



# INTERNAL APPEALS PROCEDURE

FOR

# ENQUIRIES ABOUT RESULTS

## **Internal Appeals Procedure 2017-2018**

Appeals procedure against centre decisions not to support an enquiry about results.

Following the issue of results, the general qualification awarding bodies offer post-results services. Full details of these services, internal deadlines for requesting a service and fees charged can be provided by the exams officer.

***Candidates, parents/carers are not permitted to make direct representations to an awarding body in relation to any aspect of enquiries about results (EARs)***

The service, enquiries about results (EARs), may be requested by centre staff or candidates (or their parents/carers); if there are reasonable grounds for believing there has been an error in marking. If a query is raised about a particular examination result, the exams officer, teaching staff and head of centre will investigate the feasibility of requesting an enquiry at the centre's expense. If The Tutorial Foundation feel that there are reasonable grounds for an EAR the school will obtain permission from the candidate to go ahead on their behalf and also bear the cost of it. The head of centre has the final decision about proceeding with an EAR or not. When The Tutorial Foundation does not uphold a request from a candidate, the candidate may pay the appropriate fee, and a request will be made to the awarding body on the candidate's behalf.

If the candidate (or their parent/carer) believes there are grounds to appeal against the centre's decision not to support an enquiry, an appeal can be submitted to the centre using the internal appeals form at least one week prior to the internal deadline for submitting an EAR.

**Private candidates** must pay for all EARs ahead of time. If there is a change of grade, the exam board fee will be refunded.

### **Appeals procedure following the outcome of an enquiry about results**

Where the head of centre remains dissatisfied after receiving the outcome of an EARs, an appeal will be made to the awarding body, following the guidance in the JCQ publications Post-results services <http://www.jcq.org.uk/exams-office/post-results-services> and A guide to the awarding bodies' appeals processes <http://www.jcq.org.uk/exams-office/appeals>

***Candidates, parents/carers are not permitted to make direct representations to an awarding body in relation to any aspect of enquiries about results (EARs), including the appeals process***

Where the head of centre is satisfied after receiving the outcome of an EAR, but the internal candidates and/or their parents/carers are not satisfied, they may make a further representation to the head of centre. The head of centre may decide to go ahead if the candidate or parent/carer is prepared to bear the cost of the appeal in advance of it being made.

**Private candidates** must pay for all appeals ahead of time. If the appeal is upheld then the exam board fee will be refunded.

If the head of centre is not prepared to make an appeal the **internal appeals form** should be completed and submitted to the centre within **10 calendar days** of the notification of the outcome of the enquiry. Subject to the head of centre's decision, this will allow the centre to process the appeal and submit to the awarding body within the required 14 calendar days. Awarding body fees which may be charged for the appeal must be paid by the appellant on submission on the internal appeals form. If the appeal is upheld by the awarding body, this fee will be refunded by the awarding body and repaid to the appellant by the centre.

## Internal appeals form for Enquiry About Results

This form should be completed in all cases to lodge an appeal.

Please tick to indicate what the appeal is against:

- the centre decision not to support an enquiry about results**  
 **the centre decision not to support an outcome of an enquiry about results**

<b>Name of appellant</b>		<b>Candidate's Name</b>	
<b>Awarding Body</b>		<b>Unit/module code</b>	
<b>Subject</b>		<b>Unit/module paper title</b>	
Please state the grounds for your appeal below:			
<i>Continue overleaf if necessary</i>			
<p>Appeal against the centre decision not to support an enquiry about results</p> <p><b>Appellant declaration</b>          By signing here, I am confirming I feel there are grounds to appeal against the centre's decision.</p> <p>Signature: _____ Date of signature: _____</p>			
<p><b>Appeal against the outcome of an enquiry about results</b></p> <p><b>Appellant declaration</b>          By signing here, I am confirming I understand that the grounds for my appeal must relate to the awarding body's procedures or the application of the post-result service procedures. I also understand that appeals do not generally involve further reviews of marking candidates' work. I also confirm that I will pay in advance any fees which may be charged by the awarding body for the appeal. I understand this fee will be refunded if the appeal is upheld.</p> <p>Signature: _____ Date of signature: _____</p>			

The appellant declaration against the relevant appeal must be signed, dated and returned to the EO, on behalf of the head of centre, to the timescale indicated in the internal appeals procedure. The internal appeals procedures for The Tutorial Foundation have been produced to demonstrate compliance with the following:

JCQ General Regulations for approved centres  
<http://www.jcq.org.uk/exams-office/general-regulations>