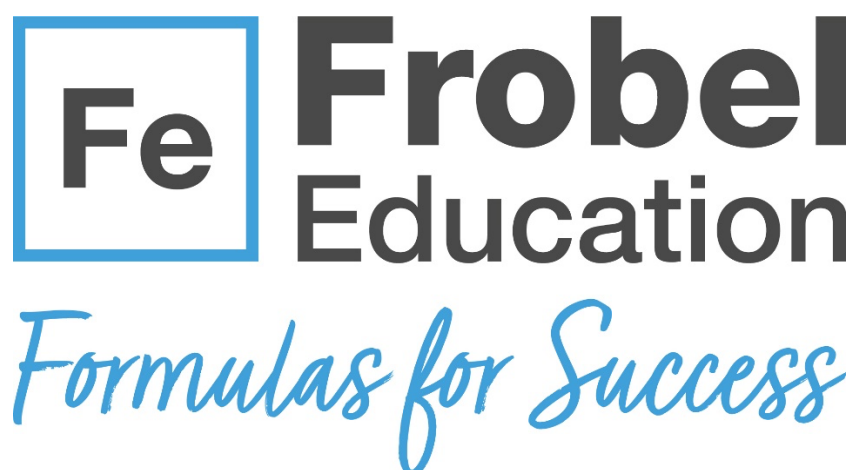


Internal Appeals Procedure (Exams)



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1. Purpose of this Policy

This policy confirms the JCQ requirement that we have in place a written policy regarding the procedure for internal appeals. This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks);
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal;
- Centre decisions relating to access arrangements and special consideration
- Centre decision relating to other administrative issues.

2. Appeals Relating to Internal Assessment Decisions (Centre Assessed Marks)

Frobel Education 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.

Frobel Education ensures that all staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedures relating to all of the qualifications with non-examination assessments delivered in Frobel Education, including the marking and quality assurance/internal standardisation processes which relevant staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge understanding and skill, and 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.

Frobel Education is committed to ensuring that the work produced by candidates is authenticated in line with the requirements of the awarding body. Where a number of subject

teachers are involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre-assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate may use the appeals procedure below to consider whether to request a review of Frobels Education's marking.

Frobels Education will:

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body;
2. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark as a review will only focus on the quality of work submitted;
3. inform candidates that they may request copies of materials (as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment;
4. having received a request for copies of materials, promptly make them available to the candidate within 3 working days. (This will either be the originals viewed under supervised conditions, or copies);
5. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised;
6. provide candidates with sufficient time, normally at least five working days, to allow them to review copies of materials and reach a decision;
7. provide a clear deadline for candidates to submit a request for review of the centre's marking. Requests will not be accepted after this deadline. Requests **must** be made in writing to the Exams Officer, within five working days of receiving copies of the requested materials and candidates must explain on what grounds they wish to request a review. The Exams Officer will inform the Quality Nominee via email upon receipt and update the NEA Tracker regarding the review going forwards and monitor the process to ensure that the awarding body's deadline is met;
8. allow sufficient time for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks;
9. ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for that component and has no personal interest in the review;

10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre;

11. inform the candidate in writing of the outcome of the review of the centre's marking.

There will be a charge of £40 to cover the costs of reviewing marks. However, candidates should be aware that marks may not increase after a review; indeed they can go down.

The outcome of the review of the centre's marking will be made known to the Head of Centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record of the review will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that the centre's marking is in line with national standards. The mark submitted to the awarding body is subject to change and should, therefore, be considered provisional.

Appeals Against Decisions to Reject a candidate's Work on the Grounds of Malpractice

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

The JCQ Information for Candidates – AI (Artificial Intelligence and Assessments) [JCQ AI infographic v3](#) is issued to candidates prior to assessments taking place (and prior to a candidate signing the declaration of authentication which relates to their work).

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

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

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

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

- follow the authentication procedures and/or malpractice instructions in the relevant JCQ document ([Instructions for conducting non-examination assessments \(GCE & GCSE specifications\) – Joint Council for Qualifications](#) / [Instructions for conducting coursework – Joint Council for Qualifications](#)) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision a written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted.

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

3. Appeals Relating to Centre Decisions not to Support an Application for a Clerical Re-check, a review of Marking, a Review of Moderation or an Appeal

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

If Frobel Education or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

Where a concern is expressed that a particular result may not be accurate, Frobel Education will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etcetera when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, Frobel Education will:

1. Where a place at university or college is at risk, consider supporting a request for Priority Service 2 Review of Marking (where the qualification is eligible for this service).
2. In all other instances, consider accessing the script by:
 - a. Requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline, or
 - b. (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate.
3. Collect informed written consent/permission from the candidate to access their script.
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking.
5. Support a request for the appropriate Review of Results (RoRs) service (clerical re-check or review of marking) if any error is identified.

