



Simul autem et crescere luceat
Together we grow and shine

Fountain Head House School

Exams & Qualifications

Internal & External Appeals Policy

Reviews of Results & Appeals

Next review	May 2027
This review	May 2025
Updated by	Margaret Simpson Assistant Headteacher Careers and Qualifications
Approved by	Dr Julie Smith Chair of the School Board

Contents	Page
Context	3
Rationale	3
Guidance	4
Key staff involved in this policy	4
Internal Appeals against assessment decisions	4
External Appeals against assessment decisions	6
Appeals Regarding Access Arrangements	6
Monitoring this policy	7
Links to other policies	7
Appendix 1 – Appeals Request Form	8
Appendix 2 – General Regulations for Approved Centres	9
Appendix 3 – Further Information	10

Context

Fountain Head House School is a small independent school offering provision from pupils age 04 to 16 (Early Years to Key Stage 4). All pupils at Fountain Head House School have Education, Health and Care Plans (EHCPs) with specific outcomes under the areas of need (Communication and Interaction; Cognition and Learning; Sensory and Physical; Social; Emotional and Mental Health)

We believe that all children have the right to a high level of education which provides continuity and sequential progression taking in to account pupils' starting points, individual strengths, talents and needs. The Fountain Head House School curriculum is planned to meet each pupils' individual EHCP outcomes through adaptive approaches which take into consideration age and developmental appropriateness.

We ensure that our pupils feel safe and valued through supporting and safeguarding their personal and social development, behaviour and well-being. We provide an outstanding high quality and inclusive education, with a therapeutic approach to teaching and learning excellence, access to a range of therapies and classroom support.

At Fountain Head House, we strive to constantly raise standards so that our pupils can be successful.

We stand out because we are committed to creating the most positive and supportive environment for all our pupil without exception.

Rationale

Fountain Head House School is committed to ensuring that whenever their staff assesses pupils' work for external qualifications, this is done fairly, consistently and in accordance with the specification for the qualification concerned. Assessments are conducted by staff who have appropriate knowledge, understanding and skills, and who have been trained in this activity. The centre is committed to ensuring that assessment evidence provided by candidates is produced and authenticated according to the requirements of the relevant specifications for each subject. Where a set of work is divided between staff, internal moderation and standardisation will ensure consistency. This applies to controlled tasks and assessed coursework that contribute to an external qualification of any type.

If a pupil feels that this may not have happened in relation to their work, they may make use of this appeals procedure. A pupil has a right to know their coursework, non-examination assessment /controlled task marks as soon as reasonably possible. Note that appeals may only be made against the process that led to the assessment and not against the mark or grade submitted by the centre for moderation by the awarding body.

Guidance

- General Regulations for Approved Centres - General and Vocational qualifications - 1 September 2024 to 31 August 2025 (<https://www.jcq.org.uk/exams-office/general-regulations>)

Key staff involved in this policy

Role	Name
Exams officer	Margaret Simpson Assistant Headteacher – Careers and Qualifications
Head of centre	Thereza de Lucca Headteacher
Senior leader	Kate Buck Deputy Headteacher
Other staff	Sue Clark Assistant Headteacher - SENDCo

Internal appeals against assessment decisions (centre assessed marks)

NOTE - Reference in this procedure to GR refers to the JCQ publication **General Regulations for Approved Centres**.

This procedure confirms Fountain Head House School compliance with Pasection 5.13

- **Page 20** – that the centre must have in place written procedures for how it will deal with candidates' requests for access to scripts, clerical re-checks, reviews of marking, reviews of moderation and appeals to the awarding bodies. Details of these procedures must be made widely available and accessible to all candidates. Candidates must be made aware of the arrangements for post-results services prior to the issue of results;
- **Page 21** – that the centre must have “available for inspection purposes 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 an application for a clerical re-check, a review of marking, a review of moderation or an appeal”.

Approaches and procedures to marking candidates' work

Fountain Head House School 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.

This policy details all procedures relating to non-examination assessments, including the marking and quality assurance processes which relevant teaching staff are required to follow.

Candidates' work will be assessed by staff who have appropriate knowledge, understanding and skill, and who have been trained to carry out this activity.

Fountain Head House School is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding organisation.

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

On being informed of their centre assessed outcome, if a candidate believes that the school's approaches and procedures were not followed in relation to the assessment of their work, or that the assessor has not properly applied the marking criteria to their judgement, then they may make use of this Appeals Policy and Procedures to consider whether to request a review of the centre's assessment.

