

June 2024

Dear Parent/Carer,

**Re: AS/A Level Results Day 2023**

I am writing to inform you of the arrangements for AS/A Level Results Day, due to take place on **Thursday 15th August 2024 (9:00am – 11:00am)**. Staff will be on hand to answer any questions and support students with their next steps. Additional information relating to accessing UCAS on results day will be sent to Year 13 in the coming weeks.

**Plans for Results Day**

On arrival, your son/daughter will be assigned to a designated area to receive his/her results. Students will be invited on site and a register taken during an allocated slot for her form group as follows:

- 13A and 13H – 9:00am – 9:20am
- 13F and 13M – 9:20am – 09.40am
- Year 12 and re-sit results can be collected between 10:00am – 10:30am

The staff named below can be contacted directly for further advice and guidance if required.

- Exams Officer – Mr Brooks [dave@stjulies.org.uk](mailto:dave@stjulies.org.uk) – contact regarding appeals and/or Autumn re-sit exams
- SENCo – Miss Jackson [sjackson@stjulies.org.uk](mailto:sjackson@stjulies.org.uk) – SENCo concerns and access arrangements
- Assistant Headteacher – Dr McGinn [omcginn@stjulies.org.uk](mailto:omcginn@stjulies.org.uk) – responsibility for exams and assessments
- Head of Upper School – Mrs Jones [ajones@stjulies.org.uk](mailto:ajones@stjulies.org.uk)
- Progress Leader – Mrs Lyons [rlyons@stjulies.org.uk](mailto:rlyons@stjulies.org.uk)
- Careers Advisor – Sue Mannings [stmannings@stjulies.org.uk](mailto:stmannings@stjulies.org.uk)

Finally, please find enclosed a summary of the JCQ guidance related to appeals and re-sits, with further documentation available on the school website. Support will also be available from staff on Results Day.

We look forward to meeting with your son/daughter on results day. In the meantime, I hope you and your family take time to rest and enjoy the summer holidays. Please do not hesitate to contact school if you require any further information.

Yours sincerely,

Mrs K McCourt  
**Headteacher**

### 1. Exam board reviews of results

**Review of marking:** exam boards review their marking to ensure your work was marked accurately in line with the mark scheme

**Review of moderation:** exam boards review the moderation of the coursework from your school or college to ensure it was done fairly, reliably and consistently

**Clerical re-check:** exam boards re-check that all marks have been included and added up correctly

### 2. Appeal

Your school or college can only request an appeal after the exam board has reviewed your result.

A preliminary appeal can take up to 42 calendar days. If your school or college believes the preliminary appeal has not addressed the issue, it can decide to submit an application for an appeal hearing and that can take up to 70 calendar days.

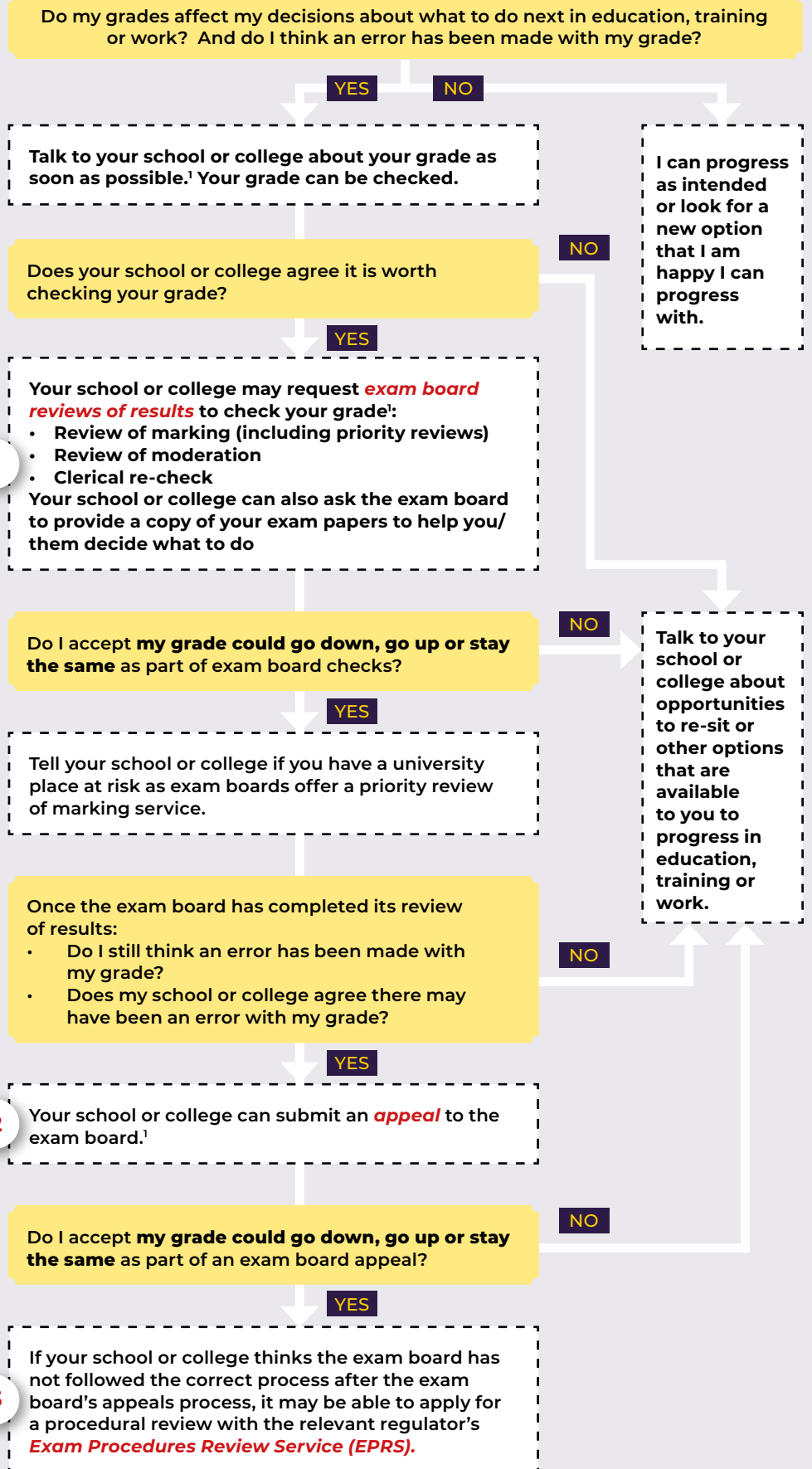
*Please note, appeals are not the first step in checking your grade.*

### 3. Exam Procedures Review Service (EPRS)

Your school or college can only ask the relevant regulator to review what the exam board has done after the exam board has completed the appeal hearing.

The EPRS will look at whether the exam board has followed the regulator's rules and its own procedures. It will not review your work and cannot change your grade. The relevant regulator can ask the exam board to look at your appeal again if they think the exam board made a mistake.

Not all qualifications are covered by the EPRS so please check the relevant regulator's website (Ofqual, CCEA Regulation or Qualifications Wales) for more information.



<sup>1</sup> If you are a private candidate, you can apply directly to your exam board for a review of your result and an appeal. If not, you must talk to your school or college and they will contact the exam board as needed.



Joint Council for  
Qualifications<sup>CIC</sup>

## Post-Results Services

Information and guidance to centres – June 2024 and November 2024 examination series

- Clerical re-checks
- Reviews of marking
- Reviews of moderation
- Access to scripts

### **This document covers the following qualifications:**

- AQA Applied General qualifications
- AQA Level 2 Certificate in Further Maths
- AQA Level 3 Certificate in Mathematical Studies
- BTEC Firsts, BTEC Nationals, BTEC Tech Awards
- Cambridge Nationals
- Cambridge Technicals
- City & Guilds Level 2 and Level 3 Technical qualifications
- FSMQ
- GCE AS and A-level
- GCSE
- OCR Level 3 Certificates
- Projects (including Extended Project)
- T-Levels (Technical qualifications)
- WJEC Level 1 and Level 2 General qualifications
- WJEC Level 1 and Level 2 Vocational qualifications
- WJEC Level 1 and Level 2 Vocational Awards (Technical Awards)
- WJEC Level 3 Applied qualifications

Produced on behalf of:



