



**Kings Langley School**

Unlocking Potential for Life

# External Examinations Appeals Policy

Date Agreed – October 2024

Review Date – October 2025



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## Rationale

This policy exists to provide a framework for supporting our stated aim of “ensuring the happiness of every individual in our community”, to promote a climate which enables all students to flourish, regardless of ability or special needs, and supports our desired outcomes of developing "strong character".

## Character Development: Commitment to Equality and Diversity

This school is founded on a set of fundamental values designed to enable all students and adults connected with our community to flourish and succeed, regardless of background or circumstances. We are determined to be open to people, places, methods and ideas—and as such, equality and diversity are at the heart of everything we do. Our continued dedication to social justice and equality of opportunity is embodied in everything we do.

We are creating an inclusive school community where:

- People are treated with dignity and respect.
- Inequalities are challenged.
- We anticipate, and respond positively to, different needs and circumstances so that everyone can achieve their potential.
- We value diversity and we recognise that different people bring different perspectives, ideas, knowledge and culture, and that this difference brings great strength.
- We believe that discrimination or exclusion based on individual characteristics and circumstances, such as age; disability; caring or dependency responsibilities; gender or gender identity; marriage and civil partnership status; political opinion; pregnancy and maternity; race, colour, caste, nationality, ethnic or national origin; religion or belief; sexual orientation; socio-economic background; trade union membership status or other distinctions, represents a waste of talent and a denial of opportunity for self-fulfilment.
- We recognise that patterns of under achievement at any level and differences in outcomes can be challenged through positive intervention activities designed to bridge gaps.
- We respect the rights of individuals, including the right to hold different views and beliefs. We will not allow these differences to be manifested in a way that is hostile or degrading to others.
- We expect commitment and involvement from all our staff, students, partners and providers of goods and services in working towards the achievement of our vision.



## Purpose

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

## Reviews of Results

Review of results (RoRs) services **must** be submitted through the Examination Centre.

Awarding bodies offer the following RoRs services:

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

It includes the following checks:

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

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

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

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

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

### Submitting a request

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

For a review of results the candidate must complete a Review of Marking & Access to Scripts Request Form and sign and date a Candidate Consent Form confirming that they understand that their marks may stay the same, go up or indeed go down. Copies of these forms can be found on pages 8-12 of this policy.

### Deadlines

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



Requests made after the deadlines **WILL NOT BE ACCEPTED OR PROCESSED** by the awarding bodies – please check the deadline dates carefully. All enquiries must be received by the Exams Manager in writing via email at least three working days before the JCQ deadline as stated on Pages 10 and 12. Please note, enquiries about results cannot be submitted to the school prior to results days.

### **Outcome of enquiries**

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

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

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

## **Appeals**

Awarding bodies can accept appeals in relation to 3 areas:

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

### **1. Appeals against results**

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

- The relevant JCQ documentation
- Information published by awarding bodies at the time of results being made available.

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

#### **Who can appeal?**

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

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

#### **How to appeal?**

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



## 2. Appeals against malpractice decisions

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

### Who can appeal?

The following stakeholders can appeal against malpractice decisions:

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

**Candidates and/or parents are not entitled to appeal directly to the awarding body.** Appeals can only be submitted by the Head of Centre on behalf of a candidate or a group of candidates. If a candidate wishes to request that the centre submits an appeal on their behalf, they must submit a request in writing to the Head of Centre stating the grounds for their appeal.

### How to appeal?

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

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

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

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

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



### **3. Appeals relating to access arrangements and special consideration**

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

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

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

#### **Who can appeal?**

**Candidates and/or parents are not entitled to appeal directly to the awarding body.** Appeals can only be submitted by the Head of Centre on behalf of a candidate or a group of candidates. If a candidate wishes to request that the centre submits an appeal on their behalf, they must submit a request in writing to the Head of Centre stating the grounds for their appeal.

#### **How to appeal?**

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

It may help if the Head of Centre discusses the matter with the relevant awarding body before making an appeal request as this may resolve the matter before reaching the appeals stage.

The principles and regulations governing access arrangements and special consideration are outlined in guidance from the JCQ.



