



2.0. Compliance

2.11.2 External Examinations Appeals Policy (Exams)

Version Number 2

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Version Control Statement

Version	Date	Changes	Reason	Author	Next review
1	01/09/2024		New Policy	Head of Centre	01/09/2025
2	01/09/2025		JCQ Updates	Head of Centre	01/09/2026

External Reference Points

- JCQ Guidance centre guidance
- <https://www.jcq.org.uk/exams-office/appeals/>

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- **Governance Documents**

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Introduction

The purpose of this policy is to outline the process for requesting a review of results or appeal against a decision made by an awarding body as laid out according to Joint Council Qualifications (JCQ). This policy should be read in conjunction with the latest copies of the JCQ publications: *Post-Results Services* and *A guide to the awarding bodies' appeals processes*.

Review of Results

Review of results (RoRs) services **must** be submitted through the Examination Centre either in person or by email.

Awarding bodies offer the following RoRs services:

1. **Clerical re-check** – a re-check of all clerical procedures leading to the issue of a result.

It includes the following checks:

- That all parts of the script have been marked
- The totalling of marks
- The recording of marks

2. **Review of marking** – a post-results review of the original marking to ensure that the agreed mark scheme has been applied correctly. It's not a re-marking of the candidate's script.

This also includes the clerical re-checks available in Service 1. A priority post-results review of marking is also available in certain circumstances.

3. **Review of moderation** – a review of the original moderation for internal assessments to ensure that the assessment criteria have been fairly, reliably and consistently applied. It's not a re-moderation of candidates' work. A review of moderation is not available for an individual candidate.

The deadline for RoRs for all Summer series exams is 5 weeks after the publication of the results to candidates. The deadline for RoRs for November GCSE exams is 4 weeks after the publication of the results to candidates. All of these options involve a fee to the Awarding Body.

Submitting a request

A review of the marking is normally only requested when the candidate's marks are just below a grade boundary.

For a review of results the candidate must complete a Review of Marking & Access to Scripts Request Form and sign and date a Candidate Consent Form confirming that they understand that their marks may stay the same, go up or indeed go down. Copies of these forms can be found attached to this policy.

Deadlines

Candidates are strongly advised to submit enquiries about results at the earliest opportunity. This will enable the awarding body to take a holistic view of the quality of marking and allow them to take any corrective action which may be required in a timely fashion.

Requests made after the deadlines **WILL NOT BE ACCEPTED OR PROCESSED** by the awarding bodies – please check the deadline dates carefully. All enquiries must be received by the Exams Manager in writing via the exams email exams@wic.ac.uk at least three working days before the JCQ deadline as stated in this policy. Please note, enquiries about results cannot be submitted to the school prior to results days.

Outcome of enquiries

The outcome of each enquiry will be confirmed to Waltham International College by the respective awarding body, and a reason for the decision of a review of marking will be provided. Waltham International College will inform the student in writing of the outcome.

Where marks have been reduced or there has been a downgrade, the RoR request cannot be revoked, and the original mark or grade cannot be reinstated. Any fee paid by the candidate will not be reimbursed.

If the Head of Centre remains dissatisfied after receiving the outcome of a RoR, then the appeals process is available.

Appeals Process

Awarding bodies can accept appeals in relation to 3 areas:

1. **Appeals against results:** when a centre is dissatisfied with an examination result or results following the RoRs process.
2. **Appeals against malpractice decisions:** following a decision to apply a penalty because of malpractice in an examination/assessment
3. **Appeals against decisions made in respect of access arrangements and special consideration**

1. Appeals against results

If the Head of Centre is dissatisfied with examination results following the outcome of the RoRs, they can refer to:

- The relevant JCQ documentation

- Information published by awarding bodies at the time of results being made available.

If after consulting the documentation, the Head of Centre genuinely believes that the awarding body has not followed due procedures, they can submit an appeal.

Who can appeal?

Candidates and/or parents are not entitled to appeal directly to the awarding body.

Appeals can only be submitted by the Head of Centre on behalf of a candidate or a group of candidates. If a candidate wishes to request that the centre submits an appeal on their behalf, they must submit a request in writing to the Head of Centre stating the grounds for their appeal.

How to appeal?

Written requests must be made to the Head of Centre **within two weeks of receiving the outcome of the RoRs process** using the form provided at the end of this policy. The Head of Centre will decide whether or not to proceed with an appeal.

2. Appeals against malpractice decisions

Appeals may be initiated against a finding of malpractice and/or the sanction imposed by the awarding body. It is not possible to appeal against a decision to take no further action or against a sanction which is seen to be too lenient.

Who can appeal?

The following stakeholders can appeal against malpractice decisions:

- **The Head of Centre** may appeal against a finding of a finding of malpractice and/or the sanction imposed on the centre or members of staff. The Head of Centre may also appeal on behalf of candidates entered or registered through the centre.
- **The Chair of Governors** may appeal against a finding of malpractice and/or the sanction imposed on the Head of Centre.
- **A member of centre staff or personnel contracted to a centre (e.g. an external invigilator):** may appeal against a finding of malpractice and/or the sanction imposed on him/her.
- **A third party** who has been barred from taking examinations or assessments with an awarding body may appeal against that decision

Candidates and/or parents are not entitled to appeal directly to the awarding body.

