Internal Appeals Procedure 2026/27

Dover College

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Purpose of the procedure

This procedure confirms Dover College compliance with JCQ's **General Regulations for Approved Centres** (sections 5.3(x) and 5.8(e)) that the centre will:

- have in place for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding internal assessment decisions, access to post-result services and appeals, and centre decisions relating to access arrangements and special consideration
- draw to the attention of candidates and their parents/carers their internal appeals procedure

This procedure covers appeals relating to:

- Internal assessment decisions (centre assessed marks)
- Centre decisions not to support an application for clerical re-check, a review of marking, a review of moderation or an appeal
- Centre decisions relating to access arrangements and special consideration
- Centre decisions relating to other administrative issues

This procedure is published on the College website and is available on request from the Examinations Officer. Its details are drawn to the attention of candidates and their parents/carers. (GR 5.7(h), 5.8(e), 5.13(i))

1. Appeals relating to internal assessment decisions (centre assessed marks)

Certain qualifications contain components/units of non-examination assessment, controlled assessment and/or coursework which are internally assessed (marked) by Dover College and internally standardised. The marks awarded (the internal assessment decisions) which contribute to the final grade of the qualification are then submitted by the deadline set by the awarding body for external moderation.

This procedure confirms Dover College compliance with JCQ's **General Regulations for Approved Centres** (section 5.7) that the centre will:

- have in place for inspection that must be reviewed and updated annually, a written internal appeals procedure relating to internal assessment decisions and to ensure that details of this procedure are communicated, made widely available and accessible to all candidates
- before submitting marks to the awarding body inform candidates of their centre assessed marks and allow a candidate to request a review of the centre's marking

Marks disclosure and submission schedule Summer 2027

Milestone	Responsibility	Timing
Marks disclosed to candidates	Subject lead / teacher	Normally at least 15 working days before final marks are due to the EO
Materials requested	Candidate	Within 3 working days of mark disclosure
Materials provided	Subject lead / teacher	Within 2 working days of request
Review requested	Candidate	Within 5 working days of receiving materials
Review completed and candidate informed	Independent reviewer / centre	Within 3 working days of review request
Final marks transferred to EO	Subject lead	Dated internal deadline in the qualification/component schedule
Marks and required samples submitted	EO / designated subject lead	Confirmed awarding-body deadline in the qualification/component schedule

The Examinations Officer maintains and publishes a dated schedule for each qualification/component and series. It separates disclosure of provisional marks, materials requests, the review-request deadline, review completion, final transfer to the Examinations Officer and awarding-body submission. Board deadlines must be checked against the published qualification-specific requirements. The schedule is communicated to candidates and relevant staff before assessment marks are disclosed.

Marks must normally be disclosed at least 15 working days before the internal deadline for final marks. Candidates may request materials within 3 working days of disclosure; the centre supplies them within 2 working days and allows at least 5 working days from actual receipt to request a review. The review is completed within 3 working days. The schedule must include contingency time and account for holidays and bank holidays. If centre delay affects access to materials, the request deadline is adjusted so the promised decision period is preserved, with the process completed before awarding-body submission.

Dover College 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.

Dover College ensures that all centre staff follow a robust policy regarding the management of non-examination assessments including controlled assessments and coursework. This policy details the procedures relating to non-examination assessments, for GCE, GCSE, Project qualifications and BTEC, including the marking and quality assurance/internal standardisation processes which relevant teaching staff are required to follow.

Candidates' work will be marked by staff who have appropriate knowledge, understanding and skill, who have been trained in this activity and do not have any potential conflicts of interest. AI tools will not be used as the sole or primary means of marking candidates' work; teachers review the work in its entirety and remain responsible for the mark awarded (GR 5.3(b)). Dover College is committed to ensuring that work produced by candidates is authenticated in line with the requirements of the awarding body. Where more than one subject teacher/ tutor is involved in marking candidates' work, internal moderation and standardisation will ensure consistency of marking.

