Internal Appeals Procedure

Dibden Park School

Document control	Details
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Operational lead	Examinations Officer — Mrs. Laura Bortkiewicz
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Our vision

Dibden Park School supports every child and young person to feel safe, be heard, discover their worth, develop their strengths and create a limitless future.



Respect | Engage | Belong | Independence | Ambition

Learn Now, Succeed Together, Grow Forever

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Appendix A. Student appeal request

1. Purpose and scope

This procedure explains how a student can ask Dibden Park School to review specified examination and assessment decisions. It is designed to make the process fair, understandable and accessible, while meeting awarding organisation and JCQ requirements. Students may ask a parent/carer, trusted adult or member of staff to help them use the procedure.

Dibden Park School supports every child and young person to feel safe, be heard, discover their worth, develop their strengths and create a limitless future. This procedure reflects the school values of Respect, Engage, Belong, Independence and Ambition. Students will be listened to and supported to explain their appeal in a way that works for them.

This procedure applies to decisions made by the school about qualifications and assessments entered through Dibden Park School. It covers:

- internal assessment decisions, including a center-assessed mark or grade and decisions to reject work because it cannot be authenticated or is suspected of malpractice;
- the school's decision about whether to support or submit an application for an access arrangement or reasonable adjustment;
- the school's decision about whether to support or submit an application for special consideration;
- the school's decision not to support a candidate request for a post-results service or an appeal to an awarding organisation.

A complaint about how the school administered an examination, communicated with a student or delivered a service is handled under the Dibden Park School Exams Complaints and Appeals Procedure. An appeal is a review of a specific decision under this procedure. If a concern also involves safeguarding, discrimination, data protection or suspected malpractice, staff must follow the relevant school procedure as well.

Dibden Park School serves pupils aged 8 to 16, and all pupils have an Education, Health and Care Plan. Staff will use age-appropriate, plain-language explanations and consider each student's communication, sensory, mobility and support needs. Information can be provided in an accessible format, and a parent/carer or trusted adult may support the student.

2. Principles

- A student may ask for an appeal without being treated unfairly for raising it.
- The reviewer will be competent, impartial and not previously involved in the decision being appealed. Any conflict of interest will be declared and managed.
- The student will be told what decision is being reviewed, the reasons for it, the relevant evidence and the steps and deadlines that apply.
- The appeal will be considered against the applicable qualification rules, published assessment criteria and the evidence available at the time.
- The review will not replace an awarding organisation's decision or create a right to change an externally set mark, grade or outcome.
- Appeals will be handled promptly so far as possible, with particular care to protect awarding organisation deadlines.

3. Roles and responsibilities

- The Headteacher, as Head of Centre, is accountable for the school's compliance with JCQ and awarding organisation requirements.
- The Examinations Officer coordinates the process, checks qualification-specific rules and deadlines, records requests and outcomes, and communicates with awarding organisations. The name and contact route are to be completed in the policy information at the end.
- A competent reviewer with no prior involvement considers the appeal. The reviewer may be an appropriately experienced member of staff, an independent professional or a suitable governor, depending on the decision and the need for independence.
- The Headteacher will arrange an alternative reviewer if the Headteacher or original decisionmaker is involved. No one will review their own marking, advice or decision.
- The SENCo or access arrangements lead provides relevant evidence and information about the student's usual way of working, access needs and approved arrangements. They do not determine an appeal where they made the original decision.

4. How to make an appeal

1. The student or parent/carer should contact the Examinations Officer in writing, using the contact route provided by the school. A request can be made verbally if needed; the school will help record it and check that the student agrees the record is accurate.
2. State the student's name, qualification or assessment, the decision being appealed, the reasons for the appeal and the outcome requested. Include any relevant documents or information. The school may use the request form in Appendix A.
3. If the student needs support to communicate, understand information or meet a deadline, the school will discuss a reasonable way to support the request. This can include accessible formats, additional explanation or support from a parent/carer or trusted adult.
4. The school will acknowledge the request, confirm the next steps and identify any qualification-specific deadline. If the appeal is outside the school's authority, the Examinations Officer will explain the correct awarding organisation route and any deadline.
5. The reviewer may ask the student, parent/carer, Examinations Officer, SENCo or relevant subject staff for further information. The student will have an opportunity to explain the appeal and respond to relevant information before a decision is reached.
6. The school will send a written outcome with the decision, reasons, any action to be taken and the next available route. The outcome will be explained in an accessible way.

Students should raise an appeal as soon as possible. For internal marks and post-results services, the school will publish the relevant series-specific dates and requests must be received early enough for the review to finish before the awarding organisation's deadline. Where there is a short deadline, contact the Examinations Officer immediately so the school can consider an accelerated review.

5. Appeals about internal assessment marks and grades

Before center-assessed marks or grades are submitted, the school will tell students the provisional outcome and how to access the relevant assessment evidence and criteria. Marks are provisional until submitted and may change following awarding organisation moderation or verification.