## Awarding body contact points

Awarding body	Online registration, submission and information Please submit requests online	Telephone number	Postal address  (Only make requests by form if online applications are not possible)
AQA	Centre Services <a href="https://onlineservices.aqa.org.uk/">https://onlineservices.aqa.org.uk/</a>	0800 197 7162	Where centres are unable to submit a request using Centre Services, they should contact AQA by phone
CCEA	<a href="http://www.ccea.org.uk">www.ccea.org.uk</a> For information on post-results services please email <a href="mailto:postresults@ccea.org.uk">postresults@ccea.org.uk</a>	Tel: 028 9026 1451	CCEA Clarendon Dock 29 Clarendon Road Belfast BT1 3BG
City & Guilds	<a href="http://www.cityandguilds.com">www.cityandguilds.com</a> For information please email <a href="mailto:technical.quality@cityandguilds.com">technical.quality@cityandguilds.com</a>	0300 303 53 52	Where centres are unable to submit a request online, they should contact City & Guilds by phone
OCR	Interchange <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> To register please visit <a href="http://www.ocr.org.uk">www.ocr.org.uk</a> or contact the OCR Customer Support Centre by phone	01223 553998	Where centres are unable to submit a request using Interchange, they should contact the OCR Customer Support Centre by phone
Pearson	Edexcel Online <a href="http://www.edexcelonline.com">www.edexcelonline.com</a> To register for Edexcel Online please go to: <a href="https://qualifications.pearson.com/en/contact-us.html">https://qualifications.pearson.com/en/contact-us.html</a>	Home centres: 0344 463 2535 International centres: +44 (0) 1204 770696	Where centres are unable to submit a request using Edexcel Online, they should contact the Customer Service team by phone
WJEC	WJEC Secure Website <a href="http://www.wjecservices.co.uk">www.wjecservices.co.uk</a> To register please send an email request to <a href="mailto:securewebsite@wjec.co.uk">securewebsite@wjec.co.uk</a> quoting centre number, centre name and contact name	01443 845619	Post-Results Services WJEC Unit A16/17 Gwaelod Y Garth Road Treforest Industrial Estate Pontypridd Rhondda Cynon Taf CF37 5XF

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# Section One: General

1. Introduction

2. Key dates and deadlines for the June 2024 and November 2024 series

3. Fees

# 1. Introduction

**1.1** This document contains three sections:

- **Section One:** provides an overview of the post-results services process;
- **Section Two:** refers to Reviews of Results (clerical re-check, review of marking and appeals);
- **Section Three:** refers to Access to Scripts.

**1.2** This document sets out the common arrangements for post-results services. However, awarding bodies may offer additional post-results services. As the awarding bodies will publish their own administrative guidelines on post-results services, please read this document together with the information issued by the awarding bodies. Centres should refer to awarding bodies' websites.

**1.3** This document **does not** cover missing and incomplete results (MIRs) which are reported as:

- 'No Result' (X);
- 'Partial Absence' (e.g. D#);
- 'Pending' (Q).

To query such a result, please refer to the relevant documentation supplied by the individual awarding body.

The awarding body will investigate the query and will report the outcome without charge. Most queries can be resolved on the designated results day through processing checks.

**1.4** Candidates following unitised GCSE, GCE AS and GCE A-level specifications in Wales and Northern Ireland who have achieved enough unit results for a qualification award, but have not claimed certification, may do so retrospectively through their centre. The centre **must** submit the request to the relevant awarding body **before** the published deadline for the series concerned. Each awarding body will publish its own administrative guidelines, which will detail the method of submitting requests and any fee for this service.

**1.5** Where a centre has concerns about the marking of a component, reviews should be submitted as soon as possible for all candidates who wish to request a review. This will enable the awarding body to take a holistic view of the quality of marking and initiate any investigative action in a timely fashion.

Candidates **must** provide their written consent for reviews of marking.

**Important:** Awarding bodies strongly advise candidates and/or their centres to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body **will not** inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at:

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/results/exam-reviews-and-appeals>

## 2. Key dates and deadlines for the June 2024 and November 2024 series

**2.1** To enable awarding bodies to provide an efficient service, centres **must** meet the following deadlines. Requests **must** be submitted to awarding bodies by the relevant deadline.

Centres **must** submit requests online via the awarding bodies' extranet sites.

### 2.2 Key dates and deadlines for the June 2024 series

Key date	Reviews of Results (RoRs)	Access to Scripts (ATS)
15 August	<ul style="list-style-type: none"> <li>Issue of GCE AS and A-level results</li> <li>Issue of Extended Project results</li> <li>Issue of Level 3 VTQ results</li> <li>Clerical re-checks, reviews of marking and reviews of moderation may be requested now</li> </ul>	<b>GCE AS, A-level and Level 3 VTQ scripts</b> <ul style="list-style-type: none"> <li>Centres may request copies of GCE AS, A-level and Level 3 VTQ scripts to support reviews of marking and/or teaching and learning</li> </ul>
22 August	<ul style="list-style-type: none"> <li>Issue of GCSE results</li> <li>Issue of Foundation and Higher Project results</li> <li>Issue of Level 1 &amp; Level 2 VTQ results</li> <li>Clerical re-checks, reviews of marking and reviews of moderation may be requested now</li> </ul>	<b>GCSE and Level 1 &amp; Level 2 VTQ scripts</b> <ul style="list-style-type: none"> <li>Centres may request copies of GCSE and Level 1 &amp; Level 2 VTQ scripts to support reviews of marking and/or teaching and learning</li> </ul>
22 August	<ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for Priority Service 2 reviews of marking (<b>GCE A-level and Level 3 VTQ qualifications only</b>)</li> </ul>	
20 September	<ul style="list-style-type: none"> <li><b>DEADLINE</b> for awarding bodies to receive requests for late subject awards (<b>Unitised GCSE, GCE AS and A-level qualifications in Wales and Northern Ireland</b>)</li> </ul>	
26 September	<ul style="list-style-type: none"> <li><b>DEADLINE</b> for Reviews of Results (RoRs): Last date for awarding bodies to receive requests (<b>All qualifications</b>)</li> </ul>	<ul style="list-style-type: none"> <li><b>DEADLINE</b> for copies of scripts to support teaching and learning (<b>All qualifications</b>)</li> </ul>

For CCEA deadlines for copies of GCE AS, A-level and GCSE scripts to support reviews of marking, please see [Post-Results Support | CCEA](#)

### 2.3 Key dates and deadlines for the GCSE November 2024 examination series

The deadline for Review of Results Services (RoRs) and requests for copies of scripts is 13 February 2025.

### 2.4 Requests received after the respective closing date will not be accepted.

Further information can be found in [section 4.5 – Acknowledgement](#).

**2.5** Where results have been issued after the normal publication date, the closing date for requests will be extended by the same period as the delay.

**2.6** The receipt of scripts may be delayed if a centre has requested a review of marking in the same unit/component.



## 3. Fees

- 3.1** Fees for post-results services (Access to Scripts, clerical re-checks, reviews of marking and reviews of moderation) are set independently and published by awarding bodies.

## **Section Two : Reviews of Results (RoRs) and appeals**

4. Reviews of Results (RoRs)

5. Appeals

## 4. Reviews of Results (RoRs)

### 4.1 Centre responsibilities

4.1.1 Relevant centre staff **must** be fully aware of the post-results process, including the published deadlines for clerical re-checks, reviews of marking and reviews of moderation.

Centres **must** make candidates aware of the arrangements for clerical re-checks, reviews of marking and reviews of moderation prior to the issue of results. Candidates **must** be provided with written information on the arrangements.

Senior members of centre staff **must** be available to candidates immediately after the publication of results so that results may be discussed, and decisions made on the submission of reviews of marking. Candidates **must** be informed of the periods during which centre staff will be available so that they may plan accordingly.

For internal candidates, awarding bodies will **only** accept requests for reviews of marking from centres and not from candidates or their parents. Centres **must** ensure that they have a process in place for internal candidates to appeal the centre's decision not to pursue a review of marking.

Private candidates are encouraged to submit requests for reviews of marking via their centre. However, they may submit a request directly to an awarding body. Private candidates are identified by the centre when submitting entries. Awarding bodies will use this information to validate requests that come directly from candidates. The awarding body will advise private candidates of the process for reviews of marking.

### 4.2 Candidate consent

4.2.1 Centres **must** obtain written candidate consent for clerical re-checks and reviews of marking, as with these services candidates' marks and subject grades may be lowered. **Failure to do so is considered centre malpractice.**

Candidate consent for clerical re-checks and reviews of marking **must** be obtained after the publication of results.

- Candidates **must** be informed that their marks and subject grades could go down as well as up and **must** provide their written consent **before** a request is submitted. (A suggested form for centres to use is included as **Appendix A**. Written consent from the candidate is also acceptable by email.)
- An online request provides confirmation to the awarding body that the candidate's written consent has been obtained. (The submission of a signed request form does likewise.)
- Consent forms or emails from candidates **must** be retained by the centre and kept for at least six months following the outcome of the clerical re-check or review of marking or any subsequent appeal. The awarding bodies reserve the right to request such documentation.