GCSE – REVIEW OF MARKING AND ACCESS TO SCRIPTS REQUEST FORM				FOR CENTRE USE ONLY		
				Date received		
Please be aware no review of marking can be processed until a candidate consent form has been completed.						
Candidate Name:		Candidate Number:				
Candidate Email:		Form:				
<p>To secure of a review of marking and/or a copy of the script to support a review:</p> <ul style="list-style-type: none"> <li>• Complete all the information for any unit you would like to have a review of marking and/or you want the script back using the table below</li> <li>• If you want a review of marking of your paper, the candidate must also sign the candidate consent form attached to this form.</li> <li>• Overleaf is a table giving the costs which are per unit (not per subject). Please pay using the school’s online payment system by choosing the correct product in the EXAMS section. A review will not be submitted to an exam board until the correct payment has been made.</li> <li>• Hand in this completed form, and the signed candidate consent form if requesting a review, to KLS Examinations Office staff on Results Day or email scanned pdf files or photos of all sides of the completed forms to <a href="mailto:exams@kls.herts.sch.uk">exams@kls.herts.sch.uk</a> at least <b>three working days before the JCQ deadline as stated overleaf.</b></li> </ul> <p>Please be aware that a review of marking is not a re-mark, it is a review by a second examiner to identify genuine marking errors or unreasonable marking.</p>						
Subject	Unit Code	Unit Name	Exam Board	Review of Marking	Return of Original Script	Cost
<b>Total Cost</b>						<b>£</b>
Candidate signature						
Date						





GCSE	AQA	Edexcel (Pearson)	OCR	Eduqas (WJEC)	Deadline
Service 1: Clerical Re-Check	£9.05 <sup>(1)</sup>	£13.10 <sup>(1)</sup>	£10.75 <sup>(2)</sup>	£11.00 <sup>(3)</sup>	26 <sup>th</sup> September 2024
Service 2: Review of Marking	£42.00 <sup>(1)</sup>	£46.70 <sup>(1)</sup>	£61.50 <sup>(2)</sup>	£40.00 <sup>(3)</sup>	26 <sup>th</sup> September 2024
Priority: Copy of script to support review	Free	Free <sup>(4)</sup>	Free	Free	5 <sup>th</sup> September 2024
Original marked paper (access to script) to support teaching and learning	Free	Free <sup>(4)</sup>	Free	Free	26 <sup>th</sup> September 2024

Prices are subject to change by the exam boards.

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

- <sup>(1)</sup> Edexcel/AQA will refund the fee if the overall grade changes as a result of review of marking or clerical re-check.
- <sup>(2)</sup> OCR will refund the fee if the unit grade changes or if qualification grade changes.
- <sup>(3)</sup> WJEC will refund the fee if the unit grade changes or if qualification grade changes.
- <sup>(4)</sup> To request a post-review pf marking photocopy script, a fee of £14.50 will apply.

Miss K Jones – Data and Examinations Manager

Ms C Martindale – Examinations Officer

[exams@kls.herts.sch.uk](mailto:exams@kls.herts.sch.uk)

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<b>GCE A-LEVEL – REVIEW OF MARKING AND ACCESS TO SCRIPTS REQUEST FORM</b>				<b>FOR CENTRE USE ONLY</b>		
Please be aware no review of marking can be processed until a candidate consent form has been completed.				<b>Date received</b>		
<b>Candidate Name:</b>			<b>Candidate Number:</b>			
<b>Candidate Email:</b>			<b>Form:</b>			
<p>To secure of a review of marking and/or a copy of the script to support a review:</p> <ul style="list-style-type: none"> <li>• Complete all the information for any unit you would like to have a review of marking and/or you want the script back using the table below</li> <li>• If you want a review of marking of your paper, the candidate must also sign the candidate consent form attached to this form.</li> <li>• Overleaf is a table giving the costs which are per unit (not per subject). Please pay using the school’s online payment system by choosing the correct product in the EXAMS section. A review will not be submitted to an exam board until the correct payment has been made.</li> <li>• Hand in this completed form, and the signed candidate consent form if requesting a review, to KLS Examinations Office staff on Results Day or email scanned pdf files or photos of all sides of the completed forms to <a href="mailto:exams@kls.herts.sch.uk">exams@kls.herts.sch.uk</a> at least <b>three working days before the JCQ deadline as stated overleaf.</b></li> </ul> <p>Please be aware that a review of marking is not a re-mark, it is a review by a second examiner to identify genuine marking errors or unreasonable marking.</p>						
Subject	Unit Code	Unit Name	Exam Board	Review of Marking	Return of Original Script	Cost
<b>Total Cost</b>						<b>£</b>
<b>Candidate signature</b>						
<b>Date</b>						



