

Internal Appeals Procedure 2025/26

Centre: North Oxfordshire Academy

This procedure is reviewed annually to ensure compliance with JCQ regulations.

Approved/reviewed by Governors – October 2025

Date of next review: September 2026

Key staff involved in the procedure

| Role | Name |
|----------------|--------------|
| Head of Centre | Ellie Jacobs |
| SLT Exams Link | David Murphy |
| SLT NEA Link | Adam Leyburn |
| Exams Officer | Natasha Neal |

Purpose of the procedure

This procedure confirms North Oxfordshire Academy's compliance with the JCQ General Regulations for Approved Centres (sections 5.3z, 5.7, 5.8 and 5.13), which require centres to have in place a written internal appeals procedure covering:

- Appeals regarding internal assessment decisions (centre assessed marks/NEA work).
- Appeals relating to centre decisions not to support post-results services.
- Appeals relating to centre decisions about access arrangements and special consideration.
- Appeals relating to administrative issues.

Appeals relating to internal assessment decisions (centre assessed marks/NEA)

- Candidates will be informed of their centre-assessed marks before submission to awarding bodies.
- On receipt of marks, candidates have 5 days to submit an appeal to Adam Leyburn (SLT NEA Lead) using the Internal Appeals Form.
- Candidates may request copies of materials (their work, mark scheme/criteria) to support their decision.
- Reviews will be carried out by a qualified assessor not previously involved in marking that candidate's work.
- The outcome will be communicated within 10 working days.
- The Head of Centre will make the final decision in case of dispute.

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

If work is rejected due to suspected malpractice:

- The candidate will be informed of the decision.

- A written appeal must be submitted to Adam Leyburn within 5 days of the decision being communicated.
- The appeal will be reviewed by Adam Leyburn.
- The candidate will be informed of the outcome within 10 working days.

This process follows JCQ Instructions for conducting NEA/coursework and Suspected Malpractice: Policies and Procedures.

Appeals relating to centre decisions not to support post-results services

- Following results, awarding bodies provide post-results services (clerical re-check, review of marking, review of moderation, access to scripts).
- The Exams Officer will publish internal deadlines and fees.
- If the centre decides not to support a request, the candidate may choose to self-fund a post results service or submit an appeal within 5 working days of being informed.
- Appeals will be considered by the Exams SLT link, with outcomes confirmed before awarding body deadlines.

Appeals regarding access arrangements and special consideration

- Candidates (or parents/carers) may appeal decisions about access arrangements or special consideration within 5 days of the decision.
- The Exams SLT Link will review the case against JCQ regulations (AA and Special Consideration guidance).
- The outcome will be confirmed within 10 working days.

Appeals relating to administrative issues

- Where candidates believe administrative errors (e.g. late entry, timetable clashes, incorrect tier) have occurred, they may appeal within 5 days of being informed.
- The Exams SLT Link will investigate and confirm the outcome within 10 working days.

Record keeping

- All appeals will be logged by the Exams Officer.
- A written record will be kept and made available to JCQ/awarding bodies upon request.
- Where relevant, awarding bodies will be informed if the centre does not accept the outcome of a review.

Further guidance

This procedure is informed by JCQ (2025/26) publications:

- General Regulations for Approved Centres
- Instructions for Conducting Examinations
- Instructions for Conducting Non-Examination Assessments
- Access Arrangements and Reasonable Adjustments
- A Guide to the Special Consideration Process
- Suspected Malpractice: Policies and Procedures
- JCQ Appeals Booklet

Internal Appeals Form

FOR CENTRE USE ONLY

Date received: _____ Reference No: _____

Please tick the box to indicate the nature of your appeal and complete all relevant sections:

Appeal against an internal assessment decision/request for a review of marking

Appeal against a decision to reject candidate's work on malpractice grounds

Appeal against the centre's decision not to support a post-results service

Appeal against the centre's decision relating to access arrangements/special consideration

Appeal against the centre's decision relating to an administrative issue

Name of appellant: _____

Candidate name (if different): _____

Qualification/Subject: _____

Exam paper code/title (if relevant): _____

Please state the grounds for your appeal:

Appellant signature: _____ Date: _____

Appeals Log

All appeals will be logged by the Exams Officer. The log will include reference number, date received, appellant name, nature of appeal, outcome and outcome date.

Example Log:

Ref No. | Date received | Appellant name | Nature of appeal | Outcome | Outcome date

001 | DD/MM/YYYY | [Name] | Review of marking | Upheld/Not upheld |

DD/MM/YYYY

002 | DD/MM/YYYY | [Name] | Access arrangements | Upheld/Not upheld |

DD/MM/YYYY