

Appeals (Exam and Qualification Grades) Policy

Policy Code:	TL2
Policy Start Date:	March 2026
Policy Review Date:	March 2029

Please read this policy in conjunction with the policies listed below:

- TE3 Recruitment and Initial Assessment of Apprentices Policy
- TE4 Technical Assessment Policy
- TE5 Technical Placement Policy
- TE9 Technical Staff Malpractice and Maladministration Policy
- TL1 Access to Fair Assessment Policy
- TL3 Curriculum, Teaching and Assessment Policy
- TL9 Policy for the Conduct and Administration of Exams
- TL18 Special Consideration and Reasonable Adjustment Policy

1 Policy Statement

- 1.1 All students/learners at The Priory Federation of Academies Trust (The Trust) have the right to make an appeal about any of the marks received for the qualifications they are undertaking.
- 1.2 References to the Trust or Academy within this policy specifically include all primary, secondary and special academies within the Trust, as well as the Early Years setting at the Priory Witham Academy, Priory Apprenticeships and Lincolnshire ITT.
- 1.3 This policy does not form part of any employee's contract of employment and it may be amended at any time.

2 Roles, Responsibilities and Implementation

- 2.1 The Education and Standards Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. The Education and Standards Committee delegates day-to-day responsibility for operating the policy and ensuring its implementation, review and maintenance to the Federation Examinations Manager.
- 2.2 Leaders and managers have a specific responsibility to ensure the fair application of this policy. All members of staff are responsible for supporting colleagues in ensuring its success.

3 Aims

- 3.1 This policy addresses the situation where a student/learner may wish to appeal against a grade they have received for an external qualification, for a mark awarded by a teacher for a particular grade for coursework or marks awarded for an internal assessment. It also covers where a student has applied for a post-results service Enquiry about Results (EAR) but is still not satisfied with the outcome.

4 Grounds for appeal (internal assessments)

- 4.1 A candidate would have grounds for appeal against an internal assessment decision in the following situations:
 - the work was not assessed according to the set criteria, or the criteria is ambiguous;

-
- the final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not sufficiently defined;
 - there is evidence of preferential treatment towards other candidates;
 - valid, agreed, extenuating circumstances were not taken into account at the time of assessment, which the Centre was aware of prior to the submission deadline;
 - agreed deadlines were not observed by staff;
 - a decision was made to reject coursework/work on the grounds of malpractice;
 - where applicable, the internal verification procedure contradicts the assessment grades awarded;
 - where applicable, the conduct of the assessment did not conform to the published requirements of the Awarding Body;
 - where applicable, the current Assessment Plan was not adhered to; and/or
 - for Apprenticeships, the Independent End Point Assessor (IEPA) doesn't agree with predicted grades.

4.2 Apprenticeships End Point Assessment (EPA) appeals

Apprentices should refer to the appeals procedures of their end point assessment organisation, to appeal all or part of their end point assessment outcome. Appeals should be raised within five working days of receiving a result. Priory Apprenticeships are able to support apprentices through an appeals process regarding an end point assessment.

5 Appeals against assessments made by academy/setting staff

5.1 The Federation Examinations Manager is in overall charge of managing appeals relating to internal assessments. However, depending upon the nature of the qualification this may be delegated to a more appropriate individual, for example, the Quality Nominee for 'vocational' subjects such as BTECs, or the Head of Apprenticeships for apprenticeship assessments. Reference to student/learner includes apprentices, and reference to teacher includes assessors in the context of Priory Apprenticeships.

5.2 If a student/learner wishes to appeal about their internal assessment marks then the following procedures will be followed:

- (a) an initial conversation between the teacher and the student/learner may be able to resolve any queries before it reaches the more formal part of the process;
- (b) if this fails and the student wishes to continue, the appeal should be made in writing to the Federation Examinations Manager, or the Head of Centre

-
- at which the student/learner is enrolled, stating the details of the course, assessment and grade awarded and the reasons for the appeal;
- (c) the Head of Centre should notify the Federation Examinations Manager, who will then contact the teacher involved to begin the process; and
- (d) the appeal must be submitted before the end of the first week in May (summer season) of the year in which the written examinations are taken and before marks are submitted to the awarding bodies. The exception to this is for vocational subjects and apprenticeships, where the appeal must be made within 10 x working days of receiving the original assessment mark.
- 5.3 The teacher(s) who marked the assessment which is the subject of the appeal will respond to the appeal in writing to the Federation Examinations Manager; a copy will be given to the candidate.
- 5.4 If the candidate is not happy with the written response, they have received then they may request a personal hearing before an appeals panel, which will follow this process:
- (a) the appeals panel will consist of the Federation Examinations Manager and two of the following from the relevant setting – the Head of Centre (or nominated Deputy), the Examinations Officer, an SLT representative, a representative for technical subjects, a representative from Apprenticeships and a Governor;
- (b) the request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal;
- (c) the candidate will be given at least two days' notice of the hearing date;
- (d) a breakdown of the marks awarded will be given to the candidate in advance of the appeal;
- (e) the candidate may bring a parent/carer or other adult supporter to the hearing;
- (f) the teacher(s) involved will be present at the hearing;
- (g) the decision will be made following the appeal hearing once the candidate and the teacher have left. The decision will be made by those on the panel;
- (h) the Federation Examinations Manager will convey the outcome of the appeal and the reasons for that outcome in writing to the candidate; and
- (i) each setting will maintain a written record of all appeals.
- 5.5 The outcome of an appeal may be:
- confirmation of original decision;
 - a re-assessment by an independent assessor or internal quality assurer; or