4.2.2 Written candidate consent is **not** required for a review of moderation.

Candidates' marks may be lowered but their published subject grades **will not** be lowered in the series concerned. However, centres should be aware that a lowered mark may be carried forward to future certification. For example, if a non-examination assessment mark which contributes to an AS award (**unitised GCE AS qualification**) is lowered because of a review of moderation, the AS grade will be protected, but the lower mark will contribute to any subsequent A-level award (**unitised GCE A-level qualification**).

Centres must therefore ensure that candidates are made aware that a mark for a NEA component may be lowered which could affect future certification.

## 4.3 Review of Results services

### 4.3.1 Service 1 (Clerical re-check)

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2**).
- The request **must** be received by the awarding body by **26 September 2024**.
- The deadline for completion is within 10 calendar days of the awarding body receiving the request.

This service will include the following checks:

- that all parts of the script have been marked;
- the totalling of marks;
- the recording of marks.

The outcome of the clerical re-check will be reported along with a statement of the total marks awarded for each unit, or component, included in the enquiry.

**For multiple choice tests only, Service 1 re-checks can be requested.**

### 4.3.2 Service 2 (Review of marking)

This is a post-results review of the original marking to ensure that the mark scheme has been applied correctly.

A marking error can occur because of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers **will not** re-mark the script. They will only act to correct any errors identified in the original marking.

**The service is available for externally assessed components of both unitised and linear GCE AS, A-level and GCSE specifications. It is also available for Level 1, 2 and 3 Vocational and Technical qualifications.**

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2**).
- The request **must** be submitted to the awarding body by **26 September 2024**.
- The deadline for completion is within 20 calendar days of the awarding body receiving the request.

This service will include:

- the clerical re-checks detailed in Service 1;
- a review of marking as described above.

**Where a centre is concerned about the marking of an entire centre cohort, please refer to section 4.7.**

Centres are strongly advised to submit requests for reviews of marking for any candidate, by subject, for whom they have concerns at the earliest opportunity. This should include all components/units, looking at the subject, where the centre considers a marking error may have occurred. The awarding body will then be able to take a holistic view of the quality of marking and initiate any investigative action in a timely fashion.

Changes to candidates' results arising from a review of marking **cannot** lead to a subsequent late request for a review of moderation.

#### 4.3.3 Priority Service 2 (Review of marking)

**The service is available for externally assessed components of both unitised and linear GCE A-level specifications. It is also available for Level 3 Vocational and Technical qualifications.**

This is a priority review of the original marking to ensure that the mark scheme has been applied correctly.

A marking error can occur because of:

- an administrative error;
- a failure to apply the mark scheme where a task has only a 'right' or 'wrong' answer;
- an unreasonable exercise of academic judgement.

The awarding body will train its reviewers to conduct reviews of marking accurately and consistently. Reviewers **will not** re-mark the script. They will only act to correct any errors identified in the original marking.

**Important:** Awarding bodies strongly advise candidates and/or their centres to inform their university or college choices that a review of results has been requested. By informing them, they may be able to keep the candidate's place open until the review has been completed.

An awarding body **will not** inform UCAS or others that a review of marking has been requested. However, it will advise UCAS of any grade change arising from a review. Full details on the guidance provided by UCAS may be found at:

**<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/results/exam-reviews-and-appeals>**

- Submit the request online.
- Candidate consent is required and **must** be held on file by the centre (**see section 4.2**).
- The request **must** be submitted to the awarding body no later than **22 August 2024** (seven days after the publication of GCE A-level and Level 3 VTQ results).
- The deadline for completion is within 15 calendar days of the awarding body receiving the request.

Centres are strongly advised to submit requests for reviews of marking for any candidate, by subject, for whom they have concerns at the earliest opportunity. This is particularly so regarding priority reviews of marking where the candidate's university or college place may be at stake. This should include all components/units, looking at the subject as a whole, where the centre considers a marking error has occurred. The awarding body will then be able to take a holistic view of the quality of marking and initiate any investigative action in a timely fashion.

If a GCE A-level or Level 3 VTQ candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

#### 4.3.4 Service 3 (Review of moderation)

This is a review of the original moderation to ensure that the assessment criteria has been fairly, reliably and consistently applied. It **is not** a re-moderation of candidates' work. The awarding body will have trained its reviewers to conduct reviews of moderation accurately and consistently.

Please note that if your centre's internally assessed marks (coursework or non-examination assessment) have been accepted without change by an awarding body, this service **will not** be available.

- Submit the request online.
- Candidate consent is **not** required (**see section 4.2**).
- The request **must** be submitted to the awarding body by **26 September 2024**.
- The deadline for completion is up to 35 calendar days after the reviewer has received the original sample of work from the centre. This is due to the complexities of the process such as co-ordination between the centre and the moderator.
- Centres should inform A-level candidates that reviews of moderation may not necessarily be completed to meet individual universities' deadlines.
- The review of moderation will be undertaken on the original sample of candidates' work.
- A review of moderation **cannot** be undertaken upon the work of an individual candidate or the work of candidates not in the original sample.

A review of moderation **cannot** be undertaken where a mark for an internally assessed component has been transferred to a subsequent series.

Centres that are in possession of the original sample of work **must** ensure it is ready for despatch. They will be provided with the details of a reviewer to whom the work should be sent. Centre assessed work **must not** be sent at the time of submitting the review of moderation.

Work submitted for a review of moderation **must**:

- be despatched to the reviewer within **three working days following the receipt of instructions from the awarding body**. Failure to meet this may delay the outcome of the review or result in the review being cancelled;
- be the original work submitted for moderation;
- have been kept under secure conditions and not returned to the candidates.

This service **cannot** be undertaken on ephemeral material unless suitable evidence (such as the media recording of theatrical performances) can be provided.

Centres should note that there may be a need for them to retain a copy of the work, if a candidate intends to re-submit work at the next assessment opportunity.

Centres operating as part of a consortium **must** submit requests on behalf of all centres within the consortium. Individual centres within the consortium **cannot** request a review of moderation solely on their own behalf.

Changes to candidates' results arising from a review of moderation **cannot** lead to a subsequent late request for a review of marking of a written examination component.

## 4.4 Submission of requests

Centres **must** submit requests online via the awarding bodies' extranet sites.

**4.4.1** Concerns about errors in the original marking can only be addressed through the published post-results services.

**4.4.2** Where a centre is unable to use an awarding body's extranet site, the centre **must** contact the individual awarding body immediately by telephone.

**4.4.3** Letters of concern **cannot** be accepted as requests. Where centres have concerns, the published post-results services **must** be used. Centres **must not** submit letters of concern with their requests.

**4.4.4** All requests for internal candidates **must** be submitted (and thus supported by the centre) by an authorised member of centre staff. Before submitting a request, centres should check all details are correct including candidate name, number and component code.

Requests for private candidates may either be submitted through the centre or submitted directly to an awarding body.

Awarding bodies **will not** accept requests submitted by any other individuals, e.g. by parents/carers. Awarding bodies will only enter into discussions regarding internal candidates with centres.

**4.4.5** Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether a review of results should be submitted. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers. In deciding whether to support a review of results, centres should take account of all relevant factors and allow candidates or their parents/carers a reasonable opportunity to express their views. Centres are encouraged to extend the formal appeals procedure to any private candidates.

**4.4.6** Candidates **must** provide their written consent for clerical re-checks and reviews of marking after the publication of results (**see section 4.2**).

**4.4.7** Requests for unitted subjects **must** be made within the enquiry period immediately following the publication of results for the unit. **Requests cannot be made retrospectively for previous series.**

**4.4.8** Please see awarding body contact points (page ii) for details of submitting requests to awarding bodies.

**4.4.9** Awarding bodies **may not** cancel an enquiry after submission.

## 4.5 Acknowledgement

- 4.5.1 All requests will be acknowledged within 7 working days.
- 4.5.2 If an acknowledgement is not received within this period, centres should presume that the request has not been received and **must** contact the awarding body **immediately**. Centres should also regularly check the progress of the request.
- 4.5.3 If contact is not made until after the deadline for submission of post-results services, the awarding body is not obliged to proceed with the request.

## 4.6 Outcome of reviews

- 4.6.1 The outcome of each review will be confirmed by the respective awarding body.
- 4.6.2 The awarding body will provide a reason for the decision of a review of marking. If the mark has changed, the reason will either be that an administrative error has occurred or there was a marking error. A marking error would occur where an examiner has not correctly applied the mark scheme or any other relevant procedure, i.e.
- if the 'right' mark was not given in a task where there is a 'right' or 'wrong' mark;
  - if there has been an unreasonable exercise of academic judgement<sup>†</sup>.
- 4.6.3 There are three possible outcomes arising from a review of moderation:
- no change to the original moderation decision;
  - a correction to the original moderation decision;
  - reinstatement of centre marks.

