



**LIONHEART**  
EDUCATIONAL  
TRUST

**EXAMS INTERNAL APPEALS POLICY**

**This policy applies to all secondary schools within  
the Lionheart Educational Trust**

**Approved by the Trust**

**September 2023 – September 2024**



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## 1. Introduction and aims

The examinations process will use internal and external assessments to evaluate candidate performance; this may involve centre based marking and external examiner marking processes for some qualifications.

The purpose of these procedures is to outline how candidates can appeal against internal assessment decisions and a centre's decision not to support an external review.

The aim of these procedures are to:

- Ensure Lionheart exam centres complies with requirements and guidance set out by the Joint Council for Qualifications (JCQ) and awarding bodies in regards to having in place a written internal appeals procedure relating to internal assessment decisions
- Outline the requirement to inform candidates of their centre assessed marks before these are submitted to the awarding body (as a candidate is allowed to request an internal review of the centre's marking)
- Outline the centre's appeal process in regards to 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

These procedures will be communicated to all relevant centre staff and students.

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

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

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.

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

This procedure confirms our compliance with JCQs General Regulations for Approved Centres (section 5.7) that we 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



Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity. We are 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 take place to ensure consistency of marking.

On being informed of their centre assessed mark(s), if candidates 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 their marking, then they may make use of the internal appeals procedure below to consider whether to request a review of the centre's marking,

### 3. Appeals process (internal assessment decisions)

The following steps will be taken:

- 1) Centre staff 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 (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.
- 3) 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) Upon receipt of a request for copies of materials, the centre will promptly make them available to the candidate within **7 calendar days**.
- 4) Sufficient time will be provided to candidates in order to allow them to review copies of materials and reach a decision.
- 5) A clear ROR deadline will be provided 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 **7 calendar days** of receiving copies of the requested materials by completing the internal appeals request form.
- 6) There will be **7 calendar days** allowed 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) We will 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 and has no personal interest in the review.
- 8) The reviewer will be instructed to ensure that the candidate's mark is consistent with the standard set by the centre.
- 9) We will inform the candidate in writing of the outcome of the review of the centre's marking.
- 10) The outcome of the review of the centre's marking will be made known to the head of centre.



A written record of the review will be kept and made available to the awarding body upon request, and should the centre not accept the outcome of the review then the awarding body would be made aware.

**Important Note:**

- 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 in line with national standards.
- The mark submitted to the awarding body is subject to change and should therefore be considered **provisional**.

#### 4. Appeals against the centre's 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. The Exams Officer within the centre will facilitate access to these services and communicate with candidates how to access the services and appropriate deadlines for making requests.

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/accessible immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. 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.

Reviews of Results (RORs) 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)

Access to Scripts (ATS):

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

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an ROR 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 will work with teaching staff, heads of department and the Head of Centre to 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.



For written components that contributed to the final grade centres will

- Where a place at university or college is at risk, consider supporting a request for a Priority Service 2 Review of marking

In all other instances consider accessing the script by: (Written consent/permissions from the candidate must be obtained)

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

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

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an internal appeal can be submitted to the centre by completing the internal appeals form at least **7 calendar days** prior to the internal deadline for submitting an ROR.

The appellant will be informed of the outcome of their appeal before the internal deadline for submitting an ROR.

Following the ROR 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 will be consulted to determine the acceptable grounds for any preliminary appeal.

Where the Head of Centre is satisfied after receiving the ROR outcome, but the candidate (or their 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.

## 5. Appeals process (centre decision not to support an awarding body appeal from a candidate)

The following steps will be taken:

- 1) The internal appeals form should be completed and submitted to the centre within **7 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 enquiry about results process.

- 2) 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 upon request 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.

- 3) We will inform the candidate in writing of the outcome of the appeal once received from the awarding body.

## 6. Appeals regarding centre decisions relating to access arrangements

The following steps will be taken:

- 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

### 6.1 Access arrangements and reasonable adjustments

In accordance with the regulations, we:

- recognises our 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 our 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 AARA (Importance of these regulations)

### 6.2 Special consideration

Where we hold signed evidence to support an application, we 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.



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

This may include Lionheart exam centres 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 a decision is made 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 and submitted within 5 working days of the decision being made known to the appellant.

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 3 working days of the appeal being received and logged by the centre.

If the appeal is upheld, SENCo will proceed to implement the necessary arrangements/submit the necessary application.

## 7. Appeals regarding centre decisions relating to other administrative issues

Circumstances may arise that cause decisions to be made on administrative issues that may affect a candidate's examinations/assessments.

Where Lionheart exam centres 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 working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 3 working days of the appeal being received and logged by the centre.





