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# **Internal Appeals Procedure**

## **Review of Results and Appeals**

April 2026

# 1. Policy details

<b>Centre name</b>	Fir Vale Academy
<b>Centre number</b>	36568
<b>Date policy first created</b>	13/11/2023
<b>Current policy approved by</b>	Danny Bullock
<b>Current policy reviewed by</b>	Lewis Baxter
<b>Date of review</b>	21/04/2026
<b>Date of next review</b>	02/11/2026

<b>Role</b>	<b>Name / responsibility</b>
Head of centre	Danny Bullock
Senior leader(s)	Lewis Baxter
Exams officer	Jared Oxley
Other staff	SENCo – Michael Gillen

This procedure is reviewed and updated annually so that appeals against any decision by Fir Vale Academy not to support an application for a clerical re-check, a review of marking, a review of moderation or a subsequent appeal are managed in line with current JCQ requirements and awarding body regulations.

## 2. Overview and scope

This procedure applies to internal candidates entered for qualifications through Fir Vale Academy. It explains how candidates and parents/carers can raise a concern about a result, how the academy considers requests for post-results services, how candidate consent is obtained, and how an internal appeal can be made where the candidate disagrees with the academy's decision not to support a post-results service or appeal.

This procedure does not replace JCQ or awarding body post-results processes. Requests must be made within the published awarding body deadlines and within any internal academy deadlines issued on results day.

## 3. Core principles

- **Fairness and transparency:** candidates are given clear written information about post-results services and internal deadlines.
- **Candidate consent:** written informed consent is obtained before any clerical re-check or review of marking is requested because marks and grades may go down, go up or stay the same.
- **Evidence-led decision-making:** the academy considers component marks, grade boundaries, scripts, mark schemes and awarding body reports where available.
- **Timeliness:** requests and appeals are handled promptly so that awarding body deadlines can be met.
- **Safeguarding of candidate interests:** the academy considers progression risks, including sixth form, college, apprenticeship or university places, when deciding whether a priority service may be appropriate.

## 4. Core principles

Service	Purpose / notes
Service 1 – Clerical re-check	Checks that all parts of the script have been marked, marks have been totalled and recorded correctly, and special consideration has been applied where relevant. This is the only review service available for objective or multiple-choice tests.
Service 2 – Review of marking	A review of the original marking to determine whether the mark scheme was applied correctly. Candidate consent is required.
Priority service 2 – Review of marking	Available for eligible qualifications / components where a place at sixth form, college, apprenticeship, university or another destination may be at risk. Candidate consent is required. Eligibility and deadlines are set by the awarding body.
Service 3 – Review of moderation	A review of moderation for internally assessed work. This is not available for the work of an individual candidate and cannot normally be requested where the centre's marks were accepted unchanged.
Access to scripts	Scripts may be requested, or viewed online where available, to support a decision about whether a review of marking is appropriate or to support teaching and learning. Candidate permission is required where applicable.

## 5. Communication with candidates and parents/carers

Before results are issued, Fir Vale Academy will provide candidates and parents/carers with written information about post-results services, fees where applicable, internal deadlines, and the times when senior members of staff will be available after publication of results to discuss concerns.

Information will normally be provided by letter and/or email and will also be available from the Exams Officer following publication of results.

## 6. Centre actions when a result is required

Where a candidate, parent/carer or member of teaching staff believes that a result may not be accurate, Fir Vale Academy will consider the concern carefully before deciding whether to support a post-results service.

1. Review the marks awarded for each component, together with grade boundaries, mark schemes, awarding body reports and other relevant information when available.
2. For written components, consider whether access to the script is needed to check whether the mark scheme appears to have been applied correctly.
3. Where a progression place may be at risk and the qualification is eligible, consider whether a Priority Service 2 review of marking should be supported.
4. If a marking or clerical error appears possible, support the appropriate Review of Results service and obtain written candidate consent before submission.