For the first two outcomes awarding bodies will provide a reason.

- 4.6.4 Where a grade changes and a certificate has previously been issued, a replacement will be provided showing the revised grade once the centre has returned the original certificate to the awarding body.
- 4.6.5 UCAS will be advised of any changes to GCE and Level 3 VTQ grades. (Centres **must** familiarise themselves with UCAS arrangements: <https://www.ucas.com/advisers/?tile=tile-471>).
- 4.6.6 Where there has been a reduction in marks or a downgrade following a review of marking, the request **cannot** be revoked and the original mark or grade **will not** be reinstated.

## 4.7 Centre concern about the marking of a cohort

- 4.7.1 If a centre has concerns about one of its component/subject cohorts, then it should submit requests for reviews of marking for **all** candidates they believe to be affected. This will enable the awarding body to take a holistic view of the quality of marking and initiate any investigative action in a timely fashion.
- 4.7.2 Centres **must** obtain written candidate consent for reviews of marking **after** the publication of results, as with these services, candidates' marks and subject grades may be lowered.

Candidates **must** be informed of this possible outcome and provide their written consent **before** an application is submitted. A suggested form for centres to use is included as **Appendix A**. Written consent from the candidate is also acceptable by email.

Consent forms or emails from candidates **must** be retained by the centre and

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<sup>†</sup> An academic judgement is what is involved when assessing. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.



kept for at least six months following the outcome of the review of marking or any subsequent appeal. The awarding bodies reserve the right to inspect such documentation.

An online request provides confirmation to the awarding body that the candidate's written consent has been obtained. The submission of a signed request form does likewise.

**4.7.3** An awarding body is obliged to take further investigative action if there is a significant trend in under or over marking.

**4.7.4** Where an awarding body initiates investigative action, candidates' marks and subject grades **are not** automatically protected. Candidates' marks and subject grades may therefore be lowered, confirmed or raised.

## **4.8 Uniform Mark Scale (UMS) marks – unitised GCE AS, A-level and GCSE qualifications**

**4.8.1** An explanation of how uniform marks are calculated may be found on awarding body websites. However, the following points may be helpful.

- Raw marks are the marks that are recorded by examiners – the maximum raw mark differs according to the unit/component.
- Candidates' results in unitised subjects are reported as uniform marks – these are fixed for all units/components with equal weighting.
- Uniform marks are calculated from raw marks.
- There will not necessarily be an obvious direct relationship between raw and uniform marks.
- Small variations in raw marks may in some circumstances lead to larger UMS differences.
- Awarding bodies will monitor the outcome of reviews of marking in terms of raw marks and not uniform marks.

## **4.9 Candidate malpractice**

**4.9.1** If candidate malpractice is discovered during a review of marking or a review of moderation, the script/coursework/non-examination assessment will be processed in accordance with the JCQ document *Suspected Malpractice – Policies and Procedures*. Candidates may lose some or all of their marks, consequently affecting grades awarded.

## 5. Appeals

**5.1** The appeals process is available to centres and private candidates after receiving the outcome of a review of results. Reference should be made to the JCQ document *A guide to the awarding bodies' appeals processes*. This document provides full details of the awarding bodies' appeals processes and the associated timescales. It is available on the JCQ website:

<http://www.jcq.org.uk/exams-office/appeals>

**5.2** Appeals can only be submitted after the outcome of a review of results has been reported to the centre.

An appeal against a review of moderation decision **cannot** be made on behalf of an individual candidate.

**5.3** In the case of internal candidates, only the head of centre can submit an appeal to the relevant awarding body.

**5.4** Appeals **must** be made in writing and clearly state the grounds for appeal.

**5.5** Awarding bodies may charge a fee for appeals. This fee will be refunded if the appeal is upheld.

Centres **must** have in place a published formal appeals procedure for use in cases where centres and candidates, or their parents/carers, cannot agree as to whether an appeal should be submitted to the relevant awarding body. The formal appeals procedure **must** be made widely available. Centres **must** therefore draw the appeals procedure to the attention of candidates and their parents/carers.

In deciding whether to support an appeal, centres should take account of all relevant factors and allow candidates or their parents/carers a reasonable opportunity to express their views. In relation to internal candidates, awarding bodies can only enter into discussions over appeals with centres. Awarding bodies will accept appeals directly from private candidates.

## Section Three: Access to Scripts

### 6. Access to Scripts (ATS)

## 6. Access to Scripts (ATS)

Centres may request copies of scripts to support:

- reviews of marking; and/or
- teaching and learning.

Centres **must** submit requests online via the awarding bodies' extranet sites.

The deadline for copies of scripts to support teaching and learning is **26 September 2024**. Centres should be aware that reviews of marking will not be available after **26 September 2024**.

Centre staff **must** be fully aware of the guidelines controlling these arrangements.

Centres **must** make candidates aware of the arrangements for access to scripts prior to the issue of results.

Centres **must** submit a request on behalf of a private candidate when asked to do so.

### 6.1 Arrangements for access to marked examination scripts

**6.1.1** Awarding bodies will provide access to marked scripts for the following qualifications:

- GCE AS and A-level
- GCSE
- Level 1, 2 and 3 Vocational and Technical qualifications\*.

\*This service **is not** available for City & Guilds Level 2 and Level 3 Technical qualifications.

**6.1.2** A 'script' refers to the written work of a candidate which has resulted from an externally assessed component.

**6.1.3** Additional information on the interpretation of marked examination scripts may be found on awarding bodies' websites.

### 6.2 Conditions of Access to Scripts (ATS) service

Unless otherwise stated, references to 'candidates' includes both internal candidates and private candidates. Awarding bodies will only release copies of scripts to centres under the following conditions.

**6.2.1** Prior written permission **must** be obtained from any candidate where the centre intends to request their script(s).

This permission **must only** be sought **after** the candidates have received their results for the respective examination series. Candidates who grant their permission have the right to anonymity of their scripts before use.

A suggested form for centres to use when seeking a candidate's written permission to request and use their scripts is included at **Appendix B**. Written consent from the candidate is also acceptable by email.

**6.2.2** Scripts **must only** be seen by teachers who are members of staff at that centre or within a consortium of centres, or returned directly to candidates.

### 6.3 Copies of scripts to support reviews of marking

6.3.1 Centres will be able to request copies of GCE AS, A-level, GCSE and Level 1, 2 and 3 VTQ scripts before deciding whether to request a review of marking.

If a GCE A-level or Level 3 VTQ candidate is thinking of having a Priority Service 2 review of marking, please refer to the relevant awarding body's website to understand the implications of requesting a copy of the script.

6.3.2 A centre that requires a copy of the script which has been subject to either a clerical re-check or a review of marking should refer to the relevant awarding body's website for further information.

### 6.4 Copies of scripts to support teaching and learning

6.4.1 Requests received after the deadline of 26 September 2024 **may not** be accepted. Please refer to awarding bodies' websites.

### 6.5 Mark schemes

6.5.1 A copy of the relevant mark scheme will be made available to centres by the awarding body, normally after the publication of results.

### 6.6 Disposal of scripts

6.6.1 Where teachers have used copies of candidates' scripts for teaching and learning purposes but no longer wish to retain them, they **must** ensure that the scripts are disposed of in a confidential manner.

6.6.2 With the exception of archive material, awarding bodies **do not** keep candidates' responses indefinitely. This includes examination scripts and electronic script images.

### 6.7 General Data Protection Regulation (GDPR)

6.7.1 Information recorded by candidates in examination scripts is exempt from Subject Access Requests under the provisions of the UK GDPR.

## **Appendices**

**Appendix A – Clerical re-checks, reviews of marking and appeals – candidate consent form**

**Appendix B – Access to Scripts – Candidate consent form for access to and use of examination scripts**

# Appendix A – Clerical re-checks, reviews of marking and appeals – Candidate consent form



AQA      City & Guilds      CCEA      OCR      Pearson      WJEC

## Clerical re-checks, reviews of marking and appeals

### Candidate consent form

#### Information for candidates

The following information explains what may happen following a clerical re-check, a review of marking and any subsequent appeal.

If your school or college submits a request for a clerical re-check or a review of the original marking, and then a subsequent appeal for one of your examinations after your subject grade has been issued, there are three possible outcomes:

- Your original mark is lowered, so your final grade may be lower than the original grade you received.
- Your original mark is confirmed as correct, so there is no change to your grade.
- Your original mark is raised, so your final grade may be higher than the original grade you received.

To proceed with the clerical re-check or review of marking, you **must** sign the form below. This tells the head of your school or college that you have understood what the outcome might be, and that you give your consent to the clerical re-check or review of marking being submitted.