On being informed of their centre assessed marks, if a candidate believes that the above procedures were not followed in relation to the marking of their work, or that the assessor has not properly applied the marking standards to the marking, then the candidate may make use of this appeals procedure to consider whether to request a review of the centre's marking.

Dover College will:

1. ensure that candidates are informed of their centre assessed marks so that they may request a review of the centre's marking before marks are submitted to the awarding body.
2. inform candidates that they will need to explain on what grounds they wish to request a review of an internally assessed mark so the quality reviewer can consider whether the assessment criteria and centre marking standard have been applied correctly to the submitted work
3. inform candidates that they may request copies of materials (generally as a minimum, a copy of the marked assessment material (work) and the mark scheme or assessment criteria plus additional materials which may vary from subject to subject) to assist them in considering whether to request a review of the centre's marking of the assessment.
4. having received a request for copies of materials, promptly make them available to the candidate within 2 working days (this will either be the originals viewed under supervised conditions or copies)
5. inform candidates they will not be allowed access to original assessment material, including artefacts, unless supervised
6. provide candidates with sufficient time, normally at least 5 working days, to allow them to review copies of materials and reach a decision
7. provide a clear deadline for review requests, aligned with the published schedule. Candidates requesting materials must do so within 3 working days of mark disclosure. A review request must be made in writing within 5 working days of receiving the materials, using the internal appeals form available from the Examinations Officer and explaining the grounds. Where the centre supplies materials late, the request deadline is adjusted to preserve the decision period.

Requests received after the properly communicated deadline will not normally be accepted.

8. allow 3 working days for the review to be carried out, to make any necessary changes to marks and to inform the candidate of the outcome, all before the awarding body's deadline for the submission of marks
9. ensure that the review of marking is carried out by an assessor who has appropriate competence, has had no previous involvement in the assessment of that candidate for the component in question and has no personal interest in the outcome of the review.
10. instruct the reviewer to ensure that the candidate's mark is consistent with the standard set by the centre.
11. Inform the candidate in writing of the outcome of the review of the centre's marking.

The outcome of the review of the centre's marking will be made known to the Head of Centre who will have the final decision if there is any disagreement on the mark to be submitted to the awarding body. A written record will be kept and made available to the awarding body upon request.

The awarding body will be informed if the centre does not accept the outcome of a review.

The moderation process carried out by the awarding body may result in a mark change, either upwards or downwards, even after an internal review. The internal review process is in place to ensure consistency of marking within the centre, whereas moderation by the awarding body ensures that centre marking is in line with national standards. The mark submitted to the awarding body is subject to change and should therefore be considered provisional.

Appeals against decisions to reject a candidate's work on the grounds of malpractice

The JCQ Information for candidates documents (AI and assessments, Coursework, Non-examination assessments, Social media) which are distributed to all candidates prior to relevant assessments taking place, inform candidates of the things they must and must not do when they are completing their work.

Dover College ensures that those members of teaching staff involved in the direct supervision of candidates producing work for assessments are aware of the potential for malpractice.

Candidate malpractice relating to the content of work (inappropriate or offensive content, copying or collusion, plagiarism including AI misuse, or a false declaration of authentication) discovered in a controlled assessment, coursework or non-examination assessment component before the candidate signs the declaration of authentication does not need to be reported to the awarding body and will be dealt with in accordance with the centre's

internal procedures. Malpractice not relating to the content of work, or discovered after the declaration has been signed, will be reported to the awarding body (SMPP 4.5).

If there are doubts about the authenticity of the work of a candidate or irregularities are identified in a candidate's work before the candidate has signed the declaration of authentication/authentication statement (where required) and malpractice is suspected,

Dover College will:

- Follow the authentication procedures and/or malpractice instructions in the relevant JCQ document (*Instructions for conducting non-examination assessments*/*Instructions for conducting coursework*) and any supplementary guidance that may be provided by the awarding body. Where this may lead to the decision to **not** accept the candidate's work for assessment or to reject a candidate's coursework on the grounds of malpractice, the affected candidate will be informed of the decision.