## 8. Staff with responsibility for exam procedures

### Beauchamp City Sixth Form

Position in School	Staff
Head of Centre	James Mckenna
SLT Line Manager for Exam Officer	Dan Burke
Exam Officer	Aziza Raidhan
SLT Line Manager for SEND Coordinator	Catherine Bartholomew
SEND Coordinator	Ismahane Messahel
Other SLT member with contingency exam responsibility	Kathryn Judge

### Beauchamp College

Position in School	Staff
Head of Centre	Kath Kelly
SLT Line Manager for Exam Officer	Gary Mellor
Exam Officer	Sal Lail
SLT Line Manager for SEND Coordinator	Alice King
SEND Coordinator	Jim Ardley
Other SLT member with contingency exam responsibility	Alice King, Chinyere Magulike, John Oswin

### Castle Rock School

Role	Staff
Head of Centre	Alex Grainge
SLT Line Manager for Exam Officer	Phil Cooling
Exam Officer	Emma Knaggs
SLT Line Manager for SEND Coordinator	Alex Grainge
SEND Coordinator	Amy Bowles
Other SLT member with contingency exam responsibility	Roma Dhameja

**Cedars Academy**

Role	Staff
Head of Centre	Laura Sanchez
SLT Line Manager for Exam Officer	Oliver Rowe
Exam Officer	Susan Panczak
SLT Line Manager for SEND Coordinator	Luke Marvell
SEND Coordinator	Cathy Young
Other SLT member with contingency exam responsibility	Dave Allard, Dan Thomas, James Rolfe

**Humphrey Perkins School**

Position in School	Staff
Head of Centre	Jenny Piper-Gale
SLT Line Manager for Exam Officer	Kirsty Kirby
Exam Officer	Allison Poulton
SLT Line Manager for SEND Coordinator	Della Bartram
SEND Coordinator	Matt Rofe
Other SLT member with contingency exam responsibility	Della Bartram, Rikki Khakhar

**Judgemeadow Community College**

Role	Staff
Head of Centre	Jason Smith
SLT Line Manager for Exam Officer	Terry Claridge
Exam Officer	Rafia Mastoor
SLT Line Manager for SEND Coordinator	Jason Smith
SEND Coordinator	Sally Howgate
Other SLT member with contingency exam responsibility	Helen Coles-Hennessy; Leavi Oshengbure

**Newbridge School**

Position in School	Staff
Head of Centre	Michael Gamble
SLT Line Manager for Exam Officer	Connor Acton
Exam Officer	Leila Tillotson-Roberts
SLT Line Manager for SEND Coordinator	Sophie Maine
SEND Coordinator	Sophie Marlow
Other SLT member with contingency exam responsibility	Rebecca Knaggs, Sarah Fox

**Martin High School**

Role	Staff
Head of Centre	Laura Sanchez
SLT Line Manager for Exam Officer	Tim Hackett
Exam Officer	Chloe Hollis
SLT Line Manager for SEND Coordinator	Kevin Seaward
SEND Coordinator	Emma Rudkin
Other SLT member with contingency exam responsibility	Nina Smith

**Sir Jonathan North College**

Position in School	Staff
Head of Centre	Rose Angus
SLT Line Manager for Exam Officer	Jaz Dhesi
Exam Officer	Sheree Thomas
SLT Line Manager for SEND Coordinator	Rose Angus
SEND Coordinator	Nic Coton
Other SLT member with contingency exam responsibility	Steve Reynard, Sheree Thomas

**Lionheart Educational Trust**

Role	Staff
Chief Operating Officer	Ben Jackson
Director of Data & Exams	Richard Heppell



# Appendix 1 - Internal Appeals Form



FOR CENTRE USE ONLY	
Date received:	
Reference No.	

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

- Appeal against an internal assessment decision and/or request for a review of marking
- Appeal against the centre’s decision not to support a clerical check, a review of marking, a review of moderation or an appeal
- Appeal against the centre’s decision relating to Access Arrangements
- Appeal against the centre’s decision relating to other administrative issues

<b>Name of appellant:</b>		<b>Candidate name:</b> <i>(if different to</i>	
Awarding body:		Exam paper code:	
Subject:		Exam paper title:	
<i>Please state the grounds for your appeal below</i>			
<b>Appellant signature:</b>		<b>Date of signature:</b>	

***This form must be signed, dated and returned to the Exams Officer on behalf of the Head of Centre within the timescale indicated in the Examinations internal appeals procedures.***



## Appendix 2 - Appeals log

Upon receipt, all appeals are assigned a reference number by the Exams Officer and logged centrally. The outcome of the appeal and the outcome date is also recorded.

The outcome of any review of the centre's marking will be made known to the Head of Centre.

A written record of the review will be kept and logged as an appeal, so information can be easily made available to an awarding body upon request.

<b>Exam Season:</b>	
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<b>Ref No.</b>	<b>Date Received</b>	<b>Appeal Detail</b>	<b>Outcome</b>	<b>Outcome Date</b>