

Internal Appeals Policy 2025-2026

Audience	All stakeholders – staff, students, trustees, parents and visitors
Status / review cycle	Annually
Current review	01.10.2025
Next review	01.10.2026
Review committee	Curriculum Management
Staff lead	Sagar Patel- Deputy Principal Anna Mawson – Assistant Principal
Head of Centre	Dan Hards – Principal
Exam Officer	Sara Sweeney

1. Purpose and Scope

Esher Sixth Form College (ESFC) is committed to ensuring that whenever its staff mark candidates' work this is done fairly, consistently and in accordance with the awarding body's specification and subject-specific associated documents.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, who have been trained in this activity and do not have any potential conflicts of interest. If AI tools have been used to assist in the marking of candidates' work, they will not be the sole marker.

ESFC is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

This Internal Appeals Policy sets out the procedures available to candidates (and, where appropriate, their parents/carers) if they wish to:

- Appeal against the centre's marking of internally assessed work (coursework, non-examination assessments, endorsements, and project qualifications).
- Appeal against the centre's decision not to support a request for a post-results service (clerical check, review of marking, or appeal to the awarding body).
- Appeal against decisions relating to access arrangements, reasonable adjustments, or special consideration.

The policy applies to all candidates enrolled at the College on qualifications delivered under JCQ regulations (GCSE, GCE, and Vocational Technical Qualifications). It must be read in conjunction with:

- *JCQ General Regulations for Approved Centres;*
- *JCQ Instructions for Conducting Non-Examination Assessments;*
- *JCQ Access Arrangements and Reasonable Adjustments;*

- JCQ *Post-Results Services*;
- NEA Policy

The College will make this policy available to candidates and parents/carers on the website and will review it annually in line with JCQ requirements.

2. Grounds for Appeal

Candidates (and, where appropriate, their parents/carers) may submit an appeal on the following grounds:

- The candidate believes that the College has not applied the relevant awarding body's marking criteria correctly.
- The candidate believes that marking or internal standardisation procedures were not carried out consistently, fairly, or in accordance with awarding body requirements.
- The candidate has evidence that their work was not authenticated properly.
- Appeals against internal assessments must follow the College's **Centre Review of Marking Policy**, which outlines the process and deadlines before marks are submitted to the awarding body.

3. Procedures

Prior to the mark being published

1. Prior to the mark being published subject areas will inform students about the process that staff go through to mark, standardise and moderate their externally assessed work at the start of the coursework process.
2. Students and parents will be informed by the College about the process of receiving those marks in April and May and where they can go to find out information about how to request a review of marking should they so wish.
3. Departments must ensure that materials to support students in making an informed judgement on whether they should request a review of marking must be available to students before the review of marking window commences. These materials might include assessment criteria, mark schemes and subject specifications.

Mark is published

4. Candidates are informed in writing of their centre-assessed marks before these are submitted to the awarding body, to allow them to request a review of marking.

After the mark is published

5. Candidates may request access to copies of materials (their marked work, mark scheme, or relevant assessment criteria) to help them decide whether to request a review. On receipt of such a request, the College will provide either supervised access to originals or copies, made available promptly.
6. Candidates will normally be given at least five working days to review materials and reach a decision.

7. Candidates wishing to request a review of marking must do so in writing by the published internal deadline. Requests submitted after the deadline cannot be accepted.
8. Requests must clearly explain the grounds for review, i.e. why the candidate believes the awarding body's mark scheme has not been applied correctly.
9. A payment is required at the time the request is submitted. The fee will be refunded if the review results in a change to the candidate's mark.
10. The Examinations Officer will write and inform a HoD of the names of students who have requested a review of marking and will send through the form which outlines the student's request. (timescales can be found in the centre review of marking policy).
11. Reviews will be carried out by an assessor who has appropriate competence in the subject, has had no previous involvement in the assessment of that candidate for the component in question, and has no personal interest in the outcome.
12. The reviewer will ensure that the candidate's work is marked in line with the awarding body's criteria and that the outcome is consistent with the College standard.
13. The HoD must ensure that reviews of marking take place in the time set out in the timeframes in the centre review of marking procedures and timeframes.
14. The HoD must write to the Examinations Officer at internalappeals@esher.ac.uk to inform them of the outcome of each review of marking. This must include the student name, student number, original mark awarded, new mark awarded (even if this is the same mark).
15. The Examinations Officer will email all students who have requested a review of marking to inform them of the outcome of their review before marks are submitted to the examination board.
16. A written record of all reviews will be retained by the College, shared with the Head of Centre, and made available to the awarding body upon request. If the College does not accept the outcome of a review, the awarding body will be informed.