If a candidate who is the subject of the decision disagrees with the decision:

- A written request, setting out as clearly and concisely as possible the grounds for the appeal including any further evidence relevant to supporting the appeal, should be submitted
- an **internal appeals** form should be completed and submitted within 3 working days of the decision being made known to the appellant

The appellant will be informed of the outcome within 3 working days of receipt. This route applies to rejection of assessment work by the centre on malpractice grounds. A separate College disciplinary sanction is appealed under the relevant disciplinary procedure; an awarding-body malpractice decision is subject to the awarding organisation's appeal arrangements, supported by the centre where applicable.

This procedure is informed by the JCQ documents Instructions for conducting non-examination assessments (4.6, 6.1, 9), Instructions for conducting coursework (6, 7, 13.5), Review of marking (centre assessed marks) suggested template for centres, Notice to Centres - Informing candidates of their centre assessed marks and Suspected Malpractice: Policies and Procedures (4.5)

2. Appeals relating to centre's decision not to support an application for a clerical re-check, a review of marking, a review of moderation or an appeal

This procedure confirms Dover College compliance with JCQ's *General Regulations for Approved Centres (section 5.13) that* the centre will:

- 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

Following the issue of results, awarding bodies make post-results services available. Full details of these services, internal deadlines for requesting a service and fees charged are provided by the EO.

Candidates are also made aware of the arrangements for post-results services prior to the issue of results. They are also informed of the periods during which senior members of centre staff will be available, immediately after the publication of results, so that results may be discussed, and decisions made on the submission of reviews of marking.

If the centre or a candidate (or their parent/carer) has a concern and believes a result may not be accurate, post-results services may be considered.

The JCQ post-results services currently available are detailed below

Reviews of Results (RoRs)

- Service 1 – clerical re-check

  This is the only service that can be requested for objective tests (multiple choice tests)

- Service 2 – review of marking
- Priority Service 2 – review of marking

  This service is available for externally assessed components of both unitised and linear GCE AS and A-level specifications. It is also available for Level 3 Vocational and Technical qualifications

- Service 3 – review of moderation

  This service is not available to an individual candidate

ATS – access to scripts

  - Copies of scripts to support reviews of marking
  - Copies of scripts to support teaching and learning

Where a concern is expressed that a particular result may not be accurate, the centre will look at the marks awarded for each component part of the qualification alongside any mark schemes, relevant result reports, grade boundary information etc. when made available by the awarding body to determine if the centre supports any concerns.

For written components that contributed to the final result, the centre will:

1. Where a place at a university or college is at risk, consider supporting a request for a Priority Service 2 review of marking (where the qualification concerned is eligible for this service)
2. In all other instances, consider accessing the script by:

a) (where the service is made available by the awarding body) requesting a priority copy of the candidate's script to support a review of marking by the awarding body deadline or
b) (where the option is made available by the awarding body) viewing the candidate's marked script online to consider if requesting a review of marking is appropriate

3. Collect informed written consent/permission from the candidate to access their script
4. On access to the script, consider if it is felt that the agreed mark scheme has been applied correctly in the original marking and if the centre considers there are any errors in the marking
5. Support a request for the appropriate RoR service (clerical re-check or review of marking) if any error is identified
6. Collect informed written consent from the candidate to request the RoR service before the request is submitted
7. Where relevant, advise an affected candidate to inform any third party (such as a university or college) that a review of marking has been submitted to an awarding body

Written candidate consent (informed consent via candidate email is acceptable) is required in all cases before a request for an RoR service 1, 2 or ATS is submitted to the awarding body. Consent is required to confirm the candidate understands that the final subject grade and/or mark awarded following a clerical re-check or a review of marking, and any subsequent appeal, may be lower than, higher than, or the same as the result which was originally awarded. Candidate consent must only be collected after the publication of results.