Internal Appeals Procedures

Fountain Head House school will

- Ensure that candidates are informed of their centre assessed judgement(s) so that they may request a review of the centre's judgements before they are submitted to the awarding organisation.
- Inform candidates that they may request copies of materials (for example, a copy of their assessed work, the relevant specification, the marking criteria and any other associated subject-specific documents) to assist them in considering whether to request a review of the centre's judgement of the assessment.
- Having received a request for copies of materials, promptly make them available to the candidate within five calendar working days.
- Provide candidates with sufficient time in order to allow them to review copies of materials and reach a decision.
- Provide a clear deadline for candidates to submit a request for a review of the centre's marking. Requests will not be accepted after this deadline. Requests must be made in writing within five calendar days of receiving copies of the requested materials.

Submitting an internal Appeal

- Appeals should be made to the Headteacher who will take the following actions:
 - Inform the exams Officer – Assistant Headteacher – Careers and Qualifications; the Deputy headteacher; the Assistant Headteacher - SENDCo
 - Together they will convene an Appeal Panel of course team members and Quality Nominee, this should not include any teacher, assessor, verifier involved in the original assessment, although they should be made aware of the appeal
 - The review will be completed within five working calendar days and will be carried out by a nominated panel member, to make any necessary changes to decisions and to inform the candidate of the outcome, all before the awarding organisation's deadline.
- Fountain Head House School will
 - Instruct the reviewer to ensure that the candidate's assessment is consistent with the standard set by the centre.
 - Inform the candidate in writing of the outcome of the review of the centre's judgement.
- The outcome of the review of the centre's judgement will be made known to the Head of Centre.
- A written record of the review will be kept and made available to the awarding organisation upon request.

External appeals against assessment decisions

Note - Reference in this procedure to EARs refers to **Enquiries about Results**

The external quality assurance process carried out by the awarding organisation may result in a judgement change, even after an internal review.

The internal review process is in place to ensure consistency of assessment within the centre, whereas external quality assurance by the awarding organisation ensures that centre assessment is in line with national standards.

The judgement submitted to the awarding organisation is subject to change and should therefore be considered provisional.

A full written record of all stages of the appeals procedure should be kept.

In some cases, the final appeal may rest with the awarding organisation.

After work has been assessed internally, it is moderated by the awarding body to ensure consistency between centres. Such moderation may change the marks awarded for internally assessed work and exam based assessment is wholly assessed externally.

If the pupil wishes to appeal an external grade following the issue of results from the Examination board, they can follow official procedures as laid down by the JCQ and the examination board which the school will facilitate.

Candidates may request individual re-marks and clerical checks. Advice about these services is available from the Exams Officer, but the final decision rests with the candidate. Candidates must be informed that marks may be raised or lowered and that the new mark cannot be rejected in favour of the previous one.

Requests for an EAR must be received by the Exams Officer a minimum of 5 days before the published deadline for reviews to be received by the Exam Board in question.

A full marking review has a cost implication. If the Head of Centre in liaison with the senior leaders listed as 'key staff involved in this policy' concur with the need for an EAR then the school will pay the fee.

They will request an access to scripts to justify this decision which is usually free of charge. If they do not agree with the necessity but parents still wish to go ahead the school will support the request but parents will pay the fee, which would be refunded if the grade changes as a result.

Appeals regarding access arrangements

In accordance with the regulations, Fountain Head House School recognises its duty to explore and provide access to suitable courses, through the access arrangements process and submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.

Fountain Head House School complies with its responsibilities in identifying, determining and implementing appropriate access arrangements and reasonable adjustments

Failure to comply with the regulations have the potential to constitute malpractice which may impact on a candidate's result(s).

Examples of failure to comply include

- Putting in place access arrangements/adjustments that are not approved

- Failing to consider putting in place access arrangements (which may be a failure to comply with the duty to make reasonable adjustments)
- Permitting access arrangements/adjustments within the centre which are not supported by appropriate evidence
- Charging a fee for providing reasonable adjustments to disabled candidates

Special consideration

Where Fountain Head House School can provide signed evidence to support an application, it will apply for special consideration at the time of the assessment for a candidate who has temporarily experienced illness, injury or some other event outside of 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 Fountain Head House School'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 Fountain Head House School 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
- To determine the outcome of the appeal, the head of centre will consult the respective JCQ publication to confirm the centre 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.
- If the appeal is upheld, Fountain Head House School will proceed to implement the necessary arrangements/submit the necessary application.


