

Date due for ratification
at Full Governors'
Meeting
12 March 2026



Review
Teaching, Learning
& Standards
Committee

Internal Appeals Policy - Exams 2025-2026

NOTRE DAME HIGH SCHOOL

Part of St John the Baptist Catholic Multi Academy Trust

Company No: 7913261

Registered Office: Surrey Street, Norwich NR1 3PB

THE SCHOOL MISSION STATEMENT

I have come so that they may have life and have it to the full
(John 10:10)

We are a joyous and inclusive Catholic school, inspired by the love of God and the teachings of Jesus, specifically faith, hope, forgiveness and peace.

Our community is committed to a rounded education that develops knowledgeable, morally informed and compassionate young leaders.

The aim of the procedure is to enable and support our student candidates to request a review of marking of their non-examined assessment work at GCSE or A Level, their legacy GCSE Controlled Assessment or A Level coursework. To be updated annually.



If you need this document in large print, audio, Braille, alternative format or in a different language please contact the Clerk to the Governors on 01603 611431 and we will do our best to help.

This document is to be reviewed annually to ensure compliance with current JCQ regulations.

Purpose of the procedure

This procedure confirms Notre Dame High School's (NDHS) compliance with JCQ's **General Regulations for Approved Centres** (5.3z, 5.8) that the centre will:

- have in place for inspection that must be reviewed and updated annually by a member of the Leadership Team and communicated within the centre, a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to 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 their internal appeals procedure

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 issues

Appeals procedure against internal assessment decisions

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by centres and internally standardised. 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.

The qualifications delivered at NDHS containing internally assessed components/units are:

- GCSE – Textiles, Food and Nutrition, English Language, Art, Product Design, Graphics, Drama, Music, PE
- A Level – English Literature, English Language and Literature, PE, Biology, Chemistry, Physics, Textiles, EPQ, Art, Product Design, Drama, Music, Geography, History, Computer Science.

This procedure confirms NDHS's compliance with JCQ's General Regulations for Approved Centres (section 5.7) that the centre will:

- have in place for inspection that must be reviewed and updated annually, 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

Deadlines for the Submission of marks

NDHS is committed to ensuring:

- that students are aware of the assessment criteria, mark scheme and how both are applied to the awarding of marks in an internal assessment, best practice would ensure that this is known by the candidates at the beginning of the internal assessment process which enables them to consider review once marks are awarded.
- that internal assessments are marked and administered fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.
- all centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedures relating to non-examination assessments for GCE, GCSE and Project qualifications, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.
- candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, who have been trained in this activity and do not have any potential conflicts of interest. If AI tools have been used to assist in the marking of candidates' work, they will not be the sole marker.
- that work produced by candidates is authenticated in line with the requirements of the awarding body. Where several subject teachers are involved in marking students' work there will be internal moderation and standardisation led by nominated staff under the direction of the Head of Department to ensure consistency of marking, with written evidence of the moderation.
- on being informed of their centre-assessed marks, if a candidate 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 the marking, then the candidate may make use of the appeals procedure below to consider whether to request a review of the centre's marking.

NDHS will:

1. 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. inform candidates that the centre marks could change after an internal review and after external moderation
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
4. inform candidates that they may request copies of materials (a copy of the marked assessment material, the mark scheme, specification and subject specific materials should be prepared) to assist them in considering whether to request a review of the centre's marking of the assessment. This communication should be made well before the handing out of marks e.g. at least 1 month beforehand
5. having received a request for copies of materials, promptly make them available to the candidate within 2 calendar days. (This will either be the originals viewed under supervised conditions or copies)
6. provide candidates with sufficient time- at least five working days - to allow them to review copies of materials
7. 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 using the form IA1 within 5-10 days of receiving copies of the requested materials
8. allow at least 3 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 for the submission of marks
9. 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 for the component in question and has no personal interest in the outcome of the review
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre
11. inform the candidate in writing of the outcome of the review of the centre's marking

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. A written record of the review 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 a review.

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 the centre's marking is in line with national standards. The mark submitted to the awarding body is subject to change and should, therefore, be considered provisional.