If a concern is raised about a particular examination result, the candidate is required to complete a Dover College "application to request an RoR" form and pay the appropriate fee. The EO will submit the request to the awarding body on the candidate's behalf.

For any moderated components that contributed to the final result, the centre will:

- Confirm that a review of moderation cannot be undertaken on the work of an individual candidate or the work of candidates not in the original sample submitted for moderation
- Consult any moderator report/feedback to identify any issues raised
- Determine if the centre's internally assessed marks have been accepted without change by the awarding body – if this is the case, a RoR service 3 (Review of moderation) will not be available
- Determine if there are any grounds to submit a request for a review of moderation for the work of all candidates in the original sample

If the centre decides not to support a request for a clerical re-check, a review of marking, a review of moderation or an appeal, and the candidate (or their parent/carer) disagrees, the candidate may appeal to the Head of Centre by completing the internal appeals form within 2 working days of being told of the decision. The candidate will be informed of the outcome within 2 working days, so that any request can still be submitted before the awarding body's deadline (GR 5.13).

Following the RoR outcome, an external appeals process is available if the Head of Centre remains dissatisfied with the outcome and believes there are grounds for appeal. The JCQ publications *Post-Results Services and A guide to the awarding organisations' appeals processes* will be consulted to determine the acceptable grounds for a preliminary appeal.

Where the Head of Centre is satisfied after receiving the RoR outcome, but the candidate (or their parent/carer) believes there are grounds for a preliminary appeal to the awarding body, an internal appeal may be made to the Head of Centre. Following this, the Head of Centre's decision as to whether to proceed with a preliminary appeal will be based upon the acceptable grounds as detailed in the JCQ publication A guide to the awarding organisations' appeals processes. Candidates or parents/carers are not permitted to make direct representations to an awarding body.

The internal appeals form must be submitted within 5 working days of notification of the review-of-results outcome. The Head of Centre will communicate a decision within 5 working days of receipt, or sooner where necessary to preserve the awarding organisation's appeal deadline. Subject to that decision, the centre submits a preliminary appeal within 30 calendar days of the awarding organisation issuing the review outcome. The Examinations Officer confirms the current service requirements and fees. Any required fee must be paid before submission; where the awarding organisation refunds a successful appeal fee, the centre repays it to the appellant.

3. Appeals regarding centre decisions relating to access arrangements and special consideration

This procedure confirms Dover College compliance with JCQ's **General Regulations for Approved Centres** (section 5.3(x)) that the centre will:

- have in place for inspection that must be reviewed and updated annually, a written internal appeals procedure which must cover at least appeals regarding... centre decisions relating to access arrangements and special consideration

Dover College will:

- comply with the principles and regulations governing access arrangements and special consideration as set out in the JCQ publications **Access Arrangements and Reasonable Adjustments** and **A guide to the special consideration process**

- ensure that all staff who manage and implement access arrangements and special consideration are aware of the requirements and are appropriately supported and resourced

Access arrangements and reasonable adjustments

In accordance with the regulations, Dover College:

- recognises its duty to explore and provide access to suitable courses, through the access arrangements process submit applications for reasonable adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- 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 Dover College has appropriate evidence signed by a member of the senior leadership team to support an application, it will apply for special consideration at the time of the assessment for a candidate who is affected by adverse circumstances beyond 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 Dover College'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 Dover College 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
- An **internal appeals form** should be completed and submitted within 5 working days of the decision being made known to the appellant

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 of the appeal being received and logged by the centre.

If the appeal is upheld, Dover College will proceed to implement the necessary arrangements/submit the necessary application.

4. Appeals regarding centre decisions relating to other administrative issues

Where an examination, application or awarding-body deadline is imminent, the centre expedites access-arrangement, special-consideration, administrative and post-results appeals so that the published local timescales do not prevent a timely remedy. The Examinations Officer confirms the applicable external deadline on receipt.