6. Collect informed written consent from the candidate to request the RoR service before the request is submitted.
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body.

Written candidate consent (informed consent via candidate email is acceptable) and full payment of any appropriate fees is required in all cases before a request for a RoR Service 1 or 2 (including Priority Service 2) is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

For any moderated components that contributed to the final result, Frobel Education will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation;
- Consult any moderator report/feedback to identify any issues raised;
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available;
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample.

Centre Actions in the Event of a Disagreement (Dispute)

Where a candidate disagrees with a centre decision not to support a clerical re-check, a review of marking or a review of moderation, Frobel education will:

- For a review of marking (RoR priority service 2), advise the candidate they may request the review by providing informed written consent (and the required fee) for this service to the centre by the deadline set by the centre;
- For a review of marking (RoR service 1 or 2), first advise the candidate to access a copy of their script to support a review of marking by providing written permission for the centre to access the script (and the required fee) for the centre to submit this request;
- After accessing the script to consider the marking, inform the candidate that if a request for a review of marking (RoR service 1 or 2) is required, this must be submitted by the deadline set by the centre by providing informed written consent (and the required fee) for the centre to submit this request;
- Inform the candidate that a review of moderation (RoR service 3) cannot be requested for the work of an individual candidate or the work of a candidate not in the original sample.

If a candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support a review of results, an internal appeal can be submitted to the centre. This should be in writing, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal.

The appellant will be informed of the outcome of the appeal before the internal deadline for submitting a RoR.

Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications [Post results – Joint Council for Qualifications](#) and [Appeals Booklet 2025 FINAL-1.pdf](#) will be consulted to determine acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, a further internal appeal may be made to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ Appeals Booklet: [Appeals Booklet 2025 FINAL-1.pdf](#). Candidates or parents/carers are not permitted to make direct representations to an awarding body.

A written appeal, including any further evidence relevant to supporting the appeal should be completed and submitted to Frobél Education within 5 calendar days of the notification of the outcome of the RoR. Subject to the Head of Centre's decision, this will allow Frobél Education to process the preliminary appeal and submit to the awarding body within the required **30 calendar days** of the awarding body issuing the outcome of the review of results process. Awarding body fees which may be charged for the preliminary appeal, and any other appropriate fees, must be paid to Frobél Education by the appellant before the preliminary appeal is submitted to the awarding body (fees are available from the Exams Officer). If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by Frobél Education.

4. Appeals Regarding Centre Decisions Relating to Access Arrangements and Special Consideration

Frobél Education will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ documents [Access Arrangements, Reasonable Adjustments and Special Consideration – Joint Council for Qualifications](#) and [JCQ-A-guide-to-the-special-consideration-process-FINAL_2025_26.pdf](#);
- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced.

Access Arrangements and Reasonable Adjustments

In accordance with the regulations, Frobél Education:

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

Special Consideration

Where Frobél Education has appropriate evidence authorised by a member of the senior leadership team support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond their control when the issue or event has had, or is reasonably likely to have had, a material effect on the candidate's ability to take an assessment or demonstrate their normal level of attainment in an assessment.

Centre Decisions Relating to Access Arrangements, Reasonable Adjustments and Special Consideration

This may include Frobél Education's decision not to make/apply for a specific reasonable adjustment or to apply for special consideration, in circumstances where a candidate does not meet the criteria for, or there is no evidence/insufficient evidence to support the implementation of an access arrangement/reasonable adjustment or the application of special consideration.

Where Frobél Education makes a decision in relation to the access arrangement(s), reasonable adjustment(s) or special consideration that apply for a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with its responsibilities or followed due procedures, a written request setting out the grounds for appeal should be submitted within 5 working days of the decision being made known to the appellant.
- To determine the outcome of the appeal, the Head of Centre will consult the respective JCQ publication to confirm that Frobél Education has complied with the principles and regulations governing access arrangements and/or special consideration and followed due procedures.
- The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by Frobél Education.
- If the appeal is upheld, Frobél Education will proceed to implement the necessary arrangements/submit the necessary application.

5. Appeals Regarding Centre Decisions Relating to Other Administrative Issues

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

Where Frobél Education may make a decision that affects a candidate or candidates:

- If a candidate who is the subject of the relevant decision (or the candidate's parent/carer) disagrees with the decision made and reasonably believes that the centre has not complied with the regulations or followed due process, a written request setting out the grounds for appeal should be submitted within 5 working days of the decision being made known to the appellant.
- The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by Frobél Education.