Appeals can only be submitted by the Head of Centre on behalf of a candidate or a group of candidates. If a candidate wishes to request that the centre submits an appeal on their behalf, they must submit a request in writing to the Head of Centre stating the grounds for their appeal.

How to appeal?

Written requests must be made to the Head of Centre within one week of receiving the original malpractice decision using the form provided at the end of this policy. The Head of Centre will decide whether or not to proceed with an appeal.

Appeals must be "based on reasonable grounds which relate to the incident in question". The following can be accepted as reasonable grounds:

- The incident was not dealt with in accordance with the JCQ's published procedures
- The decision was unreasonable in light of the evidence presented to the malpractice committee
- Further evidence (including medical evidence) has come to light which changes the basis of the awarding body's decision
- The sanction imposed is disproportionate to the seriousness of the malpractice.

The following do not, by themselves, constitute grounds for an appeal:

- The individual did not intend to cheat
- The individual has an unblemished academic record
- The individual could lose a further/higher education placement or employment
- The individual regrets their actions

3. Appeals relating to access arrangements and special consideration

The Head of Centre can make a written request setting out the grounds for a preliminary appeal if:

- They disagree with a decision made relating to an access arrangement; and
- Reasonably believe that the awarding body has not followed due procedures for a reasonable adjustment or special consideration.

This request should be made after consulting the document detailing the decision made by the awarding body.

Who can appeal?

Candidates and/or parents are not entitled to appeal directly to the awarding body.

Appeals can only be submitted by the Head of Centre on behalf of a candidate or a group of candidates. If a candidate wishes to request that the centre submits an appeal on their behalf, they must submit a request in writing to the Head of Centre stating the grounds for their appeal.

How to appeal?

Written requests must be made to the Head of Centre within one week of receiving the original access arrangements or special consideration decision using the form provided at the end of this policy. The Head of Centre will decide whether or not to proceed with an appeal.

It may help if the Head of Centre discusses the matter with the relevant awarding body before making an appeal request as this may resolve the matter before reaching the appeals stage. The principles and regulations governing access arrangements and special consideration are outlined in guidance from the JCQ.

GSCE-Review of Marking and Access to Scripts Request From

GCSE – REVIEW OF MARKING AND ACCESS TO SCRIPTS REQUEST FORM (email to exams@wic.ac.uk) Please be aware no review of marking can be processed until a candidate consent form has been completed.	FOR CENTRE USE ONLY
Date received	
Candidate Name:	Candidate Number:
Candidate Email:	Form:

To secure of a review of marking and/or a copy of the script to support a review:

- Complete all the information for any unit you would like to have a review of marking and/or you want the script back using the table below
- If you want a review of marking of your paper, the candidate must also sign the candidate consent form attached to this form.
- Overleaf is a table giving the costs which are per unit (not per subject). Please pay using WIC's online payment system using your candidate number as the reference. A review will not be submitted to an exam board until the correct payment has been made.
- Hand in this completed form, and the signed candidate consent form if requesting a review, to WIC Examinations Office staff on Results Day or email scanned pdf files or photos of all sides of the completed forms to exams@wic.ac.uk at least three working days before the JCQ deadline as stated overleaf.

Please be aware that a review of marking is not a re-mark, it is a review by a second examiner to identify genuine marking errors or unreasonable marking.

Subject	Unit Code	Unit Name	Exam Board	Review of Marking	Return of Original Script	Cost
Total Cost			£			

Candidate signature _____

Date _____

Cost for review of Marking GCSE

GCSE	AQA	Edexcel (Pearson)	OCR	Deadline
Service 1: Clerical Re-Check	£9.05 (1)	£13.10 (1)	£10.75 (2)	26th September 2025
Service 2: Review of Marking	£42.00 (1)	£46.70 (1)	£61.50 (2)	26th September 2025
Priority: Copy of script to support review	Free	Free (3)	Free	5th September 2025
Original marked paper (access to script) to support teaching and learning	Free	Free (3)	Free	26th September 2025

Prices are subject to change by the exam boards.

Fees are for each component on a linear course or per unit for a unitised course.

(1) Edexcel/AQA will refund the fee if the overall grade changes as a result of review of marking or clerical re-check.

(2) OCR will refund the fee if the unit grade changes or if qualification grade changes.

(3) To request a post-review pf marking photocopy script, a fee of £14.50 will apply.