Notes for HoDs and reviewers on JCQ requirements to support conducting a review of marking

Issue / question	JCQ response
Ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate and has no personal interest in the outcome of the review.	<i>It is acceptable for a teacher, who has been internally standardised, to review the work of a candidate marked by another teacher within the same centre. However, if the candidate's work was part of the centre's internal standardisation process, it would not be possible for the teacher who participated in the internal standardisation process to then review the candidate's work. For small centres (small subjects in our case), the centre may wish to consider standardising another member of staff in another department, in a related subject, in order to undertake reviews of marking. Alternatively, the centre could outsource reviews of marking, for example to a teacher in another College.</i>
Should the review be of the mark awarded or of the process leading to the mark being awarded?	<i>The review should be of the mark that has been awarded, confirming whether or not the candidate's mark is in line with the standard set for the other candidates at the centre.</i>
What materials should the centre make available to candidates so they can decide whether to proceed with a request for a review of an internal assessment?	<i>Generally, copies of the marked assessment materials and the mark scheme or assessment criteria should be made available, as a minimum. Additional materials may vary from subject to subject. For some marked assessment materials, such as art work and recordings, it may be more appropriate for them to be shared under supervised conditions.</i>
How should the review be conducted?	<i>It is important that the reviewer is provided with some materials from the centre's internal standardisation process that took place prior to releasing marks to candidates, as well as the work that is under review.</i> <i>The reviewer would need to see the candidate's work, the internal assessor's mark sheet and any annotation or comments that demonstrate how/why a certain mark was awarded. These must be considered within the context of the internal standardisation materials provided in order to ensure a consistent approach to other candidates in the centre. Where there was no internal standardisation carried out (because there was only one teacher involved in marking the component), work of other candidates in the cohort must be considered to ensure that judgements can be made on the consistency of standards.</i> <i>The reviewer must provide a reason for upholding or changing the mark awarded by the centre. This can be a brief annotation on the record form, showing the reviewer's breakdown of marks per Assessment Objective (AO) or section.</i>

3. Appeals against the centre's decision not to support a clerical re-check, a review of marking, a review of moderation or an appeal

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the Examinations Officer.

Esher Sixth Form College will ensure that:

- Candidates are made aware, by email and information posted on the College website, of the arrangements for post-results services prior to the issue of results.
- Candidates are also informed of the periods during which senior members of staff will be available immediately after the publication of results so that results may be discussed and decisions made on the submission of reviews of marking.
- Where the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

JCQ Post-Results Services currently available

Reviews of Results (RoRs):

- *Service 1: Clerical re-check* — the only service that can be requested for objective tests (multiple choice).
- *Service 2: Review of marking.*
- *Priority Service 2: Review of marking* — only available for externally assessed components of GCE A level (an awarding body may also offer this for other qualifications).
- *Service 3: Review of moderation* — not available to an individual candidate.

Access to Scripts (ATS):

- Copies of scripts to support reviews of marking.
- Copies of scripts to support teaching and learning.

Purpose of this procedure

This procedure confirms the arrangements at Esher Sixth Form College for dealing with candidate appeals relating to any centre decision not to support a clerical re-check, a review of marking, a review of moderation, or an appeal.

This ensures compliance with **JCQ General Regulations (section 5.13)** which require centres to:

- Have available for inspection, and draw to the attention of candidates and their parents/carers, a written internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a request for a clerical re-check, a review of marking, a review of moderation, or an appeal.

Post-Results Services (College procedures)

- Students may request and pay for all applicable post-results services via their individual College portal account.
- As part of this online service, they are advised that results may stay the same, go up, or down, and give informed consent before the request and payment are processed.
- A Post-Results Services Information Sheet is published on the College website with a summary of each service, deadline, and fee.

Centre actions in response to a concern about a result

For written components:

- Where a university or college place is at risk, the centre may support a Priority Service 2 review of marking.
- In other cases, the centre may:
 - Request a priority copy of a candidate's script (if available) to support review.
 - View a candidate's marked script online (if available).
 - Collect informed candidate consent before accessing or requesting a script.
 - Review scripts against the mark scheme and support a RoR request if an error is identified.
 - Collect written candidate consent before submitting any RoR request.
 - Advise candidates to notify universities/colleges if a review of marking has been submitted.

For moderated components:

- Confirm that a review of moderation cannot be requested for an individual candidate.
- Review moderator's feedback for issues raised.
- Determine if centre marks were accepted unchanged; if so, Service 3 will not be available.
- Consider if there are grounds to submit a Service 3 request for all candidates in the original sample.

Candidate consent

The College will:

- Collect informed written consent before submitting any RoR Service 1 or 2 request (including Priority Service 2).
- Confirm the candidate understands that grades may go up, down, or stay the same.
- Only collect consent after publication of results.

Disagreement between candidate and centre

While disagreements are rare because candidates order services directly via the portal, where a disagreement arises:

- For Priority Service 2, the candidate may request the review directly by providing written consent and payment to the centre before the internal deadline.

- For Service 1 or 2, the centre may advise the candidate to first request access to their script before deciding on a review.
- The centre will make candidates aware that a Service 3 review of moderation cannot be requested for individual candidates.

Appeals process

- If a candidate (or parent/carer) wishes to appeal against the centre's decision not to support a RoR, an internal appeal form must be submitted to the centre at least 10 working days before the internal deadline for that RoR.
- The outcome of the appeal will be provided before the internal deadline for the awarding body's service.

If the Head of Centre is dissatisfied with a RoR outcome, they may submit a preliminary appeal to the awarding body.

If a candidate (or parent/carer) believes there are grounds for appeal, a further internal appeal may be submitted to the Head of Centre, who will decide whether to proceed.

Appeals must be submitted within 10 calendar days of the RoR outcome to allow the centre to meet the awarding body's 30-day appeal deadline.

Fees payable to awarding bodies for appeals must be paid by the candidate in advance; these will be refunded if the appeal is upheld.

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