

The Charter School North Dulwich

External Exam Appeals Policy 2025-2026

Author (s):	Kate Howard Davies
Functional area:	Exams
Scope:	School wide
Reviewer (s):	M Pain, W Stainsby
Approver (s):	M Pain
Version:	001
Effective date	01/01/2026
Next review due:	01/01/2027

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

Reference in this procedure to GR refers to the [JCQ publication General Regulations for Approved Centres](#).

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Introduction

Following the issue of results, awarding bodies make post-results services available (see below for details of how these are managed at The Charter School North Dulwich).

If teaching staff at The Charter School North Dulwich 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.

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 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 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

Purpose of the Policy

The purpose of this policy is to confirm the arrangements at The Charter School North Dulwich for dealing with candidate appeals relating to any centre decision not to support a clerical re-check, a review of marking, a review of moderation, or an appeal.

This procedure ensures 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 an online application for a clerical re-check, a review of marking, a review of moderation or an appeal.

Post-results services

At The Charter School North Dulwich:

- Candidates are made aware of the arrangements for post-results services prior to the issue of results, or immediately after the publication 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

Candidates are made aware/informed by either the issue of print outs in tutor groups/signposts on the school website/assemblies and/or written communication (emails and/or letters).

Full details of the post-results services, internal deadline(s) for requesting a service and the fees charged (where applicable) are provided by The Exam Officer on results days and the day after results upon request.

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Centre actions in response to a concern about a result

Where a concern is expressed that a particular result may not be accurate before the school's internal Post Result Service Application Deadline, The Charter School North Dulwich will:

- Provide the candidate with a Post Result Services Form upon request, to be completed by the candidate and returned to postresults@charternorthdulwich.org.uk for all examined components where Post Result Services are available;

OR

- Inform the candidate that Service 1 (clerical Recheck) or Service 2 (Review of Marking) is not available where applicable (e.g. in the case of moderated coursework – see Review of Moderation below)

If a concern is expressed after the school's internal Post Result Service Application Deadline, it may not be possible to process the request.

If a Post Result Services Form and candidate consent is received at postresults@charternorthdulwich.org.uk before the school's internal Review of Marking Deadline, The Charter School North Dulwich will for all non-moderated services where Post Result Services are available:

- Look at the marks awarded for each component part of the qualification alongside any grade boundary information (or, where deemed necessary, any mark schemes, relevant result reports, etc.), when made available by the awarding body, to determine if the concern may be justified
- If the marks are judged to be close to going up a grade boundary by the school, the centre will generally support a review of marking application (unless there are exceptional factors). Review of marking is ultimately the centre's decision if candidate permission is granted
- If the marks awarded are in the middle of a grade boundary, the centre will advise the candidate of the options available to the candidate. Review of marking is ultimately the centre's decision, if candidate permission is granted, but candidates can be offered the decision to view electronic copies of the script and feedback, which may be subject to administrative charges. Any decision not to review may be appealed internally within the school (see Internal Appeals Policy)
- If the marks awarded are close to going down a grade boundary, the centre will advise the candidate of the options available to the candidate, and most likely not recommend a review of marking. Review of marking is ultimately the centre's decision, if candidate permission is granted, but candidates can be offered the decision to view electronic copies of the script and feedback, which may be subject to administrative charges. Any decision not to review may be appealed (see Internal Appeals Policy)

For written components that contributed to the final grade, The Charter School North Dulwich will:

- Where a place a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking
- In all other instances, consider either a Clerical Recheck (Service 1) of marking Non-Priority Review of Marking (Service 2):
- Look at the marks awarded for each component part of the qualification alongside any grade boundary or additional information to make a judgement on whether to support a Review of Marking
- Consider accessing the script:
 - By requesting a priority electronic copy of the candidate's script to support a review of marking by the awarding body deadline (where the option is made available by the awarding body)

OR

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- By viewing the candidate's marked script online to consider if requesting a review of marking is appropriate (where the option is made available by the awarding body)
- Collect written consent/permission from the candidate to access the script (if not already obtained)
- On access to the script, the school may 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 has been submitted to an awarding body
- Make the candidate aware of awarding body fees which may be charged for Reviews of Results and Access to Scripts services. These fees are to be paid to the centre by the appellant before the request is submitted to the awarding body, as soon as possible, prior to the submission of a request to the awarding body. This must be by the deadline set for the centre for requesting a review. Sixth Form bursary students, and Pupil Premium student (in KS4), will have their fees paid for them.
- Make the candidate aware of any additional administrative processing fees that may apply, that these fees are to be paid by the centre by the appellant before the request is submitted to the awarding body, and that these fees are non-refundable.
- If the mark is changed by the awarding body and the fee reimbursed to the centre, or the fee refunded by the awarding body for any reason, the awarding body fee will be repaid to the appellant by the centre, if applicable.

Requesting Scripts

For written components that contributed to the final grade, candidates can request access to the script through the centre. The centre may consider and process this:

- By requesting a priority electronic copy of the candidate's script to support a review of marking by the awarding body deadline (where the option is made available by the awarding body)

OR

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

The decision to process Post Result Services, including script access, resides with the centre and there may be grounds for us not granting this request (e.g. concern that it may jeopardise future Post Result Service applications in relation to the candidate, failure to pay the appropriate administrative fee, past the internal deadline, concern of breach of copyright etc.) If the script is already being used for a Review of Marking, it will not be accessible to anyone but the exam board appointed reviewer, and therefore this service will be unavailable. In some instances, scripts may not be available to request.