#### Candidate consent form

Centre number	Centre name
Candidate number	Candidate name

Details of review (awarding body, qualification level, subject title, component/unit)

.....  
.....

I give my consent to the head of my school or college to submit a clerical re-check or a review of marking for the examination(s) listed above. In giving consent I understand that the final subject grade and/or mark awarded to me 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 for this subject.

Signed: ..... Date: .....

**This form should be retained on the centre's files for at least six months following the outcome of the clerical re-check, review of marking or any subsequent appeal.**

## Appendix B – Access to Scripts – Candidate consent form for access to and use of examination scripts



AQA

City & Guilds

CCEA

OCR

Pearson

WJEC

### Access to Scripts

#### Candidate consent form for access to and use of examination scripts

Centre number	Centre name
Candidate number	Candidate name
Qualification level/subject	Component unit/code

I consent to my scripts being accessed by my centre.

Tick ONE of the boxes below:

If any of my scripts are used in the classroom, I do not wish anyone to know they are mine. My name and candidate number must be removed.

If any of my scripts are used in the classroom, I have no objection to other people knowing they are mine.

Signed: ..... Date: .....

**This form should be retained on the centre's files for at least six months.**





Joint Council for  
Qualifications<sup>CIC</sup>

# A guide to the awarding bodies' appeals processes

Effective from June 2023 examination series

For the attention of heads of centre, senior leaders within schools and colleges and teaching staff.

Produced on behalf of:



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# Introduction

**1** This document sets out the processes for appealing against decisions made by the JCQ awarding bodies in relation to:

- AEA
- AQA Applied General qualifications
- AQA Level 1, Level 2 and Level 3 Technical qualifications
- **AQA Level 2 Certificate in Further Maths**
- **AQA Level 3 Certificate in Mathematical Studies**
- Cambridge Nationals
- Cambridge Technicals
- City & Guilds Level 2 and Level 3 Technical qualifications **(external assessments and moderated assessments only)**
- Edexcel Awards in mathematics
- Edexcel International A-level
- Edexcel International GCSE
- ELC
- Essential Skills (Wales)
- FSMQ
- GCE AS and A-level
- GCSE
- **NCFE Level 1 and 2 Functional Skills (external assessment only)**
- **NCFE Level 1, 2 and 3 Vocational (Technical Award) qualifications**
- **NCFE Level 3 Diploma/Extended Diplomas (external assessment only)**
- Pearson BTEC **(external assessments and moderated assessments only)**
- Project qualifications
- T-Level Technical Qualifications\*
- WJEC Level 1 and Level 2 General qualifications
- **WJEC Level 1 and Level 2 Vocational (Technical Award) qualifications**
- **WJEC Level 2 and Level 3 Health and Social Care, and Childcare (Wales)**
- **WJEC Level 1 and 2 Vocational Awards**
- **WJEC Level 3 Applied Certificate and Diploma qualifications**
- WJEC Skills Challenge Certificate (Welsh Baccalaureate).

\* Please also refer to awarding body appeals documentation.

If the qualification you are concerned about is not one of these, then please refer to the individual awarding body's documentation.

**2** These procedures meet the requirements of the three qualification regulators for England, Wales and Northern Ireland (Ofqual, Qualifications Wales and CCEA Regulation): their regulatory documentation underpins the awarding bodies' appeals processes.

**3** Awarding bodies accept appeals in relation to three areas of their work. These are:

- Appeals against results – **see page 3**.
- Appeals against malpractice decisions – **see page 6**.
- Appeals against decisions made in respect of access arrangements, reasonable adjustments and special consideration – **see page 9**.

In addition, some other administrative decisions, such as cases of missing scripts, may be subject to review by awarding body officers.

**4** This document has a separate section for each type of appeal. As there is similarity in the way all appeals are handled, this will lead to some repetition of information.

**5** Where a centre wishes to query or discuss any aspect of an awarding body's interpretation or application of the procedures detailed in this document, the relevant awarding body's appeals officer should be contacted (**see Appendix A, page 21**).

**6** Awarding bodies may charge a fee for each stage of an appeal against the outcome of a clerical re-check, a review of marking or a review of moderation. Details of these fees can be obtained from the awarding body concerned. The fee will be refunded/waived if the appeal is upheld.

# 1 Appeals against the outcomes of post-results services (clerical re-checks, reviews of marking and reviews of moderation)

## Who can appeal and when?

### 7 Appeals for internal candidates **must** be submitted by the **head of centre**.

A head of centre can appeal against the outcome of a clerical re-check, a review of marking or a review of moderation. When providing their consent to a clerical re-check or review of marking, a candidate also confirms that they understand that the outcome of any subsequent appeal might be that their final subject grade and/or mark may be lower than, higher than, or stay the same as the result which was originally awarded.

A private candidate may submit an application for an appeal directly to an awarding body.

A private candidate can appeal against the outcome of a clerical re-check or a review of marking.

A private candidate is defined as a student who is entered for a subject by the centre and has not received any tuition at the centre for the subject during the academic year in which the exam series occurs. The student may have received teaching at the centre for different subjects or for the same subject for a previous exam series.

The centre making the entry for a private candidate should ensure it meets the relevant awarding body's requirements for identifying that the entry is for a private candidate. This is important as it will ensure the awarding body can identify that an appeal application related to that subject, which is submitted to the awarding body directly by the private candidate, is eligible for processing.

### 8 Please note that internal candidates and/or their parents/carers are **not** entitled to appeal directly to the awarding body. Representations **must** be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

### 9 Appeals **must not** be submitted by the head of centre or private candidate until the outcome of the relevant post-results service has been confirmed.

### 10 An appeal may be submitted if the appellant\* considers that either:

- a marking or moderation (or a review of marking/moderation) error has occurred; or
- the awarding body did not apply its procedures consistently, properly or fairly.

\*The appellant is the head of centre or private candidate who submits the appeal.

### 11 Ofqual's Qualification Level Conditions define marking error and moderation error grounds for appeal as follows:

'A Marking Error is defined as the awarding of a mark which could not reasonably have been awarded given the evidence generated by the Learner, the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to marking, including in particular where the awarding of a mark is based on – (see below)'

A Moderation Error is defined as a moderation outcome which could not reasonably have been arrived at given the evidence generated by Learners which was considered for the purpose of Moderation, the centre's marking of that evidence, the criteria against which Learners' performance is differentiated and any procedure of the awarding organisation in relation to moderation, including in particular where the outcome of moderation is based on -

- an administrative error;
- a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment; or
- an unreasonable exercise of academic judgment'.

An academic judgement is what is involved when assessing. It is possible for different examiners reasonably to reach different judgements. Unreasonableness in academic judgement occurs where the mark given is one that no reasonable examiner could properly have awarded.

**12** If an application for an appeal is accepted, an investigation into candidates' or centre's results, and/or the awarding body's procedures, will follow. Appeals accepted for investigation on procedural grounds **will not** generally involve a further review of candidates' work.

**13** If an original hard copy script has been returned to the centre under the Access to Scripts service, it **cannot** form part of a review of marking or a subsequent appeal. However, if a scanned copy of the script was produced by the awarding body at the time of marking this may be used as the basis for these processes.

### How to appeal

**14** The head of centre or private candidate (the appellant) should submit a written request for an appeal to the relevant awarding body. A list of the awarding bodies' contact details is provided in **Appendix A, page 21**. The JCQ form *Application for an appeal* can be used (**see page 18**).

**15 Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the clerical re-check, review of marking or review of moderation ("the Outcome").**

If the reasons for the Outcome and/or a copy of the script(s) have been provided within 15 calendar days of the awarding body issuing the Outcome, an application for an appeal **must** still be submitted within 30 calendar days of receiving the Outcome.

If the reasons for the Outcome and/or a copy of the script(s) have been provided beyond 15 calendar days of the awarding body issuing the Outcome, an application for an appeal **must** be submitted within 15 calendar days of receiving these.

**16** The appellant **must** set out clearly and concisely the grounds for the appeal.

**17** When an application for an appeal is received, the awarding body will decide whether it will be accepted or not.

**18** The decision whether to accept the application for an appeal is based on:

- the validity of the grounds for the appeal as put forward by the appellant;
- whether a clerical re-check, a review of marking or a review of moderation has been completed;
- the timescale of the application.

If an application for an appeal is not accepted, the reason(s) for this will be given.

## What happens during the preliminary stage of an appeal?

- 19** The preliminary stage involves a consideration of the case by an awarding body officer who has not had any previous involvement with or personal interest in the matter. This preliminary stage will include consideration of the written submission from the appellant.
- 20** After the preliminary stage the case will either be not upheld or upheld in whole or in part.
- 21** If the case is upheld any necessary further work on the candidates' scripts or results will be undertaken. Any such work will always be carried out in accordance with awarding body and inter-board JCQ agreed procedures.
- 22** The preliminary stage outcome letter with reasons will be sent to the appellant. The letter will also detail the next available stage of the appeals process. Following the preliminary stage, the appellant may pursue the appeal to a hearing.
- The appellant is the head of centre or private candidate who submits the appeal.