Monitoring of this policy

This procedure is reviewed and updated annually to ensure that appeals against any decision at Fountain Head House School not to support a request for a clerical re-check, a review of marking, a review of moderation, or an appeal are managed in accordance with current requirements and regulations.

Links to other policies

- FHHS – Malpractice Policy
- FHHS – Curriculum Policy
- FHHS - Careers Education Policy
- FHHS – Equality, Diversity and Inclusion Policy
- FHHS – Data Protection Policy

Appendix 1 – Appeals Request Form

 <h2 style="text-align: center;">Appeals Request Form</h2> <p style="text-align: center;">This form should be completed in all cases to lodge an appeal</p>	
Please tick to indicate what the appeal is against	
<input type="checkbox"/>	internally assessed judgement
<input type="checkbox"/>	Externally assessed judgement
Name of appellant	Candidate name if different to appellant
Awarding organisation	Exam paper/unit code
Subject	Exam paper/unit title
<p>Please, state the grounds for your appeal</p> 	
<h3>Appeal against internally assessed marks</h3> <p>Appellant declaration:</p> <p>By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the process used for the internal assessment conformed to the published requirements of the awarding organisation's specification and subject-specific associated documents. I also understand the appeal may only be made against the assessment process not against the mark to be submitted by the centre for moderation by the awarding body.</p> <p>Signature: _____ Date of signature: _____</p>	
<h3>Appeal against externally assessed marks</h3> <p>Appellant declaration:</p> <p>By signing here, I am confirming I understand the purpose of the appeal will be to decide whether the awarding organisation has made an assessment decision based on the national standards and the awarding process (where applicable). I understand that the awarding organisations decision will be final.</p> <p>Signature: _____ Date of signature: _____</p>	

The appellant declaration against the relevant appeal must be signed, dated and returned to the Exam Officer, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure.

Appendix 2 – General Regulations for Approved Centres

The internal appeals procedures for this centre have been produced to demonstrate compliance with the

General Regulations for Approved Centres

General and Vocational qualifications

1 September 2024 to 31 August 2025

Contents

Key changes for 2024-25.....	1
1 About these regulations.....	2
2 Who must read these regulations?.....	4
3 The agreement between centres and awarding bodies.....	5
Prospective centres.....	6
Centre status.....	6
Confidentiality.....	7
Retention of candidates' work.....	7
Resilience and contingency arrangements.....	8
Cyber security.....	9
Communication.....	9
4 The responsibilities of awarding bodies.....	10
Administrative support for centres.....	10
Issuing results and certificates.....	10
Feedback to centres.....	11
Subject-specific support for centres.....	11
5 The responsibilities of centres.....	12
Centre management.....	12
Access arrangements and reasonable adjustments.....	15
Entries.....	17
Centre-assessed work.....	18
Candidate information.....	18
Conducting examinations and assessments.....	19
Malpractice.....	20
Results.....	20
Post-results services and appeals.....	20
Certificates.....	21
6 Personal data, freedom of information and copyright.....	22
Personal data.....	22
Freedom of information.....	23
Copyright.....	23
7 Contacts.....	24

<https://www.jcq.org.uk/exams-office/general-regulations>

Appendix 3 – Further Information

Appeal an exam result

<https://www.gov.uk/appeal-exam-result>

JCQ

General Regulations for Approved Centres

<https://www.jcq.org.uk/exams-office/general-regulations>

Post-Results Services

<https://www.jcq.org.uk/exams-office/post-results-services>

JCQ Appeals Booklet

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

Notice to Centres - Reviews of marking (centre assessed marks)

<https://www.jcq.org.uk/exams-office/controlled-assessments>

<https://www.jcq.org.uk/exams-office/coursework>

<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Notice to Centres – informing candidates of their centre assessed marks

<https://www.jcq.org.uk/exams-office/non-examination-assessments>

Ofqual

GCSE (9 to 1) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions>

GCSE (A* to G) qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gcse-a-to-g-qualification-level-conditions-andrequirements>

GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-andrequirements>

Pre-reform GCE qualification-level conditions and requirements

<https://www.gov.uk/government/publications/gce-qualification-level-conditions-for-prereform-qualifications>