Before a script request is sent to the exam board, the candidate will need to pay any administrative fees that apply. If script access is granted to a candidate, candidates must not share or post the script online, or electronically, and that they cannot make copies of it beyond an original printout. The script itself is the copyright of the exam board, and not adhering to these conditions may result in a malpractice investigation, disqualification from further Post Result Services for that subject, or potentially even copyright infringement proceedings, as determined by the relevant exam board.

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Review of Moderation: Moderated components (e.g. coursework)

For moderated components that contributed to the final grade, The Charter School North Dulwich 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
- Advise that the decision to undertake a Review of Moderation is at the discretion of the head of centre
- 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
- Feedback to any candidates, parents or carers that have enquired as to whether a Review of Moderation will proceed or not

The decision over whether to request a Review of Moderation resides with the head of centre. Candidates are not required to give consent for this Post Result Service.

Additional centre-specific actions if a Review of Moderation takes place:

- The centre will email all candidates and their Priority 1 contacts in the original sample to advise them that a review of moderation is being undertaken
- The centre will advise that in a review of moderation marks can go up, go down, or stay the same
- Advise of any additional impact as stated by JCQ guidance
- Inform all candidates and Priority 1 contacts in the original sample of the outcome of the review of moderation
- Inform any additional candidates that have had their mark impacted after the Review of Moderation

Candidate consent

The Charter School North Dulwich 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 the awarding body
- Acquire informed candidate consent to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical recheck 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 for a Review of Results or Clerical Services 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, The Charter School North Dulwich will:

- For a priority 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

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- For a 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 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample and is the head of centre's decision to make as to whether to request or not.
- Make the candidate aware of awarding body fees which may be charged for Reviews of Results and Access to Scripts services. These fees are be paid to the centre by the appellant before the request is submitted to the awarding body, as soon as possible, prior to the submission of a request to the awarding body, if the centre decides to proceed with the application.
- Make the candidate aware of any additional administrative processing fees that may apply, that these fees are to be paid by the centre by the appellant before the request is submitted to the awarding body, and that these fees are non-refundable.

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 completing an internal appeal form at least four working days prior to the internal deadline for submitting a request for a review of results. Please see the Internal Appeals Assessment Policy for further information.

Any internal appeal must be made before the internal deadline for Post Result Service Requests. The appellant will be informed of the outcome of the appeal before the internal deadline for submitting a Review of Results, or within 7 working days, but before the external appeal deadlines set by the exam board.

External Appeals to Exam Boards

Following a Review of Results outcome, an external appeals process is available if the Head of Centre at The Charter School North Dulwich 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 a preliminary 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. This must be done within 3 working days of receiving the outcome, or before the External deadline for Post Result Services passes – whichever is soonest. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

If a request is made, the centre may consider using subject specialist teacher to review the marking and provide feedback. This is a considerable undertaking, usually involving two teachers where available and in-depth marking and evidence gathering. The centre may request a fee for this service, which would need to be paid before any appeal was made. This would be a non-refundable fee.

Alternatively, the candidate (or their parents/carers) may request an electronic copy of the script from the centre (an administrative fee may be applicable, which would need to be paid before the file is requested by the centre) and seek to highlight grounds for an appeal for marking independently, with the candidate's permission.

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.

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What is the process for appeals?

There is generally a two-stage appeals process:

- Stage One – the preliminary appeal – the case will be reviewed by a member of the awarding body who has not had any previous involvement with or personal interest in the matter.
- Stage Two – the appeal hearing – the case will be considered by a panel which will include at least one independent person. At each stage, the appeal will either be upheld, not upheld or partially upheld. An awarding body will send the centre or private candidate an outcome letter for each appeal once a decision has been reached.

How long will it take an awarding body to conduct an appeal?

Awarding bodies will process:

- Preliminary appeals (Stage One) within 42 calendar days of receipt of a valid application.
- Appeal hearings (Stage Two) within 70 calendar days of receipt of a valid application.
- Reviews of other administrative decisions within 42 days of receipt of a valid application. Awarding bodies try to process appeals as quickly as they can.

To submit an internal appeal:

- An internal appeals form should be completed and submitted to the centre within the time specified by the centre from the notification of the outcome of the review of the result
- Subject to the head of centre's decision, the preliminary appeal will be processed and submitted to the awarding body within the required 30 calendar days of the awarding body issuing the outcome of the review of results process
- Awarding body fees for the Stage One Preliminary Appeal must be paid to the centre by the appellant before the Stage One Preliminary Appeal is submitted to the awarding body (fees are available from the exams officer). For review of marking appeals, you may now be charged per individual candidate at the unit level by the exam board. This fee must be paid in full to the centre by the appellant before the request is processed
- Subject to the head of centre's decision, a Stage Two Appeal Hearing may be processed and submitted to the awarding body within the requested time frame of the awarding body issuing the outcome of the Stage One Preliminary Appeal process
- Awarding body fees for the Stage Two Appeal Hearing must be paid to the centre by the appellant before the Stage Two Appeal Hearing is submitted to the awarding body (fees are available from the exams officer). For review of marking appeals, you may be charged per individual candidate at the unit level by the exam board. This fee must be paid in full to the centre by the appellant before the request is processed
- If the appeal is upheld by the awarding body, and the fee refunded by the awarding body to the centre, or the fee is not charged to the centre by the exam body following a successful appeal, the fee will be repaid to the appellant by the centre