- an opportunity to resubmit for assessment within a revised agreed timescale.

5.6 All appeals must be submitted with enough time to allow the process to take place before the appropriate awarding body's deadline for submissions of marks. Marks cannot be submitted by the Centre to the awarding body after the deadline, irrespective of whether or not an appeal remains ongoing.

6 Grounds for appeal (JCQ awarding bodies)

6.1 For Joint Council for Qualifications (JCQ) awarding bodies, appeals for internal candidates (learners/students) must be submitted by the Head of Centre. A Head of Centre can appeal against:

- the outcome of a clerical re-check;
- a review of marking; and/or
- a review of moderation.

6.2 An appeal may be submitted if the appellant (Head of Centre) considers that either:

- a marking or moderation (or a review of marking/moderation) error has occurred; or
- the awarding body did not apply its procedures consistently, properly or fairly.

6.3 Appeals must not be submitted by the Head of Centre until the outcome of the relevant post-results service has been confirmed.

6.4 In the event that the Head of Centre submits an appeal to JCQ, it will be done in line with JCQ processes. Please see Section 7 – 9 for more information.

7 Enquiries About Results (JCQ)

7.1 Students/learners who are unhappy about a result may apply for an Enquiry About Result (EAR) to the Exam Board. This must be done through the Examinations Office and written permission must be given by the student/learner to allow the Examinations Office to proceed, as marks can go down as well as up. This must be done within the Examination Board deadlines following the release of results to students/learners.

7.2 Payment may be required from the student/learner for all qualification requests.

-
- 7.3 The Exams Officer will relay the outcome of the re-mark to the student/learner and the subject department once known.
- 7.4 The awarding body will make a charge for the re-mark. This will be refunded if the EAR results in an increase in the student/learner's grade and any fees paid by the student/learner will be refunded.

8 Appeals against Enquiries About Results Stage 1

- 8.1 Following a re-mark a student who is still not happy with the outcome may request a Stage 1 appeal. The final decision on whether to appeal an EAR outcome will be made by the Head of Centre and processed by the Examinations Officer.
- 8.2 The request by the student/learner must be within 14 days of the outcome of the EAR and must be in writing. Following approval from the Head of Centre the written request will be put forward to the appropriate Exams Board.
- 8.3 The outcome of the appeal will be relayed to the student and the subject department by the Examinations Officer.
- 8.4 The cost of the Appeal will be paid by the setting applying for it.

9 Appeals against a Stage 1 Outcome

- 9.1 Following the outcome of the Stage 1 appeal, the final option is a Stage 2 appeal. As with a Stage 1 appeal, this can only be authorised by the Head of Centre.
- 9.2 Written evidence of the reason for appeal will be required and must be submitted to the appropriate Exam Board within 14 x days of the outcome of the Stage 1 appeal.
- 9.3 The Exam Board may request that the Head of Centre or representative from the subject department attend a hearing set up by the Exam Board to receive evidence.
- 9.4 The outcome of the Stage 2 appeal will be made in writing to the Head of Centre and this will be communicated to the student/learner through the Examinations Officer.
- 9.5 The cost of the Stage 2 appeal will be paid by the setting applying for it.

Policy Document:

Policy status: Approved

Appeals Policy (Exam and
Qualification Grades)

Ref. TL2
Page 6 of 7



10 Policy changes

- 10.1 This policy may only be amended or withdrawn by The Priory Federation of Academies Trust.

Policy Document:

Policy status: Approved

Appeals Policy (Exam and
Qualification Grades)

Ref. TL2
Page 7 of 7



The Priory Federation of Academies Trust Appeals (Exam and Qualification Grades) Policy

This Policy has been approved by the Priory Federation of Academies' Education and Standards Committee:

Signed..... Name..... Date:

Trustee

Signed..... Name..... Date:

Chief Executive Officer

Signed..... Name..... Date:

Designated Member of Staff

Please note that a signed copy of this agreement is available via Human Resources.