## Appeal hearings

- 23** Where the appellant wishes to proceed to the next stage of the appeal (a hearing), a written request for an appeal hearing **must** be sent to the relevant awarding body. A list of the awarding bodies' contact details is provided in **Appendix A, page 21**. The JCQ form *Application for an appeal* can be used (**see page 18**).
- 24** **A request for an appeal hearing must be made within 14 calendar days of receipt of the preliminary appeal outcome letter. Awarding bodies will usually reject appeals made outside of this timescale.**
- 25** An appeal hearing is designed to ensure that the appellant has a formal opportunity to present their case to an impartial body. A member of centre staff must represent the centre at the appeal hearing for internal candidate appeals.
- An internal candidate, their parent/carer or a third party **cannot** represent the centre at an appeal hearing.
- An appeal hearing **is not** a remarking exercise and Panel Members **will not** exercise their own academic judgement. Panel Members **are not** subject matter experts.
- The procedure followed at the appeal hearing is set out in **paragraphs 55-78**.

## 2 Appeals against decisions made in cases of malpractice

### Introduction

**26** Malpractice, maladministration or non-compliance, includes any act, default or practice which is a breach of the published JCQ regulations and awarding body requirements including, for example, that which:

- compromises, attempts to compromise or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate; **and/or**
- damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre.

**27** Awarding bodies' decisions on malpractice cases are based on an inter-board agreement which is reflected in the JCQ document *Suspected Malpractice – Policies and Procedures*.

This document can be downloaded from the JCQ website:

<http://www.jcq.org.uk/exams-office/malpractice>

**28** Decisions in cases of suspected malpractice are usually made by a member of a dedicated and trained team of officers at the relevant awarding body. In cases of serious malpractice, the decision may be made by a committee of senior officers or an external committee.

**29** 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 perceived to be too lenient.**

### Who can appeal?

**30** A head of centre may appeal against a finding of malpractice and/or the sanction imposed on the centre or members of staff (including contracted workers), and on behalf of candidates entered or registered through the centre.

A head of centre **must** inform candidates that he/she is submitting an appeal on their behalf. The candidate may submit a statement.

**31** 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.

**32** A private candidate, or a third party (i.e. a person other than an internal candidate or their parents/carers), may appeal against a finding of malpractice and/or the sanction imposed on him/her directly to the relevant awarding body.

**33** Please note that internal candidates and/or their parents/carers are **not** entitled to appeal directly to the awarding body. Representations **must** be made to the head of centre where the candidate was entered or registered. The head of centre's decision as to whether to submit an application for an appeal is subject to the centre's internal appeals arrangements.



## How to appeal

**34** The appellant should submit an application for an appeal to the relevant awarding body. Awarding bodies' contact details are provided in **Appendix A, page 21**. The JCQ form *Application for an appeal* can be used (see page 18).

**35** **Applications for an appeal should be made within 14 calendar days of receiving the malpractice decision. Awarding bodies will usually reject appeals made outside of this timescale.**

**36** The appellant submitting an application for an appeal **must** set out as clearly and concisely as possible the grounds for the appeal and **must** include any further evidence relevant to supporting the appeal.

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

- the incident was not dealt with in accordance with the published procedures as detailed in the JCQ document *Suspected Malpractice - Policies and 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 may change the awarding body's decision;
- the sanction imposed is disproportionate to the seriousness of the malpractice.

**38** 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 FEI/HEI place or employment;
- the individual regrets his/her actions.

## What happens during a malpractice appeal investigation?

**39** When an application for an appeal is received, it is checked by the awarding body. The context and grounds of the appeal and the supporting documentation are checked for their validity and how the appeal may best be processed. **It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later on in the process.** The awarding body will contact the appellant to acknowledge receipt of the appeal and advise on the process to be followed. The awarding body reserves the right to inform heads of centre where relevant.

**40** The awarding body may:

- refer the matter for fresh consideration to an appropriate individual who has not had any previous involvement with or any personal interest in the matter. At this stage the appeal may be upheld or not upheld. If the appellant remains dissatisfied with the outcome of this consideration, they may proceed to an appeal hearing. **A request for an appeal hearing must be made within 14 calendar days of receipt of the preliminary appeal outcome letter. Awarding bodies will not accept appeals made outside of this timescale.**

- refer the matter to an appeal hearing. The procedure followed at the appeal hearing will be as set out in **paragraphs 55-78**;
- not accept the appeal for investigation because no valid reasonable grounds for appeal have been provided.

## 3 Appeals relating to access arrangements, reasonable adjustments and special consideration

### Introduction

- 41** The awarding bodies recognise that there are some candidates who may be prevented from demonstrating their achievement because of:
- a permanent or long-term disability, learning difficulty or medical condition;
  - a temporary disability, illness or indisposition immediate to or at the time of the examination;
  - circumstances at the time of or during the examination or assessment.
- 42** **Access arrangements and reasonable adjustments are pre-examination adjustments** approved before an examination or assessment. They allow candidates with special educational needs, disabilities or temporary injuries to access the examination or assessment.
- 43** **Special consideration** is an adjustment to a candidate's mark or grade to reflect temporary illness, injury or other indisposition **at the time of the examination or assessment**.
- 44** Access arrangements, reasonable adjustments and special consideration decisions are based on inter-awarding body procedures. The principles and regulations governing access arrangements and special consideration are set out in the JCQ documents *Access Arrangements and Reasonable Adjustments* and *A guide to the special consideration process*. These documents can be found on the JCQ website:
- <http://www.jcq.org.uk/exams-office>
- 45** If, after consulting the respective document which outlines the decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates, the head of centre or private candidate who is the subject of the relevant decision, ('the appellant') disagrees with the decision made and reasonably believes that the awarding body has not followed due procedures, a written request setting out the grounds for a preliminary appeal should be forwarded to the relevant awarding body. A list of the awarding bodies' contact details is provided in **Appendix A, page 21**. The JCQ form *Application for an appeal* can be used (**see page 18**).

### Who can appeal?

- 46** Applications for appeals may only be accepted from a head of centre (on behalf of a candidate or a group of candidates) or private candidates.
- 47** Internal candidates, their parents/carers or other third parties are **not** entitled to appeal directly to the awarding body. Representations **must** be made to the head of centre where the internal candidate was entered or registered. The head of centre's decision as to whether to proceed with an appeal is subject to the centre's internal appeals arrangements.

## How to appeal

**48** Before undertaking an appeal, it may help if the appellant discusses the situation with the relevant awarding body. Such discussions will sometimes resolve the matter without recourse to appeal.

**49** **The appeal request should be made within 14 calendar days of receiving the original decision and should set out clearly and concisely the grounds for the appeal.** The JCQ form *Application for an appeal* can be used – see **page 18** .  
**Awarding bodies may not accept appeals made outside of this timescale.**

## What happens during the preliminary stage of an appeal?

**50** The preliminary stage of an appeal process involves an investigation of the case by an officer or officers of the relevant awarding body. The officer will not have had a previous connection with, or any personal interest in the case. The preliminary stage will consider the written submission from the appellant and will involve a review of all relevant guidance, any precedent and the procedures that were followed in arriving at the decision which is subject to appeal.

**51** The preliminary stage outcome letter with reasons will be sent to the appellant when the review is complete.

## Appeal hearing

**52** If the appellant disagrees with the outcome of the preliminary stage, a written request for an appeal hearing should be sent to the relevant awarding body. A list of the awarding bodies' contact details is provided in **Appendix A, page 21**. The JCQ form *Application for an appeal* can be used (**see page 18**). The awarding body will make arrangements for a hearing.

**53** **This appeal request should be made within 14 calendar days of receiving the outcome of the preliminary appeal.**

**54** The procedure followed at the Appeal hearing will be as set out in **paragraphs 55-78**.

## 4 The procedure for appeal hearings

### Before the hearing

**55** The appellant will have submitted an application for an appeal hearing within 14 calendar days of the outcome of the preliminary stage being received.

**56** The application must clearly set out both the grounds of appeal and all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later on in the process. The awarding bodies reserve the right to produce material in rebuttal of any appeal application.

The grounds of appeal submitted **must** be the same as the grounds of appeal which will be presented on the day. If there are any differences, or new material is introduced, the appeal panel will need to decide whether to admit or reject the new grounds and/or new material or the appeal hearing may be deferred.