Circumstances may arise that cause Dover College to make decisions on administrative issues that may affect a candidate's examinations/assessments.

Where Dover College may make a decision that affects 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 the regulations or followed due process, a written request setting out the grounds for appeal should be submitted
- An internal appeals form should be completed and submitted within 5 working days of the decision being made known to the appellant

The appellant will be informed of the outcome of the appeal within 5 working days of the appeal being received and logged by the centre.

Internal appeals form

FOR CENTRE USE ONLY	
Date received	
Reference No.	

Please tick box to indicate the nature of your appeal and complete all white boxes* on the form below

- ☐ Appeal against an internal assessment decision and/or request for a review of marking
- ☐ Appeal against a decision to reject candidate's work on the ground of malpractice
- ☐ Appeal against the centre's decision relating to access arrangements or special consideration
- ☐ Appeal against the centre's decision relating to an administrative issue
- ☐ Appeal against the centre's decision not to support a clerical re-check, review of marking, review of moderation or appeal

*Where the nature of the appeal does not relate directly to an awarding body's specific qualification, indicate N/A in awarding body specific detail boxes

Name of appellant		Candidate name (if different to appellant)	
Awarding body		Exam paper code	
Qualification type Subject		Exam paper title	

Please state the grounds for your appeal below:

(If applicable, tick below)

☐ Where my appeal is against an internal assessment decision, I wish to request a review of the centre's marking

If necessary, continue on an additional page if this form is being completed electronically or overleaf if hard copy being completed

Appellant signature: Date of signature:

This form must be signed, dated and returned to the exams officer on behalf of the head of centre to the timescale indicated in the relevant appeals procedure

Appeals log

On receipt, all appeals will be logged. The outcome of any reviews of the centre's marking will be made known to the Head of centre. A written record will be kept and made available to the awarding body upon request. The awarding body will be informed if the centre does not accept the outcome of a review – this will be noted on this log.

Date received	Complaint or Appeal	Outcome	Outcome date

Further guidance to inform and implement appeals

JCQ

- General Regulations for Approved Centres https://www.jcq.org.uk/knowledge-hub/general-regulations-for-approved-centres/
- Post-Results Services https://www.jcq.org.uk/exam-results-data/post-results
- A guide to the awarding organisations' appeals processes (effective June 2026) https://www.jcq.org.uk/knowledge-hub/a-guide-to-the-awarding-bodies-appeals-processes-effective-from-june-2026/
- Notice to Centres – Informing candidates of their centre assessed marks https://www.jcq.org.uk/knowledge-hub/notice-to-centres-informing-candidates-of-their-centre-assessed-marks/
- Suspected Malpractice: Policies and Procedures https://www.jcq.org.uk/exams-office/malpractice/
- Access Arrangements and Reasonable Adjustments https://www.jcq.org.uk/knowledge-hub/adjustments-for-candidates-with-disabilities-and-learning-difficulties/
- A guide to the special consideration process https://www.jcq.org.uk/knowledge-hub/a-guide-to-the-special-consideration-process-2/

Ofqual

- GCSE (9 to 1) qualification-level conditions and requirements https://www.gov.uk/government/publications/gcse-9-to-1-qualification-level-conditions
- GCE qualification-level conditions and requirements https://www.gov.uk/government/publications/gce-qualification-level-conditions-and-requirements

Record of changes

8 October 2026: Aligned the marks disclosure and submission schedule with NEA procedures; separated milestones; clarified materials and review deadlines, urgent appeals and the distinction between assessment, disciplinary and awarding-body malpractice appeals. Policy ownership assigned by role. Actual series dates are maintained in the controlled qualification/component schedule.

22 October 2026: Owner and review frequency wording updated. Added the JCQ AI and assessments document to the Information for candidates documents (GR 5.8(c)). Added how the procedure is made available to candidates and parents/carers (GR 5.7(h), 5.8(e),

5.13(i)). Contents page rebuilt with page numbers; blank filler lines removed and layout tidied.