Dates for 2025-2026

Subject	Exam Board	Level	<u>Final</u> date to issue marks to students	<u>Final</u> date for students to appeal using IA1 form	<u>Final</u> dates for mark submission and sample requests
English Language (spoken endorsement)	AQA	GCSE	Tuesday 21 st April 3.30pm	Wed 29 th April 3.30pm	Marks submitted by Tuesday 5 th May to meet AQA's deadline of 6 th May
Textiles, Food	AQA	GCSE	Thurs 30 th April 3.30pm	Mon 11 th May 3.30 pm	Marks submitted by Thurs 14 th May to meet AQA's deadline of 15 th May
Biology (Practical endorsement), EPQ	AQA	A Level	Wed 29 th April 3.30pm	Friday 8 th May 3.30 pm	Marks submitted by Wed 13 th May to meet AQA's deadline of 14 th May
English Literature, PE, Textiles	AQA	A Level	Thurs 30 th April 3.30pm	Mon 11 th May 3.30 pm	Marks submitted by Thurs 14 th May to meet AQA's deadline of 15 th May
*Art, Product Design, Graphics, Drama, PE	EDEXCEL	GCSE	Thurs 30 th April 3.30pm	Mon 11 th May 3.30 pm	Marks submitted by Thurs 14 th May to meet Edexcel's deadline of 15 th May
*Art, Product Design, Drama	EDEXCEL	A Level	Thurs 30 th April 3.30pm	Mon 11 th May 3.30 pm	Marks submitted by Thurs 14 th May to meet Edexcel's deadline of 15 th May
Geography, History, Computer Science, Chemistry & Physics (practical endorsement)	OCR	A Level	Thurs 30 th April 3.30pm	Mon 11 th May 3.30 pm	Marks submitted by Thurs 14 th May to meet OCR's deadline of 15 th May
Music	Eduqas	GCSE	Monday 20 th April 3.30pm	Tue 28 th April 3.30pm	Marks submitted by Monday 4 th May to meet Eduqas's deadline of 5 th May
English Language & Literature, Music	Eduqas	A Level	Thurs 30 th April 3.30pm	Mon 11 th May 3.30 pm	Marks submitted by Thurs 14 th May to meet Eduqas's deadline of 15 th May

*For GCSE and A Level Art and Design, centres must submit their marks a minimum of 48 hours before their moderation visit.

Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ Information for candidates documents (Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

The JCQ Information for candidates - AI (Artificial Intelligence and assessments) or similar centre document is issued to candidates prior to assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work).

NDHS ensures that staff delivering/assessing coursework, internal assessments and/or non-examination assessments are aware of centre procedures relating to the authentication of learner work and have robust processes in place for identifying and reporting plagiarism (including AI misuse) and other potential candidate malpractice

Candidate malpractice offences relating to the content of work (i.e. inappropriate/offensive content, copying/collusion, plagiarism (including AI misuse) and/or false declaration of authentication) which are discovered in a controlled assessment, coursework or non-examination assessment component prior to the candidate signing the declaration of authentication do not need to be reported to the awarding body but will be dealt with in accordance with the centre's internal procedures.

Malpractice by a candidate discovered in a controlled assessment, coursework or non-examination assessment where the offence does not relate to the content of candidates' work (e.g. possession of unauthorised materials, breach of assessment conditions) or where a candidate has signed the declaration of authentication, must be reported to the awarding body.

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected, NDHS will:

- Follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting non-examination assessments/Instructions for conducting coursework*) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- a written request, using form IA1, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- the form should be submitted within 10 working days of the decision being made know to the appellant]

The appellant will be informed of the outcome of the appeal within 5 calendar/working days of the appeal being received and logged by the centre].

Appeals relating to centre decisions not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms NDHS'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 an application for a clerical re-check, a review of marking, a review of moderation or an appeal

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 to all students and staff electronically prior to results' days and are available on the school website.

Candidates are also informed of the arrangements for post-results services **before** they sit any exams through the 'Exams Guidance for Students Booklet' given to them with their exam timetable in February. They are also informed that advice and guidance will be available on Results Days including the accessibility of senior members of centre staff immediately after the publication of results.

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.

The JCQ post-results services currently available are detailed below.

Reviews of Results (RoRs):

- Service 1 (Clerical re-check)
- Service 2 (Review of marking)
- Priority 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

Where a concern is expressed that a particular result may not be accurate, if requested, the centre may 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 centre supports any concerns.