**57** For an appeal hearing, an awarding body typically convenes a panel of three or four people. They will be drawn from a larger pool of individuals who are not directly employed by the awarding body and who have been trained in the task of deciding appeals.

At least one of the panel members will be an 'independent member'. Independent members are individuals who have had no employment or other connection with that awarding body for at least the previous five years.

**58** Appellants will be expected to participate in the appeal hearing.

**59** If when notified of the date set for the appeal panel hearing, the appellant does not attend without good reason, the hearing may proceed in their absence.

**60** The appellant may be accompanied by a friend, colleague or union representative but names and contact details of all representatives **must** be provided to the awarding body **no later than seven calendar days before the date of the hearing**. It would not generally be expected that the appellant's attendees would exceed three in number.

**61** The awarding bodies may also call any representatives relevant to the case. It would not generally be expected that awarding body representatives would exceed three in number.

**62** Internal candidates and/or their parents/carers **will not** be called as representatives but may attend as observers with the prior permission of the Chair of the panel. Observers **are not** entitled to present cases or to engage in questioning any parties at the hearing, but they may make statements at the discretion of the Chair of the panel.

**63** Other observers may attend hearings with the prior approval of the Chair no later than seven calendar days before the date of the hearing. The observers **must** adhere to the protocols of the appeal hearing.

**64** Legal representation is not normally permitted at an appeal hearing, as an appeal hearing is not a legal function.

**65** If the appellant wishes to be legally represented, this **must** be discussed with the awarding body before a hearing date is finalised. If legal representation for the appellant is agreed, the awarding body may also be legally represented.

An awarding body **will not** be liable for any professional fees incurred by the appellant.

**66** A copy of all materials (correspondence/documents/reports etc) relating to the appeal will be forwarded to the appeals panel members and the appellant no later than seven calendar days prior to the hearing. Only in the most exceptional circumstances will the Chair permit additional materials to be tabled on the day of the hearing.

**67** Where any material is considered by the awarding body to be of a confidential nature, the awarding body may make such material available to the appeal hearing under such conditions as are necessary to protect the confidentiality of the material. The awarding body will ensure compliance with any relevant provisions of data protection legislation.

### At the appeal hearing

**68** The appeal hearing will take the form of a re-examination of the evidence, comments and reports provided to and by the awarding body, and observations presented by the appellant.

**69** **In an appeal relating to a clerical re-check, a review of marking or a review of moderation**, the test applied by the panel will be whether:

- a) the awarding body has applied its procedures consistently, properly and fairly in arriving at judgements; and/or
- b) there has been a marking or moderation error, or a review of marking or review of moderation error.

**In an appeal relating to malpractice**, the panel will consider, on the balance of probabilities, whether there was sufficient evidence to support the finding of malpractice and how appropriate the original penalty or sanction was in light of the JCQ Malpractice regulations, awarding body precedents and any additional information provided by the appellant or awarding body.

**In an appeal relating to access arrangements, reasonable adjustments or special consideration**, the panel will consider whether the awarding body's actions were consistent with the published procedures and were fair.

**70** The normal procedure to be followed during appeal hearings is outlined below.

**70.1** A member of the panel will Chair the hearing.

**70.2** The awarding body will be responsible for ensuring that a record of the proceedings is kept for seven years.

**70.3** The Chair will undertake introductions, outline the procedures to be followed and if appropriate, provide a summary of the case.

Each member will be asked to confirm at the start of the appeal hearing that they have not had a previous connection with, or any personal interest in the case. Specifically, that he/she has not been involved in any marking, moderation, review of marking or review of moderation of the candidate's work, or the candidate's centre, in the examination series in which the appeal arises.

The independent member(s) will make themselves known at the beginning of the appeal hearing.

The Chair will indicate that it is the role of all panel members to ensure that the hearing is conducted in accordance with the procedures detailed in this document.

- 70.4** The Chair may, at his/her discretion, accept written evidence from a third party unable or unwilling to attend the hearing (**see paragraph 66, page 12**).
- 70.5** The Chair will invite the appellant to present their case to the panel.
- 70.6** The Chair will then offer the representative(s) of the awarding body the opportunity to question the appellant.
- 70.7** The Chair and the panel members will then have the opportunity to question the appellant.
- 70.8** The Chair will then invite the representative(s) of the awarding body to present their case to the panel.
- 70.9** The Chair will offer the appellant the opportunity to question the representative(s) of the awarding body.
- 70.10** The Chair and the panel members will then have the opportunity to question the representative(s) of the awarding body.
- 70.11** The Chair will offer the representative(s) of the awarding body an opportunity to sum up their case, if they wish to do so. **Awarding bodies will not introduce new information at this stage.**
- 70.12** The Chair will then offer the appellant an opportunity to sum up their case, if they wish to do so. **Appellants will not introduce new information at this stage.**
- 70.13** The Chair will then invite the appellant and their representative(s) and the awarding body representative(s) to withdraw, but to remain available for a brief time whilst the panel determines whether they wish to ask any further questions of either the appellant or the awarding body representative(s).
- 70.14** If the panel determines that they do wish to ask further questions, both the appellant and their representative(s) and the awarding body representative(s) will be asked to return to the hearing.
- 70.15** At the conclusion of all questions, the appellant and their representative(s), and the awarding body representative(s) will be informed that the hearing is complete and they may leave.

**71** The panel will deliberate in private. In reaching its decision, the appeals panel will apply, as appropriate, the tests set out in **paragraph 69, page 12**. Where the appeal relates to the awarding body's procedures, the appeals panel will also consider whether any remedial action subsequently taken by the awarding body was sufficient to rectify the matter.

The appeals panel may decide to uphold the appeal or not to uphold it. If the appeal is upheld, the panel may:

- refer the matter back to the appropriate awarding body officer for further consideration on such basis as the panel may direct; or
- direct the awarding body to carry out further work;
- in a malpractice appeal, remove or confirm the finding of malpractice **and/or** confirm or amend the sanction.

## After the appeal hearing

- 72** Irrespective of whether the appeal is upheld, the panel may make recommendations to the awarding body on issues/concerns that emerged during the appeal hearing.
- 73** **Any further work will be carried out in full compliance with regulatory requirements and inter-board JCQ agreed procedures.**
- 74** **Where the panel upholds an appeal this does not necessarily mean that a candidate's marks or grade will change. A panel may not instruct an awarding body to award a specific mark as panels are not comprised of subject experts. Only a trained and standardised examiner can award a mark.**
- 75** If the appellant and the awarding body were present at the hearing, the decision of the appeals panel will not normally be communicated to the appellant or to the awarding body representatives orally on the day of the hearing. The decision will be sent to the appellant, the head of centre (where relevant) and to the awarding body representative(s) no later than five working days after the hearing.
- 76** A summary written report or written transcript of the hearing may be provided to the appellant and to the awarding body representative(s) within 28 calendar days. **This report or transcript will be confidential to parties to the appeal.**
- 77** The appellant and the awarding body representatives will be offered the opportunity to correct errors of fact made in the report within 14 calendar days. The decision whether to accept amendments suggested by the appellant or by the awarding body representative(s) will be at the sole discretion of the Chair of the appeals panel.
- 78** **The hearing by the appeals panel will complete the awarding body's internal appeals procedures. No further appeal will be accepted by the awarding body.**



## 5 Further avenues of appeal

### Access arrangements, reasonable adjustments, special consideration and post-results services

**79** For centres in England, Wales and Northern Ireland, where dissatisfaction remains with the decision of the Appeal hearing, an appeal may be made to the relevant Exam Procedure Review Service (EPRS). Please note that this service is confined to GCE AS, A-level, GCSE, Technical Qualifications (part of a T-Level) and Level 3 Project qualifications (EPQ). The Exam Procedure Review Service, which is provided by Ofqual in England and Qualifications Wales in Wales, has been set up to ensure that schools and colleges, and candidates and parents, are satisfied that grades issued by an awarding body are as fair and accurate as they can be.

For candidates in Northern Ireland taking GCE AS and A-level qualifications offered by WJEC an appeal may be made to CCEA Regulation EPRS.

**80** For details about the EPRS please refer to the relevant qualification regulator's website.

### Malpractice

**81** **For centres in England and Northern Ireland**, the decision of the Appeals Committee or panel is final. There are no further avenues of appeal against decisions taken by awarding bodies in cases of malpractice. Ofqual in England and CCEA Regulation in Northern Ireland do not hear appeals against malpractice decisions.

**82** **For centres in Wales**, for further avenues of appeal against decisions taken by awarding bodies in cases of malpractice, please refer to the website of the regulator - Qualifications Wales.

## 6 Timescales

**83** The awarding bodies aim to complete a preliminary appeal within 42 calendar days of the receipt of the application.