<b>GCE A-LEVEL</b>	AQA	Edexcel (Pearson)	OCR	Eduqas (WJEC)	Deadline
Service 1: Clerical Re-Check	£9.05 <sup>(1)</sup>	£13.10 <sup>(1)</sup>	£10.75 <sup>(2)</sup>	£11.00 <sup>(3)</sup>	<b>26<sup>th</sup> September 2024</b>
Service 2: Review of Marking	£48.65 <sup>(1)</sup>	£54.30 <sup>(1)</sup>	£61.50 <sup>(2)</sup>	£46.00 <sup>(3)</sup>	<b>26<sup>th</sup> September 2024</b>
Priority Service 2: Review of Marking	£57.85 <sup>(1)</sup>	£64.70 <sup>(1)</sup>	£75.75 <sup>(2)</sup>	£55.00 <sup>(3)</sup>	<b>22<sup>nd</sup> August 2024</b>
Priority: Copy of script to support review	Free	Free <sup>(4)</sup>	Free	Free	<b>29<sup>th</sup> August 2024</b>
Original marked paper (access to script) to support teaching and learning	Free	Free <sup>(4)</sup>	Free	Free	<b>26<sup>th</sup> September 2024</b>

Prices are subject to change by the exam boards.

- <sup>(1)</sup> Edexcel/AQA will refund the fee if the overall grade changes as a result of review of marking or clerical re-check.
- <sup>(2)</sup> OCR will refund the fee if the unit grade changes or if qualification grade changes.
- <sup>(3)</sup> WJEC will refund the fee if the unit grade changes or if qualification grade changes.
- <sup>(4)</sup> To request a post-review pf marking photocopy script, a fee of £14.50 will apply.

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AQA

OCR

Pearson

WJEC

## Clerical re-checks, review 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 17139	Centre name Kings Langley School
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.**

AQA            OCR            Pearson            WJEC

## Access to Scripts

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

Centre number 17139	Centre name Kings Langley School
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.**

## EXTERNAL APPEALS FORM – REQUEST TO THE HEAD OF CENTRE TO SUBMIT AN APPEAL

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

<b>Candidate Name</b>	<b>Candidate Number</b>
<b>GCSE or A-Level</b>	<b>Subject</b>
<b>Exam Board</b>	<b>Component</b>

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

**Please clearly state the grounds for your appeal below.**

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

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

The appeal may be refused if:

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

Supporting evidence to be uploaded with your appeal:  **Yes**  **No**

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

**Candidate signature**

**Date**

This form must be completed, signed, dated and returned to the Exams Officer within the deadlines indicated in the relevant appeals procedure.

<b>APPEAL FEES 2024</b>	AQA	Edexcel (Pearson)	OCR	Eduqas (WJEC)	Deadline
Stage 1: Preliminary stage	£124.90	Up to £150	£187.75	£120	<p>Within 3 weeks of receiving the outcome of the review of marking or moderation</p> <p>or</p> <p>Within 1 week of receiving the original access arrangements or special consideration decision</p> <p>or</p> <p>Within 1 week of receiving the original malpractice decision</p>
Stage 2: Appeal hearing	£214.05	Up to £200	£268.25	£200	<p>Within 1 week of receiving the outcome of the preliminary stage</p>

Prices are subject to change by the exam boards.

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

Miss K Jones – Data and Examinations Manager

Ms C Martindale – Examinations Officer

[exams@kls.herts.sch.uk](mailto:exams@kls.herts.sch.uk)

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## External Appeals Log

On receipt, all external appeals are logged. The outcome date is also recorded.

The outcome of any review of the centre's marking will be made known to the Head of Centre. A written record of the appeal will be kept and logged as an appeal, in order that information can be easily made available to for JCO inspection purposes and to an awarding body upon request.

Date received	Appeal	Outcome	Outcome date