5. Where the concern relates to a moderated component, consider whether a review of moderation is available and appropriate for the relevant sample/cohort.
6. Advise the candidate to notify any relevant third party, such as a college or university, that a review has been submitted where this may affect progression.

## 7. Candidate consent

Fir Vale Academy will only request a Service 1 clerical re-check, Service 2 review of marking or Priority Service 2 review of marking after results have been published and after written informed consent has been received from the candidate. Consent by candidate email is acceptable where it clearly confirms that the candidate understands the possible outcomes.

Candidates must understand that the final mark and/or grade following a clerical re-check, review of marking and any subsequent appeal may be lower, higher or the same as the original result. Consent records will be retained securely in line with JCQ requirements and the academy's data retention procedures.

## 8. Disagreement with the centre's decision

If Fir Vale Academy decides not to support a clerical re-check, review of marking, review of moderation or appeal, the candidate or parent/carer may request an internal appeal.

Stage	Action
Request	The candidate or parent/carer completes the internal appeals form and submits it to the Exams Officer. The appeal must explain why the appellant believes the centre should support the relevant post-results service or appeal.
Timing	For reviews of results, the appeal must be received at least ten calendar days before the academy's internal deadline for submitting the post-results request, unless the Head of Centre agrees that exceptional circumstances apply.
Review	The appeal will be considered by the Head of Centre or a delegated senior leader who has not had direct responsibility for the original decision where this is practicable.
Outcome	The appellant will be informed of the outcome within five working days of the centre receiving the appeal, or sooner where this is necessary to meet awarding body deadlines.
Candidate-funded request	Where JCQ and awarding body rules allow, a candidate may request that the centre submits an eligible post-results service at the candidate's expense, provided written consent and payment are received by the centre's internal deadline.

## 9. Appeals following a Review of Results outcome

An external appeal to an awarding body can normally only be made after the outcome of the relevant Review of Results service has been issued. For internal candidates, appeals to awarding bodies must be submitted by the Head of Centre; candidates and parents/carers are not normally permitted to make direct representations to an awarding body.

If the Head of Centre believes there are grounds for appeal, Fir Vale Academy will submit the appeal within the relevant awarding body deadline, usually within 30 calendar days of the Review of Results outcome. Any awarding body fees must be paid before submission unless the academy decides otherwise. If the appeal is upheld and the awarding body refunds the fee, the academy will refund the appellant.

If the Head of Centre does not consider there are grounds for appeal but the candidate or parent/carer disagrees, the candidate or parent/carer may submit an internal appeal to the centre. The Head of Centre's decision on whether to proceed will be based on the acceptable grounds set out in the current JCQ appeals guidance and awarding body procedures.

## 10. Data protection and records

Personal data processed under this procedure will be handled in line with UK GDPR, the Data Protection Act 2018, JCQ requirements and the academy's data protection policy. Records of requests, decisions, consent, appeal forms and outcomes will be stored securely and shared only with staff, awarding bodies or regulators who need the information for the proper administration of qualifications.



# Appendix A – Internal appeal form: Review of Results and Appeals

## Candidate and qualification details

<b>Candidate name</b>	
<b>Candidate number</b>	
<b>Qualification / subject / component</b>	
<b>Awarding body</b>	
<b>Original mark / grade</b>	
<b>Post-results service requested</b>	<input type="checkbox"/> Clerical re-check <input type="checkbox"/> Review of marking <input type="checkbox"/> Review of moderation <input type="checkbox"/> Appeal

## Grounds for appeal

<b>Reason for disagreeing with centre decision</b> <i>Explain clearly why you believe the centre should support the requested service or appeal.</i>	
<b>Evidence attached</b> <i>List any scripts, mark breakdowns, correspondence or other evidence.</i>	
<b>Progression risk</b> <i>State whether a place at sixth form, college, apprenticeship, university or another destination is at risk.</i>	
<b>Candidate declaration</b> <i>I understand that, where applicable, marks and grades may go down, go up, or stay the same.</i>	
<b>Candidate signature</b>	
<b>Date</b>	
<b>Parent signature</b>	
<b>Date</b>	