

SPECIALIST EDUCATION SERVICES

Internal Academic Qualifications Appeals Procedure Policy and Practice

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*SES Avocet House Ltd (4926028) and SES Turnstone House Ltd (7972485)
are subsidiary companies of Specialist Education Services Topco Ltd (13159680)*

1 INTRODUCTION

In accordance with the JCQ A guide to awarding bodies' appeals process (Revision July 2025) Avocet House and Turnstone House Schools are committed to ensure that:

- Internal assessments are conducted by staff who have the appropriate knowledge, understanding and skills.
- Assessment evidence provided by the candidates is produced and authenticated according to the requirements of the relevant specifications for each subject.
- The consistency of internal assessment is assured through internal standardisation as set out by the Awarding Bodies.
- Staff responsible for the internal standardisation and/or assessment attends any compulsory training sessions.

2 WRITTEN APPEALS PROCEDURE

- Each Awarding Body publishes procedures for appeals against decisions and the Head of Centre will be able to advise students and parents of these procedures. Details of these procedures are made accessible to all candidates before they sit any examinations.
- Appeals may be made to each establishment regarding the procedures used in internal assessment, but not the actual marks or grades submitted by the school for moderation by the Awarding Body.
- The Centre will ensure that the candidate provides their written consent for any clerical checks review of marking and access to scripts.
- A student or parent wishing to appeal against the procedures used in internal assessments should contact the Head of Centre as soon as possible to discuss the appeal and a written appeal must be received by the Head of Centre at least two weeks before the date of the last external examination in that subject. The grounds for the appeal must be clearly stated.
- On receipt of a written appeal, the Examinations Officer, Head of Education and Principal will conduct an enquiry into the internal assessment, with at least one having played no part in the original assessment process.
- The teacher marking the assessment will be able to respond to the appeal in writing, and a copy will be sent to the appellant.
- The enquiry will consider whether the procedures used for the internal assessment were in conformity with the published requirements of the Awarding Body and the Code of Practice.

- The appellant will be informed in writing of the outcome of the appeal, including details of any relevant communication with the Awarding Body and of any steps taken to further protect the interest of the candidates.
- Records of the request for the appeal, the evidence, deliberations of the panel and the result will be kept by the Examinations Officer and made available to the Awarding Body if required.

When making an appeal the Head of Centre should use the Application for an appeal JCQ/App1 form that can be located on page 18 of “A guide to the awarding bodies’ appeal processes” document.

3 APPEALS AGAINST THE OUTCOMES OF POST-RESULTS SERVICES (CLERICAL RE-CHECKS, REVIEWS OF MARKING AND REVIEWS OF MODERATION)

- Enquiries about results may be requested by teaching staff or candidates if there are reasonable grounds for believing there may have been an error in marking, a clerical error or error in moderation.
- If this is requested, Head of Centre may agree that an appeal can be made at the centre’s expense.
- If the Head of Centre does not agree to an appeal, the candidate may decide to proceed but, in this case, they will be charged for the cost of the appeal.
- Appeals must be made within 30 calendar days of the awarding body issuing the outcome of the clerical re-check, review of marking or review of moderation (“the Outcome”).

4 APPEALS RELATING TO ACCESS ARRANGEMENTS, REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS

- Appeals must be made by the Head of Centre (on behalf of a candidate or a group of candidates) or private candidates.
- Internal or private candidates, their parents or carers are not entitled to appeal directly to the Awarding Body.
- The appeal request should be made within 14 calendar days of receiving the original decision and should set out clearly and concisely the grounds for the appeal.