1. The student may ask to see copies of the work, the mark breakdown and the published assessment criteria or mark scheme, subject to any qualification-specific restriction.
2. The student submits a written request for a review by the date set by the school for that assessment. The school will allow sufficient time to consider the material, carry out the review and notify the student before the awarding organisation deadline.
3. A suitably competent assessor who did not mark the student's work and has no personal interest will review whether the published criteria were applied correctly and consistently and whether the mark is consistent with the standard set by the school.
4. The reviewer will record the checks made and the reasons for the outcome. The mark may stay the same or change in accordance with the qualification rules. The student will be told that an internally assessed mark may later change through moderation.
5. If the student does not accept the outcome, they may ask the Head of Centre to check that this procedure was followed. The school will notify the awarding organisation if required by its rules.

A review is not an informal re-mark based on a preferred result. It checks the assessment and marking decision against the relevant criteria and rules.

6. Appeals about malpractice or authenticity decisions

A student may appeal a school decision to reject coursework or other internally assessed work because the school cannot confidently authenticate it or has concluded that malpractice occurred. The student will be informed in writing of the concern, the decision, the main evidence and the relevant procedure, and will have a reasonable opportunity to respond.

The appeal will be reviewed by a competent person who was not involved in the original investigation or decision. The review will consider whether the applicable rules were followed, whether the evidence supports the decision and whether the student had a fair opportunity to respond. The outcome and reasons will be given in writing. If the awarding organisation has jurisdiction or a reporting requirement, the school will also follow the current JCQ malpractice guidance and awarding organisation process. An appeal against an awarding organisation's own malpractice decision must follow that organisation's appeal route.

7. Appeals about access arrangements and special consideration

7.1 Access arrangements and reasonable adjustments

A student or parent/carer may ask the school to review a decision not to support or submit an application for an access arrangement or reasonable adjustment. The reviewer will consider the student's needs, evidence, normal way of working, advice from the SENCo/access arrangements lead and the relevant qualification rules. The school will explain the decision in accessible language. Only the awarding organisation can approve arrangements where its approval is required.

7.2 Special consideration

A student or parent/carer may ask the school to review a decision not to support or submit an application for special consideration. The reviewer will consider the information available, the circumstances and the awarding organisation's criteria and deadlines. The school will submit a supported application promptly. The awarding organisation decides whether special consideration is granted and what adjustment, if any, is appropriate.

Where the school decides to support an application, the Examinations Officer will tell the student or parent/carer what information is required and submit the application within the applicable deadline. A school review cannot replace or overturn an awarding organisation's decision.

8. Post-results services and appeals to an awarding organisation

Before results are issued, the school will explain the post-results services available for the relevant qualification, the applicable deadlines, any fee and whether written consent is required. Services may include access to scripts, clerical re-checks, reviews of marking, reviews of moderation and an appeal. Availability and process vary by awarding organisation and qualification.

1. Internal candidates should send requests through the Examinations Officer. The school will explain the service and any possible effect on a mark or grade. Required candidate consent will be obtained before a request is submitted.
2. If the Head of Centre or Examinations Officer decides not to support a request for a post-results service or a subsequent awarding organisation appeal, the student may ask for that centre decision to be reviewed. The request must be made promptly and before the external deadline. An independent reviewer will consider the reasons and relevant rules.
3. Where the school supports a request, the Examinations Officer will submit it in line with the awarding organisation's process and will tell the student the outcome as soon as practicable. Results will not be withheld because of a dispute.
4. If the student wishes to appeal an awarding organisation's decision, the Examinations Officer will explain the awarding organisation's process, grounds, eligibility and deadlines. A student cannot use this procedure to require the school to change an awarding organisation's mark or decision.
5. After the awarding organisation's appeal process is complete, the student may be eligible to apply to Ofqual's Exam Procedures Review Service. The current eligibility rules and deadline must be checked at the time.

9. Decision, records and review

The written outcome will summarise the appeal, the information considered, the applicable rules, the reviewer's decision and reasons, any action to be taken and any further route available. Where a mark or

application is changed, the Examinations Officer will make the required awarding organisation notification or submission.

- The Examinations Officer keeps a secure record of the request, evidence, dates, reviewer, decision, reasons, communications and actions. Records are retained in line with the school records retention and data protection arrangements.
- The school makes this procedure widely available and accessible to students and parents/carers, including on request and before relevant assessments where practicable.
- The Headteacher or delegated senior leader reviews the procedure annually and when JCQ or awarding organisation rules change.

Appendix A. Student appeal request

Information requested	Details
Student name and date of birth	
Parent/carer or supporter (if involved)	
Qualification, subject and assessment	
Decision being appealed	
Date the decision was communicated	
Why are you asking for a review?	
What outcome are you asking the school to consider?	
Information or documents attached	
Communication or accessibility support requested	
Signature / date (student or supporter)	