For written components:

Students/parents will be expected to pay for any post results services (except for Bursary students) and a request will be made to the awarding body on the candidate's behalf.

Awarding bodies will only accept applications from Centres and not from candidates or parents.

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for a RoR service 1 or 2 is submitted to the awarding body. Consent is required 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. Candidate consent must only be collected after the publication of results.

For moderated components NDHS 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 any moderator 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 RoR 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 the work of all candidates in the original sample]

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 centre will:

Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample]

Advise candidates to submit an internal appeal to the Centre in writing using the **Internal Appeals Form** below, to exams@ndhs.org.uk addressed to the Headteacher no later than *5 days before the published deadline for EARs (or in the instance of a priority review for Y13 students that have a university place resting on the outcome, the appeal would need to be received the following Monday, that being 4 calendar days after results day)*. The appeal should be in writing (and sent by email) to exams@ndhs.org.uk stating the full details of the complaint and reasons for the appeal. It should be signed and dated and include a daytime contact number of the student. This will be reviewed by the Headteacher, or in his absence, another member of Leadership Team. The outcome of the appeal will be communicated by telephone (because of time deadline) within 2 days of receipt and followed up in writing. This decision is final.

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** (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 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.

The **internal appeals form** should be completed and submitted to the centre within 5 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 the awarding body issuing the outcome of the review of results process. 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). 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.]

Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms NDHS's compliance with JCQ's General Regulations for Approved Centres (section 5.3z) that the centre will:

- have in place for inspection that must be reviewed and updated annually by a member of the senior leadership team and communicated within the centre, a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

NDHS will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ documents **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

Access arrangements and reasonable adjustments

In accordance with the regulations, NDHS:

- recognises its duty to explore and provide access to suitable courses, submit applications for reasonable adjustments through the access arrangement process and make reasonable adjustments to the services the centre provides to disabled candidates
- complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations has 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

Special consideration

Where NDHS has appropriate evidence authorised 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 is affected by adverse circumstances beyond 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 their normal level of attainment in an assessment.

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

This may include NDHS'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.

Where NDHS 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
- An internal appeals form should be completed and submitted within 10 calendar/working days of the decision being made known to the appellant (or before the deadline for access arrangement and special consideration applications if that is sooner)

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 5 calendar/working days of the appeal being received and logged by the centre.

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

Appeals regarding centre decisions relating to other administrative issues

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

Where NDHS 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 30 calendar/working days of the decision being made known to the appellant.

The appellant will be informed of the outcome of the appeal within 10 calendar/working days of the appeal being received and logged by the centre.

IA1 INTERNAL APPEALS FORM

FOR CENTRE USE ONLY

Date received

Reference

No.

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

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeal against a decision to reject candidate's work on the grounds of malpractice
- ☐ Appeal against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal
- ☐ Appeal against the centre's decision relating to access arrangements or special consideration
- ☐ Appeal against the centre's decision relating to an administrative issue

*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Appellant name		Candidate name (if different)	
Awarding body		Unit code	
Subject		Unit title	

Please state clearly the grounds for your appeal below:

(If applicable, tick below)

- ☐ Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking
continue overleaf if necessary

Appellant signature

Date of signature

- Exams Office to acknowledge receipt of form to student and parent
- Exams Manager copies form to: Head of Centre – (Head of School); Head of Department; Deputy Head i/c Exams
- The Internal Appeals checklist then kicks into action e.g. initial meeting by Head of Department & Leadership Team to consider next steps.

IA Checklist

	Point	Actioned/date
1	Marks & materials – if applicable - provided to candidate	
2	Meeting with HoD & Deputy Headteacher (DH)Exams	
3	Liaison with assessing teacher	
4	Appointment of reviewer	
5	Review work & report	
6	Consideration of review work and report by HoD & DH Exams	
7	Head of Centre informed – 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.	
8	Candidate & parent informed of outcome	
9	Marks submitted to exam board	
10	Other	

APPEALS LOG

On receipt, all appeals are assigned a reference number and logged. Outcome and 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. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

[illegible]

The Internal Appeals procedure for Notre Dame High School has been produced to demonstrate compliance with the following:

JCQ General Regulations for Approved Centres <http://www.jcq.org.uk/exams-office/general-regulations>

Next Review October 2025