GCE A-Level Review of Marking and Access to Scripts Request Form

GCSE – REVIEW OF MARKING AND ACCESS TO SCRIPTS REQUEST FORM (email to exams@wic.ac.uk) Please be aware no review of marking can be processed until a candidate consent form has been completed.		FOR CENTRE USE ONLY	
Date received			
Candidate Name:		Candidate Number:	
Candidate Email:		Form:	

To secure of a review of marking and/or a copy of the script to support a review:

- Complete all the information for any unit you would like to have a review of marking and/or you want the script back using the table below
- If you want a review of marking of your paper, the candidate must also sign the candidate consent form attached to this form.
- Overleaf is a table giving the costs which are per unit (not per subject). Please pay using WIC's online payment system using your candidate number as the reference. A review will not be submitted to an exam board until the correct payment has been made.
- Hand in this completed form, and the signed candidate consent form if requesting a review, to WIC Examinations Office staff on Results Day or email scanned pdf files or photos of all sides of the completed forms to exams@wic.ac.uk at least three working days before the JCQ deadline as stated overleaf.

Please be aware that a review of marking is not a re-mark, it is a review by a second examiner to identify genuine marking errors or unreasonable marking.

Subject	Unit Code	Unit Name	Exam Board	Review of Marking	Return of Original Script	Cost
Total Cost			£			

Candidate signature _____

Date _____

Cost for review of Marking GCE A Level

GCE A-LEVEL	AQA	Edexcel (Pearson)	OCR	Deadline
Service 1: Clerical Re-Check	£9.05 (1)	£13.10 (1)	£10.75 (2)	26th September 2025
Service 2: Review of Marking	£48.65 (1)	£54.30 (1)	£61.50 (2)	26th September 2025
Priority Service 2: Review of Marking	£57.85 (1)	£64.70 (1)	£75.75 (2)	22nd August 2025
Priority: Copy of script to support review	Free	Free (3)	Free	29th August 2025
Original marked paper (access to script) to support teaching and learning	Free	Free (3)	Free	26th September 2025

Prices are subject to change by the exam boards.

(1) Edexcel/AQA will refund the fee if the overall grade changes as a result of review of marking or clerical re-check.

(2) OCR will refund the fee if the unit grade changes or if qualification grade changes.

(3) To request a post-review pf marking photocopy script, a fee of £14.50 will apply.

External Appeals Form- Request to Head of Centre to submit an appeal

<p>EXTERNAL APPEALS FORM</p> <p>Please tick the box to indicate the nature of your appeal.</p>	<p>FOR CENTRE USE ONLY</p>	
<p><input type="checkbox"/> Appeal against the exam board's decision after a review of marking (Post-results service)* <input type="checkbox"/> Malpractice</p> <p><input type="checkbox"/> Access arrangements, reasonable adjustments or special consideration</p> <p><input type="checkbox"/> Review of other administrative decisions (e.g. aegrotat/estimated grade)</p>	<p>Date received</p>	
<p>Stage of the Appeal process:</p> <p><input type="checkbox"/> Stage 1: Preliminary Stage</p> <p><input type="checkbox"/> Stage 2: Appeal Hearing</p> <p>Fees</p> <p>All exam boards have different fees for each stage. Fees will be required in advance and will be refunded if the appeal is upheld at either stage.</p>		

Candidate Name
GCSE or A-Level
Exam Board

Candidate Number
Subject
Component

***Date of review of marking outcome letter**

(30 days from date of review of marking outcome letter to request an appeal)

Please clearly state the grounds for your appeal below.

Appeals against results should be lodged on either of the following two bases:

1. **the awarding body didn't apply its procedures consistently, properly or fairly**
2. **The centre believes there have been specific marking error that has not been corrected at the review stage. Details of the exact error must be provided below as the appeals process is not an opportunity to have an assessment generally re-checked in its entirety.**

The appeal may be refused if:

- **no valid grounds are presented**
- **no specific marking or moderation error is identified**
- **no procedural grounds are cited.**

Supporting Evidence Uploaded with Your Appeal:

Declaration

I, the candidate, request that an appeal is raised with the exam board and understand that the appeal could be refused, and the outcome could be that the mark initially awarded is increased, reduced, or kept at the same level.

Candidate signature _____

Date _____

This form must be completed, signed, dated and returned to the Exams Officer within the deadlines indicated in the relevant appeals procedure. Please email to exams@wic.ac.uk

Appeal Fees

	AQA	Edexcel (Pearson)	OCR	Deadline
Stage 1: Preliminary stage	£124.90	Up to £150	£187.75	Within 3 weeks of receiving the outcome of the review of marking or moderation or Within 1 week of receiving the original access arrangements or special consideration decision or Within 1 week of receiving the original malpractice decision
Stage 2: Appeal hearing	£214.05	Up to £200	£268.25	Within 1 week of receiving the outcome of the preliminary stage

Prices are subject to change by the exam boards.

Your fee will be refunded if your appeal is upheld at either stage.

Appeals Log

On receipt, all external appeals are logged. 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 appeal will be kept and logged as an appeal, in order that information can be easily made available to for JCQ inspection purposes and to an awarding body upon request.

Date received	Appeal	Outcome	Outcome Date