

Internal Appeals Procedure

Review of Results and Appeals, in accordance with JCQ regulations.

Centre Name	Marylebone Academy
Centre Number	12380
Date procedure first created	01/09/2021
Date of current procedure	01/09/2026
Current procedure reviewed by	Paul McDonnell & Steven Raman
Current procedure approved by	Lee Thomas, Paul McDonnell & Steven Raman
Date of next review	September 2027

Key staff involved in the procedure.

Role	Name
Exams Officer	Steven Raman
Senior leader	Paul McDonnell
Head of centre	Lee Thomas

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

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

Malpractice in NEA

Examination board guidelines in relation to Non-Examined Assessment must be adhered to. Failure to do so constitutes malpractice and may result in the following:

- Disqualification from the component of the NEA in which the malpractice occurred.
- Disqualification from the whole NEA unit.
- Disqualification from the whole qualification.

Post-Results services

Following the issue of results, awarding bodies make post-results services available.

If teaching staff at Marylebone Academy or a candidate (or his/her 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.

Review of Results

- ▶ 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 only available for externally assessed components of GCE A-level specifications (an individual awarding body may also offer this priority service for other qualifications)
- ▶ Service 3 (Review of moderation) - this service is normally requested by the school and for whole subjects rather than individual students

Access to Scripts (ATS):

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

Purpose of the procedure

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

This procedure ensure compliance with JCQ regulations (GR 5.13) which state that centres must 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 a clerical re-check, a review of moderation, or an appeal.

Post-results services

At Marylebone Academy, candidates are made aware of the arrangements for post-results services and the availability of senior members of centre staff after the end of the summer exams, and immediately after the publication of results.

Candidates are made aware by means of communication:

- ▶ On the school website
- ▶ In the school newsletter
- ▶ In emails

Full details of the post-results services, internal deadlines for requesting a service, and the fees charged (where applicable) are provided by the school exams staff on results day.

Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate, Marylebone 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.

For written components that contributed to the final grade, Marylebone Academy 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:
 - ▶ (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.
- ▶ 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 university or college) that a review of marking request has been submitted to an awarding body.

For moderated components that contributed to the final grade Marylebone 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.

Candidate consent

Marylebone Academy will:

- ▶ Acquire written candidate consent (accepting informed consent via candidate email) in all cases before a request for a Review of Results service 1 or 2 (including priority service 2) is submitted to an 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

Centre actions in the event of a disagreement (dispute)

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

- ▶ For a review of marking (Review of Results priority service 2), 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 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 2) 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 his/her 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 writing to the Headteacher by completing the internal appeals form (see the last page of this document) at least 14 calendar 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 within 7 calendar days prior to the internal deadline for submitting a Review of Results request.

Non-examined Assessment Appeals

What is Non-examined Assessment (NEA)?

Non-examined Assessment refers to any assessment which forms part of an awarding body's qualification (Entry Level, GCSE, A Level) which is not the subject of a terminal examination. This will include controlled assessment, coursework and any other form of non-examined assessment, for example a science practical.

Marking Of NEA

Non-examined assessments are marked internally. Once teachers have given deadlines to students, their work will be marked, and students will be given the opportunity to make an appeal against the given mark. Teachers will review the marks and a final mark will be agreed on, before submission to exam boards. The final decision on the awarding of marks is made by the examination board.

Review of Results

Following a Review of Results outcome, an external appeals process is available if the Head of Centre at Marylebone Academy 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 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 decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet.