Oak Academy

Exams Internal Appeals Procedures

September 2026

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1. Introduction

1.1. Statement of Intent

1.1.1. Oak Academy 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.

1.1.2. Oak Academy ensures that all centre staff follow a robust non-examination assessment policy (for the management of GCE and GCSE non-examination assessments).

1.1.3. 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.

1.1.4. Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, and who have been trained in this activity.

1.1.5. Oak Academy is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body.

1.1.6. Where a number of subject teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

1.1.7. This procedure confirms Oak Academy compliance with JCQ's General Regulations for Approved Centres (sections 5.3, 5.8) that the centre will:

- Have in place and available for inspection a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, 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 its written internal appeals procedure.

1.1.8. 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 issue

1.2. Audience

This policy is intended for use by all support, teaching staff and management of Oak Academy.

1.3. Revision History

Issue	Date	Author	Changes
V0.00	November 2026	Exams Officer	

2. Appeals against internal assessment decisions – Centre assessed marks

Certain GCSE, GCE and other qualifications contain components of non-examination assessment (or units of coursework) which are internally assessed (marked) by Oak Academy and internally standardised.

2.1 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.

2.2 This procedure confirms Oak Academy's compliance with JCQ's General Regulations for Approved Centres (section 5.13) that the centre 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

2.3 We 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.

2.4 We will 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 their work in meeting the published assessment criteria.

2.5 We will inform candidates that they may request copies of materials (for example, as a minimum, a copy of their 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 assessment.

2.6 Oak Academy will, having received a request for copies of materials, promptly make them available to the candidate (or for some marked assessment materials, such as art Page 4 of 9 work and recordings, inform the candidate that these will be shared under supervised conditions) within 3 days.

2.7 Oak Academy will inform candidates they will not be allowed access to original assessment material unless supervised.

2.8 Oak Academy will provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision and inform students that if their decision is to request a review they will need to explain what they believe the issue to be.

2.9 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 calendar days of receiving copies of the requested materials by completing the internal appeals form.

2.10 Allow 10 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.

2.11 Oak Academy will ensure that the review of marking is carried out 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.

2.12 We will instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.

2.13 The candidate will be informed in writing of the outcome of the review of the centre's marking.

2.14 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.

2.15 A written record 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 the review.

2.16 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.

3. Appeals against the centres decision not to support a clerical check, a review of marking, a review of moderation or an appeal

3.1 This procedure confirms Oak Academy's 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 a clerical re-check, a review of marking, a review of moderation or an appeal

3.2 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.

3.3 Candidates are also informed of the arrangements for post-results services and the availability of senior members of staff immediately after the publications of results before they sit any exams "The book of Guidance for students and parents".

3.4 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.

3.5 Enquiries about results (EARs) offers three services.

- 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)
- Service 3 – review of moderation (this service is not available to an individual candidate)

3.6 Access to Scripts (ATS):

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

3.7 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.

3.8 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 head of centre will investigate the feasibility of requesting an enquiry supported by the centre.

3.9 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.

3.10 If the candidate (or his/her 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 3 days prior to the internal deadline for submitting an EAR.

3.11 The appellant will be informed of the outcome of his/her appeal– for example, before the internal deadline for submitting an EAR.

3.12 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.

3.13 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.

3.14 Where the head of centre 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.

3.15 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.

3.16 Candidates or parents/carers are not permitted to make direct representations to an awarding body. The internal appeals form should be completed and submitted to the centre within 10 days of the notification of the outcome of the EAR.

3.17 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.

3.18 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).

3.19 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.

4. Appeals regarding centre decisions relating to access arrangements and special consideration

Oak Academy 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 all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

4.1. Access arrangements and reasonable adjustments

4.1.1. In accordance with the regulations, Oak Academy:

- 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.

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

4.1.3. 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.

4.2. Special Consideration

4.2.1 Where Oak Academy has appropriate evidence signed by a member of the senior leadership team 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.

4.3. Centre decisions relating to access arrangements, reasonable adjustments and special consideration

4.3.1. Where Oak Academy has appropriate evidence signed by a member of the senior leadership team 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.

4.4. Centre decisions relating to access arrangements, reasonable adjustments and special consideration

4.4.1. This may include Oak Academy'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.

4.4.2. Where Oak Academy 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

4.4.3. 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.

4.4.4. The student will be informed of the outcome of the appeal seven days after centre has received outcome from awarding body.

4.5. Appeals regarding centre decisions relating to other administrative issues

4.5.1. Circumstances may arise that cause Oak Academy to make decisions on administrative issues that may affect a candidate's examinations/assessments. Where Oak Academy 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 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

4.5.2. The appellant will be informed of the outcome of the appeal within seven days of the decision being made.

5. Appendix 1 – Staff involved in the appeals process

Head of Centre	Miss Danielle Fisher, Principal
SLT Member	Mr Benjamin McBride, Assistant Vice Principal – Standards
Examination Officer	Mrs Karen Wyatt-Epapara

6. Appendix 2 – Internal Appeals Form

<table>
<tr><td colspan="2">Internal Appeals Form

Please tick the box to indicate the nature of your appeal and complete all white boxes on the form below.</td><td colspan="2">For centre use only</td></tr>
<tr><td colspan="2" rowspan="2"></td><td>Date Received</td><td></td></tr>
<tr><td>Reference No.</td><td></td></tr>
<tr><td colspan="4">o 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.

o Appeal against the centre’s decision relating to access arrangements or special consideration.

o Appeal against the centre’s decision relating to an administrative issue.</td></tr>
<tr><td>Name of Applicant</td><td></td><td>Candidate Name if different to applicant</td><td></td></tr>
<tr><td>Awarding Body</td><td></td><td>Exam Paper Code</td><td></td></tr>
<tr><td>Subject</td><td></td><td>Exam Paper Title</td><td></td></tr>
<tr><td colspan="4">Please state your grounds for appeal below:

(if applicable, tick below)

o 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 a hard copy is being completed.</td></tr>
<tr><td>Applicant Signature</td><td></td><td>Date of Signature</td><td></td></tr>
<tr><td colspan="4">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.</td></tr>
</table>

7. Appendix 3 – Complaints and Appeals Log

The outcome of any reviews of the centre's marking will be made known to the head of centre and will be logged as a complaint. A written record will be kept and made available to the awarding body upon request. Should the review of the centre's marking bring any irregularity in procedures to light, the awarding body will be informed immediately.

Reference No	Date Received	Complaint or Appeal	Outcome	Outcome Date

8. Appendix 4 – Further guidance of 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
- Non-Examination Assessments - JCQ Joint Council for Qualifications
- Access Arrangements and Reasonable Adjustments Regulations and Guidance - JCQ Joint Council for Qualifications
- A guide to the special consideration process Regulations and Guidance - JCQ Joint Council for Qualifications

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-level-conditionsand-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-prereform-qualifications