The awarding bodies aim to hold an appeal hearing within 70 calendar days of the receipt of a request for an appeal hearing.

## 7 Review of other administrative decisions

**84** During any examination series, circumstances arise that cause an awarding body to make decisions that may affect a candidate's results. Where these decisions involve an element of judgement, they may be subject to a review by awarding body officers.

**A head of centre who is concerned by such administrative decisions should contact the relevant awarding body's appeals officer to discuss his/her concerns.**

**85** The most common types of other administrative decisions which may be subject to review are listed below. **Please note that this list is not exhaustive and other types of administrative decisions may also be subject to review.**

- Decisions taken in cases of very late arrival.
- Decisions taken in cases of missing scripts.
- Decisions involving the use of aegrotats/estimated grades. (For further information please see the JCQ document:

**[Estimating-marks-guidance-for-centres-06.03.19-8-1-1-Copy-1.pdf](#)**  
**[\(jcq.org.uk\)](#)**

**86** **The request for a review of an administrative decision should be made within 14 calendar days of receiving the original decision and should set out clearly and concisely the grounds for the review.** The JCQ form *Application for an appeal* should be used, ticking the box 'Review of other administrative decisions' – see **page 18**.

**Awarding bodies may not accept reviews made outside of this timescale.**

**87** The awarding bodies aim to complete these reviews within 42 calendar days of the receipt of the application.

**88** As these cases are reviews and not formal appeals they **will not** be subject to an appeal hearing.

## 8 Application for an appeal or a review of an administrative decision

JCQ/App1

Centre Number

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The details provided on or appended to this form will form the basis of the case being put forward by the appellant.

When completing the details, please pay particular attention to **section 10** of this form, which outlines the grounds for appeal and summarises your reasons for appealing. If you require clarification or assistance, please contact the relevant awarding body.

### Please indicate the type of appeal or review being initiated

Completion of Post-Results Services*	<input type="checkbox"/>	Malpractice	<input type="checkbox"/>
Access arrangements, reasonable adjustments or special consideration	<input type="checkbox"/>	Review of other administrative decisions	<input type="checkbox"/>

If this is an appeal against the outcome of a clerical re-check, a review of marking, a review of moderation or an access arrangement/special consideration decision, please indicate below whether this is an application for a preliminary appeal or an appeal hearing.

Preliminary appeal	<input type="checkbox"/>	Appeal hearing**	<input type="checkbox"/>
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**\*Please note that an appellant cannot proceed to an appeal hearing unless they have already initiated a preliminary appeal and this appeal has been completed.**

**\*\*Please note that an appellant cannot proceed to a preliminary appeal until the clerical re-check, review of marking or review of moderation has been completed and the outcome confirmed.**

1. Name of appellant:

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2. Centre name:

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3. Address:

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4. Telephone number: .....

5. Name and position of person to contact at the centre:

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6. Email address of contact person: .....

7. Examination series: .....

8. Title and level of specification:

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9. Name(s) and candidate number(s) of candidate(s) on whose behalf you are appealing (where applicable).

Candidate name	Candidate number	Component/unit code

(Continue on another sheet if necessary).

10. Grounds for appeal:

Please state the grounds for this appeal, continuing overleaf as necessary, and attach all supporting documentation. If the centre attends a hearing, there will be opportunities for further points to be raised during the hearing, but substantive new evidence **should not** be introduced on the day of the hearing. It is in the interest of all parties that all grounds for appeal are clearly stated in the application.

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11. Names and positions of people attending an appeal hearing

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Signed:.....  
(Appellant)

Date: ...../...../.....

**Please return the completed form to the relevant awarding body.  
If you have not received an acknowledgement within five working days,  
please contact the awarding body.**

## Appendix 1 Awarding body contact details

### AQA

[appeals@aqa.org.uk](mailto:appeals@aqa.org.uk)

Please see AQA's website for details of how to submit an appeal:

<https://www.aqa.org.uk/exams-administration/after-results/post-results/appeals>

### City & Guilds

[policy@cityandguilds.com](mailto:policy@cityandguilds.com)

<https://direc.to/hTsw>

### CCEA

[appealsmanager@ccea.org.uk](mailto:appealsmanager@ccea.org.uk)

### NCFE

[appeals@ncfe.org.uk](mailto:appeals@ncfe.org.uk)

### OCR

[appeals@ocr.org.uk](mailto:appeals@ocr.org.uk)

Please see OCR's website for details of how to submit an appeal:

<https://www.ocr.org.uk/administration/general-qualifications/post-results/appeals/>

### Pearson

[edexcelappeals@pearson.com](mailto:edexcelappeals@pearson.com)

Please see Pearson's website for details of how to submit an appeal:

[Pearson Post Results services/appeals](https://www.pearson.com/uk/qualifications/pearson-edexcel/post-results-services/appeals)

### WJEC

Appeals Team

[appeals@wjec.co.uk](mailto:appeals@wjec.co.uk)



## Appeals FAQs: Summer 2023

These FAQs are designed to support the JCQ guide to awarding bodies appeals processes, June 2023, which can be found on the [JCQ website](#). Exam officers, the head of centre and other senior leaders within a centre should familiarise themselves with this document.

### What is an appeal?

If, as a centre or private candidate, you think an awarding body has made an error on a review of results (review of marking or moderation) or not applied its procedures consistently, properly or fairly, it's possible to submit an 'appeal'. Please note that if you are unhappy with a result, you first need to submit a review of results and receive the outcome before you can submit an appeal.

### What decisions can be appealed?

It's possible to submit appeals against:

- Results – appeals can only be submitted after a review of results has taken place
- Malpractice decisions
- Decisions about access arrangements, reasonable adjustments and special consideration.

Some other administrative decisions, such as cases of missing scripts, can also be reviewed.

### Who can submit an appeal?

Appeals can be submitted by:

- Heads of centre
- Private candidates (or their representative) – A private candidate is a candidate who has not received any tuition at the centre for the subject during the academic year in which the exam series occurs.

In addition, members of staff or third parties may appeal against a malpractice decision or sanction directly to the awarding body.

These are referred to as the 'appellant'.

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Unless they're a private candidate, candidates cannot submit appeals directly to the awarding body. If they do, they will not be accepted, which may delay their centre in submitting an appeal and lead to the deadline being missed.

### **What is the deadline for submitting an appeal?**

Appeals must be made within:

- 30 calendar days of receiving the outcome of a review of results (clerical re-check, review of marking or review of moderation)
- 14 calendar days of receiving a reasonable adjustment or special consideration decision
- 14 calendar days of receiving a malpractice decision.

Requests for a review of other administrative decisions must also be received within 14 calendar days of the original decision.

Awarding bodies will not usually accept appeals after these dates.

### **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.

### **How can I submit an appeal?**

Please check the information provided by the relevant awarding body and follow their process to submit an appeal. In all cases, the appeal should set out the grounds for the appeal clearly and concisely.

### **Does a centre have to submit an appeal if a candidate requests it?**

A centre may decide not to submit an appeal on behalf of a candidate if the grounds for the appeal are not permitted grounds or where it does not agree there is a sound rationale for the appeal.

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The centre should have its own internal appeals process for candidates to appeal any such decisions.

**Do centres have to get consent from candidates before they submit an appeal to the awarding body?**

Yes. It is vital a centre has the consent of a candidate before they submit an appeal on a candidate's behalf. The outcome of the appeal could be that the candidate's grade goes down, stays the same or goes up. It is therefore important that the candidate knows this and has consented to the appeal to the awarding body.

Candidate consent is not required for an appeal against a review of moderation. Candidates' marks may be lowered but their published subject grades will not be lowered in the series concerned.

**What should a centre do if they do not agree with the outcome of the appeal?**

We hope that the two-stage appeal process provides centres and candidates with confidence in the appeal outcome. However, if a centre believes an awarding body has not followed its appeal process, it can make an application to the relevant regulator's Exam Procedures Review Service (EPRS). Details of EPRS, the types of appeal and the qualifications that are in scope of this service, can be found on the relevant regulator's website.

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## 8 Application for an appeal or a review of an administrative decision

Centre Number

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The details provided on or appended to this form will form the basis of the case being put forward by the appellant.

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1. Name of appellant:

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2. Centre name:

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3. Address:

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4. Telephone number: .....

5. Name and position of person to contact at the centre:

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6. Email address of contact person: .....

7. Examination series: .....

8. Title and level of specification:

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Candidate name	Candidate number	Component/unit code

(Continue on another sheet if necessary).

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11. Names and positions of people attending an appeal hearing

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Signed:.....  
(Appellant)

Date: ...../...../.....

**Please return the completed form to the relevant awarding body.  
If you have not received an acknowledgement within five working days,  
please contact the awarding body.**