks** ( The deadlines may vary from subject to subject in line with the exam awarding bodies' deadlines for external submission, allowing sufficient time for candidate to appeal for internal review of marking)

**Leigh Academy Tonbridge** is 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.

**Leigh Academy Tonbridge** ensures that all centre staff follow a robust **policy regarding** the management of non-examination assessments **including controlled assessments and coursework**. This policy details **the** procedures relating to the qualifications delivered in **Leigh Academy Tonbridge** to which these procedures apply, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, who have been trained in this activity **and do not have any potential conflicts of interest**. **If AI tools have been used to assist in the marking of candidates' work, they will not be the sole marker.** **Leigh Academy Tonbridge** is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is 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 their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

**Leigh Academy Tonbridge** will:

1. 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. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment
4. having received a request for copies of materials, promptly make them available to the candidate. This will either be the originals viewed under supervised conditions or copies
5. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
6. provide candidates with sufficient time, normally at least **5 working days**, to allow them to review copies of materials and reach a decision
7. 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 **5 working days** of receiving copies of the requested materials by completing the **internal appeals form**] and candidates must explain on what grounds they wish to request a review
8. 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 for the submission of marks
9. ensure that the review of marking is conducted by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. 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 who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding body 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 in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

## Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ [Information for candidates documents](#) (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

**Leigh Academy Tonbridge** ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication does not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures. The only exception to this is where the awarding body's confidential assessment material has potentially been breached. The breach will be reported to the awarding body immediately.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, **Leigh Academy Tonbridge** will:

- follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting non-examination assessments/Instructions for conducting coursework*) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an **internal appeals form** should be completed and submitted within 5 calendar days of the decision being made known to the appellant

The appellant will be informed of the outcome of the appeal within 5 calendar days of the appeal being received and logged by the centre.

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This procedure is informed by the JCQ documents [Instructions for conducting non-examination assessments \(4.6, 6.1, 9\)](#), [Instructions for conducting coursework \(6, 7, 13.5\)](#), [Review of marking \(centre assessed marks\) suggested template for centres](#), [Notice to Centres - Informing candidates of their centre assessed marks and Suspected Malpractice: Policies and Procedures \(4.5\)](#)

## Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms **Leigh Academy Tonbridge** compliance with JCQ's **General Regulations for Approved Centres** (section 5.13) that the centre will:

- 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

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the exams officer.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. 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. Candidates are made aware/informed by the required deadline. If the centre or a candidate (or their parent/carer) has a concern and believes 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 objective tests (multiple choice tests)
- Service 2 (Review of marking)
- Priority Service 2 (Review of marking)  
This service is available for externally assessed components of both unitised and linear GCE A-level specifications **It is also available for Level 3 Vocational and Technical qualifications**
- Service 3 (Review of moderation)  
This service is not available to an individual candidate

### Access to Scripts (ATS):

- Copies of scripts to support reviews of marking
- Copies of scripts to support teaching and learning

Following examination results, there is a short period of time in which a RoR can be made to the awarding body.

This includes a clerical re-check of the marks or a review of results. The awarding body charges a fee for these services.

A request for a RoR can only be made by the Academy and the Academy will only support this if it feels there is a good chance that the grade will improve. Following a RoR, grades can stay the same, improve or go down.

Candidates must give their written consent for a clerical re-check or a review of marks to be made.

Parents/carers and candidates must be made aware of the awarding bodies' deadline for a RoR. For **2025, this towards the end of September. (to be confirmed by the exam boards)**

If the school will not support a RoR, the candidate can pay the fee and request that the Academy make the inquiry on their behalf. If the grade does improve, this fee will be refunded.

## Appeals

Should the Academy not support a RoR and the candidate or parent/carer does not want to pay the fee, a letter from the candidate or parent/carer must be written to the Principal advising why they feel a RoR should be made.

In view of the time available to make a RoR, the Principal must reply within five working days (this is subject to how close to the deadline the date is).

If the Principal upholds the decision that a RoR would not benefit the candidate and the candidate or parent/carer wants to complain further, the latter should refer to *The Leigh Academy Tonbridge's Complaint Procedure*.

Following the outcome of the RoR, there is a possibility of an appeal to the awarding body. This appeal must be made by the Head of Centre at the Academy. The awarding bodies will not accept appeals made by candidates or parents/carers.

The Head of the Centre will only make an appeal if convinced that the awarding body has not followed due procedure. 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.

There are several stages of appeals and a fee is charged at each stage. These appeals will take several months to complete.

Where the head of centre is satisfied after receiving the RoR 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*.

The **internal appeals form** should be completed and submitted to the centre within **15 calendar days** of the notification of the outcome of the RoR. 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 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 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.

## **Appeals regarding centre decisions relating to access arrangements and special consideration**

This procedure confirms The Leigh Academy Tonbridge's compliance with JCQ's **General Regulations for Approved Centres** (section 5.3z) that the centre will:

- have in place and available for inspection a written internal appeals procedure which must cover appeals regarding centre decisions relating to access arrangements and special consideration

The Leigh Academy Tonbridge will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

### **Access arrangements and reasonable adjustments**

In accordance with the regulations, The Leigh Academy Tonbridge

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include:

- putting in place access arrangements/adjustments that are not approved
- failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- charging a fee for providing reasonable adjustments to disabled candidates

### **Special consideration**

Where The Leigh Academy Tonbridge can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate his or her normal level of attainment in an assessment.

### **Centre decisions relating to access arrangements, reasonable adjustments and special consideration**

This may include The Leigh Academy Tonbridge's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where The Leigh Academy Tonbridge makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted
- An Internal appeals form should be completed within 5 calendar/working days.

To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.

The appellant will be informed of the outcome of the appeal within 5 calendar/working days.

If the appeal is upheld, The Leigh Academy Tonbridge will proceed to implement the necessary arrangements/submit the necessary application].

### **Appeals regarding centre decisions relating to other administrative issues**

Circumstances may arise that cause The Leigh Academy Tonbridge to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where The Leigh Academy Tonbridge may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An **internal appeals form** should be completed and submitted within 5 calendar days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 5 calendar days of the appeal being received and logged by the centre].

## INTERNAL APPEALS FORM

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes\* on the form below

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against a decision to reject candidate's work on the grounds of malpractice
- Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- Appeal against the centre's decision relating to access arrangements or special consideration
- Appeal against the centre's decision relating to an administrative issue

\*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

- Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking  
If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature:

Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure



- Post-Results Services  
<https://www.jcq.org.uk/exams-office/post-results-services>
- JCQ Appeals Booklet (A guide to the awarding bodies' appeals processes)  
<https://www.jcq.org.uk/exams-office/appeals>
- Notice to Centres – Informing candidates of their centre assessed marks  
<https://www.jcq.org.uk/exams-office/non-examination-assessments>
- Suspected Malpractice: Policies and Procedures <https://www.jcq.org.uk/exams-office/malpractice/>
- Access Arrangements and Reasonable Adjustments  
<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>
- A guide to the special consideration process  
<https://www.jcq.org.uk/exams-office/access-arrangements-and-special-consideration/regulations-and-guidance/>

## **Ofqual publications**

- GCSE (9 to 1) qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>
- GCE qualification-level conditions and requirements  
<https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements>